How can I modify the access levels of a User in a Virtual Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps on modifying a user’s access levels in a Virtual Account within Cisco License Central to control permissions and roles.

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 “Virtual Accounts” under “Smart Account Management”

Step 5: Use the Search function to search for the Virtual Account name.

Step 6: On the Virtual Account dashboard, go to the Users tab.

Step 7: Use the Search function to search for a User CCOID/name.

Step 8: On the Users Details dashboard, go to Grant Virtual Account Access.

Step 9: Select the Virtual Accounts the users can access and their role within them.

- Access Scope:
  - Entire Smart Account
  - OR Virtual Accounts
- User role: select User Role from the drop-down menu.

Step 10: Select the available Virtual Accounts and Click Next.

Step Results: The user has been added to the selected Virtual Accounts.

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.