How can I request access to an existing Smart Account, in Cisco License Central (CLC)?

Introduction

This Document explains how a user can request access to an existing Smart Account in Cisco License Central.

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
- Valid Domain ID of active Smart Account

Steps

Step 1**:** Navigate to Cisco Software Central and log in using your Cisco.com credentials.

Step 2: Under the **Cisco License Central** section, select **Access Cisco License Central**.

Step 3: Enter your Smart Account identifier or use the search functionality to locate the desired Smart Account.

Step 4: You have two options to access your Smart and Virtual Account access settings:

- From the left-hand menu, click on the relevant **Smart Account name**, then select **Your Smart and Virtual Account access** under the **Smart Account** section.

- Alternatively, click your user-name in the top-right corner, select the assigned Smart Account, and then choose **Your Smart and Virtual Account access** under **View profile**.

Step 5: On the **Access Directory** dashboard, you will see a list of all Smart Accounts and their administrators associated with your user profile and organization. You can view details and request access to any existing Smart or Virtual Account.

Step 6: To request access to a Smart Account, follow the appropriate path based on your email domain:

- **A. If your email domain matches the requested Smart Account domain:**
  - Use the search function to find the Smart Account by name or domain identifier.
  - In the **Your access** column, click **Request access** for the selected Smart Account.
  - On the **Request Access** dashboard, specify the **Scope of access** and **User role**, then click **Next.**



Caution: If you select Scope of access: Selected Virtual Accounts, you will be directed to the Available Virtual Accounts dashboard to select the desired Virtual Accounts before submitting your request.

- **B. If your email domain does not match the requested Smart Account domain:**
  - Click **Request access to Smart Account not listed below** at the top right.
  - Enter the Smart Account name or domain identifier in the search field and click **Submit**.
  - Provide a mandatory reason for your access request.
  - Click **Request Access** to submit.



Note:

- After submitting a request, the Your access column will display Access Requested for 30 days. If not approved within this period, the status will change to Access expired, and you must reinitiate the request process.
- Until access is approved, the administrator’s name and email will be greyed out.

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.