Find a Contract Number and Add Access to It

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Introduction

This document describes how to find a Cisco contract number associated with Secure Email and Secure Web accounts and add access to contract numbers.

Find a Contract Number

Cisco TAC does not manage contracts or accounts associated with a Cisco Connection Online (CCO) ID.

You are responsible to review and update information associated with your CCO ID, account, contract, or services and appliances that are tied to a contract.

Please visit Cisco Commerce - Subscriptions and Services to view a list of your service contracts. You can search for Product Activation Key (PAK)/Serial Number from the subscriptions & services search option. Guided help to use CCW-R is found here: Cisco Commerce – Software Subscriptions and Services (CCW-R) Quick Reference Guide.

Cisco Software Licensing & Software License Management also provides information for licensing, PAK, and Smart Licensing.

This aids you in your search for PAK/Serial Number, Order Number, and Product information, which can be used then to search CCW-R.

If you have a contract with Cisco, but do not know your company service contract number or Partner contract agreement number, please contact your Service Contract Sales representative, Point of Sale (Partner), or email web-help@cisco.com.

Please include your company name, address, location, phone number, email address, and other important contact information, and request information on which contract or registration number is used for your Cisco.com registration.

It is essential to associate all of your service contracts with your Cisco.com profile for you to receive complete access to support and services from Cisco. Please use the steps provided to ensure contract coverage on your Cisco.com profile.

Note: If you cannot access any of the links, contact your authorized Cisco partner or reseller, your Cisco account representative, or the individual in your company who manages Cisco service agreement information.

Add Access to Your Contract Number

Please follow these steps:

1. Log in to the Cisco.com Account Portal: Cisco Account Login - Profile Manager for Customers & Partners - Cisco
2. Choose the **Customer Profile Manager**.
3. Select the **Access Management** tab.
4. Once the Access page has opened, the options for **Services & Support**, **Smart Accounts**, **Ordering**, **Smart Services**, and more are provided.
5. ..For example, **Services & Support** provides you with your current access and access requests options
    - Any current contract numbers and bill-to ID are shown.
6. To add new access to additional accounts, select **Add Access**.
7. A pop-up appears; follow the steps to add either **Software Download, support tools,** and **entitled content on Cisco.com** or **TAC and RMA case creation, Software Download, support tools,** and **entitled content on Cisco.com**.
8. A contract number or product serial number to associate with your Cisco Account is required.
9. Finally, click **Submit**.
10. Notification via email is sent after the service contract associations have been completed.

Note: Service contract association can take up to 6 hours to complete.

Partners, please review the Partner Self-Service User Guide for step-by-step instructions on how to use the Partner Self-Service (PSS) application.

Next, please follow these steps:

1. Log in to the Cisco.com Account Portal: Cisco Account Login - Profile Manager for Customers & Partners - Cisco
2. Choose the **Partner Self-Service Portal**.
3. From the **Choose a Task** dropdown, select either **Contact** or **Location Management** to get started

Partners, also utilize Partners - Cisco to get the latest on-demand partner updates, resources, and opportunities—all in one place. Partner Support - Cisco also provides complete presales, post-sales help, and support information.

If you would like to establish a direct service agreement with Cisco (or believe you have an agreement, but you are not sure of your service agreement number), contact Cisco Worldwide Support Contacts.

See the Cisco.com Account Portal for additional options to view and manage details for users and contract administrators.

Add Products to Service Contracts

If you wish to add products to your service contracts, or create a new service contract, contact your authorized Cisco partner or reseller, your Cisco account representative, or the individual in your company who manages Cisco service agreement information.

Quote, order, and manage your service contracts and software subscriptions with Cisco CX: Cisco Commerce Software Subscriptions and Services (CCW-R) - Cisco

See Technical Services Resource Guide for additional assistance.

Related Information

- Cisco.com Account Portal
- Service Access Management Tool
- Cisco Support & Downloads
- How to Add a Cisco Service Contract Access to a Cisco.com Account