How can I view Smart Account, Virtual Account hierarchy directory, and admin contacts, in Cisco License Central (CLC)?

Introduction

This Document outlines the steps to view your Smart Account, Virtual Account, hierarchy directory and Admin contacts for streamlined account Management.

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 click on the "Smart Account name", and click on “Your Smart and Virtual Account access” under “Smart Account”.
- OR navigate to the top right corner of the screen and click on your Name and assigned Smart Account and click on “Your Smart and Virtual Account access” under “View profile”.

Step 5: On the Access Directory dashboard, user can view a list of all the Smart Accounts and their administrator related to the user and their organization with ability to view and request access to any existing Smart or Virtual Account.

- **Smart Account name:** User can hover on the information icon on the Smart Account name column to select a Smart Account name to view all the Virtual Accounts within it. The Display of Smart Accounts follows the hierarchical order outlined below:
  - Smart Accounts the user has access to.

    - Smart Accounts user has requested access to.
    - Smart Accounts user has requested creation for.
    - Smart Accounts that match the user's email domain irrespective of whether the user has access to Smart Accounts or not.
- **Smart Account ID:** unique identifier that links and manages your license and entitlements under one centralized Smart Account.
- **Domain identifier:** this is unique for each Smart Account.
- **Smart Account status:**
    - Active: active Smart Accounts.
    - Pending: pending approvals for Smart Accounts.
    - Inactive: deactivated Smart Accounts.
- **Admin name and email:** User can click on the information icon on the Admin name and email column name which guides them to select the Smart Account name in order to view list of other Admins.
- **Your Access:** User can click on the "+" sign to view list of all the Virtual Accounts Access and Roles for that particular Smart Account.
    - Access requested: status means that the access is still pending approval.
    - No access: status means user does not have access to this particular Smart Account and can raise an access request by clicking on the Request access option.
- **Your Roles:** User can hover on the information icon on the Your Roles column name for list of Roles and Responsibilities descriptions. User can click on the "+" sign to view list of all the access roles that the user has for that particular Smart Account.

Step 6: Click on the Filters option next to the search bar and use the available filter criteria to drill down on the data.



Note: Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.