How can I modify the user's access levels on my Smart Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps to modify a user’s access level within your Smart Account in Cisco License Central, including how to assign or change permissions.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- The user accessing the Cisco License Central must have at least one of the following:
- Smart Account User/Admin/Viewer
- Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Account Management" tab, and select “Users” under “Smart Account Management”

Step 5: Click on the User you want to modify the access levels for OR use the Filters option, to filter users as per the available filter options on the Filters drop down menu.

Step 6: Click on Grant Virtual Account access on the dashboard

Step 7: On the Add User to these Virtual Accounts dashboard

- Select Scope of access:
  - Entire Smart Account: User has access to the entire Smart Account
  - OR Selected Virtual Accounts.

- User role:
  - If Scope of access is Entire Smart Account, select User Role from the drop-down menu.
  - If Scope of access is Selected Virtual Accounts, select User Role from the drop-down menu.

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.