How to Request a Smart Account for a Customer, in Cisco License Central (CLC)?

Introduction

The following steps describe how to create a Smart Account for a Customer in Cisco License Central (CLC).

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: Navigate to the left Menu bar click on the *Smart Account name*, click on *Your Smart and Virtual Account access* under Smart Account.

Note:

Partner can search for any SA prior to requesting a new SA for their Customer.

- If Restricted- During Search, Partner must populate the entire Name/Domain ID.
- No Partner Holding Accounts can be created via CLC.

Step 4: Click on Create Smart Account from the top right corner and select Request for a customer.

Step 5: Under the Request a Smart Account for a Customer section, enter Smart Account details:

- Smart Account Name.
- Account Domain Identifer: default populated with user's domain ID, click edit to enter customer's domain ID OR TLD
  - Note to Cisco Approver
- Customer Email addresses.
- Note to Customer.

Step 6: User clicks Send Request.

Step Results:

- A pending Smart Account will be created for the customer, and an email will be sent to them with instructions on how to activate it.
- If Smart Account is created under existing TLD, email will be sent to the Smart Accounts Admin.

Step 7: User is directed back to the Directory Page with the Requested Smart Account listed as Pending Status.

Step 8: The assigned Account creator will receive an email of the pending approval.

Step 9: Account creator clicks on the link provided on the email and performs one of the below actions on the directed links Pending Request Page:

- Cancel: Closes the page
- Forward: User can forward to another person to approve
- Deny Request: this cancels the SA. Deny reason must be populated on the Pop up screen.
- Approve and Create the Account: this creates the SA

Troubleshooting

1. How to Approve or Decline a Smart and Virtual Account Access Request, in Cisco License Central (CLC)?
2. How can I view Smart Account, Virtual Account hierarchy directory, and admin contacts, in Cisco License Central (CLC)?

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.