How to Create a Smart Account, in Cisco License Central (CLC)?

Introduction

The following steps describe how to create a Smart Account 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:

- Must have a valid Cisco.com ID (CCO ID) and password.
  - If you do not have one, you need to register for a Cisco account at https://id.cisco.com/signin/register.

Steps

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

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

Step 3: In the left-hand menu bar, click on the relevant **Smart Account name**, then select **Your Smart and Virtual Account access** under the **Smart Account** section.

Step 4: On the **Access Directory** dashboard, you can identify if a Smart Account already exists.

- The directory view lists Smart Accounts where your email domain matches the Smart Account

domain and Smart Accounts where you are a member. Restricted Smart Account rules apply.
- This helps prevent duplicate Smart Account creation. You can request access to an existing Smart Account by viewing the Smart Account administrator's email address and contacting them directly.
- You can also view the current status of the Smart Account.

Step 5: Click **Create Smart Account** located at the top right corner.

Step 6: In the **Create a Smart Account** section, enter the required details:

- **Smart Account Name**
- **Smart Account Domain**
  - The default user domain is displayed.
  - To create a new domain, edit and enter the new domain ID as per the requested Smart Account name.
- **Note to the approver** (optional)
- **Headquarters**
  - You can change the headquarters by clicking the **Change** link, which opens a popup.
  - If no address matches, you can add a new headquarters address.
- **Smart Account Search Visibility**
  - **Unrestricted:** Smart Accounts and Virtual Accounts with unrestricted visibility are searchable and listed in Cisco License Central and Commerce ordering tools.
  - **Restricted:** These accounts are not searchable or listed in selectors in Cisco portals. To assign orders, devices, licenses, contracts, or subscriptions to restricted accounts, the exact account name must be provided.

Step 7: Click **Create Account**.

Step 8: You will be directed to the **Pending Smart Account Information** dashboard. Click **Close**.

Step 9: You will return to the Directory page where the requested Smart Account is listed with a **Pending** status.

- A header message will indicate that your Smart Account request is pending approval. You will receive a confirmation email, and a company administrator will review your request.



Note:

- Automated account activation occurs when the Top-Level Domain (TLD) partially matches and no active Smart Account exists for that TLD.
- Users can create a SMB Account following the same process.
- To convert a SMB Account to a Standard Smart Account, users need to update their profile; domain mismatches require Cisco support.

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.