

Access the Cisco Catalyst SD-WAN Portal

- Workflow for Smart Account and Virtual Accounts for provisioning control components, on page 1
- Create a Virtual Account associated with your Smart Account, on page 2
- Workflow for certified overlays, on page 3
- Access the Cisco Catalyst SD-WAN Portal for the first time, on page 3
- Log in to the Cisco Catalyst SD-WAN Portal, on page 4
- Access the SD-WAN Manager from the SD-WAN Portal, on page 4
- Reset the Cisco Catalyst SD-WAN Manager Admin password, on page 4
- Configure additional MFA options or update an existing MFA option, on page 5

Workflow for Smart Account and Virtual Accounts for provisioning control components

This workflow describes how to create a Smart Account, create a Virtual Account, and associate the Cisco DNA subscription with your Virtual Account.

1. Open Cisco Software Central and create a Smart Account for your organization.
2. Create a Virtual Account associated with your Smart Account.

   For instructions on how to create a Virtual Account, review Create a Virtual Account Associated with Your Smart Account.
3. At the Cisco Commerce Workspace, purchase a Cisco DNA subscription.

Note You must associate the Cisco DNA subscription with one Virtual Account within the respective Smart Account.

   An account manager or sales representative usually places the order for the customer.
4. Choose the DNA cloud subscription product identification (PID) for your license.

   Selecting the DNA cloud subscription PID automatically associates your Virtual Account with the SD-WAN-capable attribute for control component provisioning.
5. When the order is complete, the Virtual Account is available on the Cisco Catalyst SD-WAN Portal for control component provisioning.

Note The Virtual Account must include the device serial numbers that were added on the Cisco Plug and Play (PnP) portal. AFter creating the overlay through the Cisco Catalyst SD-WAN Portal, see the **Control Component Profile** tab on the Cisco PnP portal to view the mapping of the device serial numbers with their respective control components. This mapping provides the necessary information to add the devices to Cisco SD-WAN Manager or to perform zero-touch provisioning (ZTP). To confirm control component provisioning as part of the overlay creation process using the Cisco Catalyst SD-WAN Portal, view the **Control Component Profile** tab in the Cisco PnP portal.

For additional details, refer to Cisco Network Plug and Play Connect Capability Overview.

Create a Virtual Account associated with your Smart Account

Before You Begin

Create a Smart Account for your organization using Cisco Software Central.

For information on creating a Smart Account, refer to the Workflow for Smart Account and Virtual Accounts for Provisioning the Controllers documentation.

Create a Virtual Account

1. In Cisco Software Central, choose **Manage account** under **Manage Smart Account**.
2. Click **Virtual Accounts**.
3. Click **Create Virtual Account**.
4. Click **Review Notice**, and after reviewing the notice, click **I Have Reviewed the Notice**.
5. Enter the required information in each field.

Note The **Parent Account** field is autopopulated with **At Top Level**. You may retain this selection.

6. Click **Next**.
7. (Optional) Assign users to the Virtual Account.
8. Click **Next**.
9. Click **Create Virtual Account**.

   The newly created Virtual Account is listed in Virtual Accounts.

Workflow for certified overlays

Workflow for certified overlays for new customers

1. If you are a new Cisco Catalyst SD-WAN customer or partner, place an order on the Cisco Commerce Workspace.
2. Choose the **Certified Hosting Infra for vManage PID** subscription option.
3. Follow the same steps as for any other order.

Note Ensure that you select the correct PID that corresponds to the certified overlay.

Workflow for certified overlays for existing customers

1. If you are an existing Cisco Catalyst SD-WAN customer or partner, place an order on the Cisco Commerce Workspace with an existing Virtual Account.
2. Select the **Certified Hosting Infra for vManage PID** subscription option.
3. Create a ticket in Cisco One.

   Include this information in the ticket:

   - Virtual Account
   - Organization Name
   - Order Number
   - Region

4. The CloudOps team confirms the order. Then, they upgrade an existing overlay to a certified overlay.

Access the Cisco Catalyst SD-WAN Portal for the first time

When you log in to the Cisco Catalyst SD-WAN Portal for the first time, you see a guided workflow. You can use this workflow to configure selected features and to create your first Cisco Catalyst SD-WAN overlay network.

Log in to the Cisco Catalyst SD-WAN Portal for the first time as a Smart Account administrator. If you do not use an identity provider (IdP), you must have Smart Account administrator privileges each time you log in.

If you use an IdP, you can access the Cisco Catalyst SD-WAN Portal with the permissions provided by the IdP.

Note You cannot use Virtual Account administrator-level access to log in to the Cisco Catalyst SD-WAN Portal, but you can use it with other portals, such as software.cisco.com. The Cisco Catalyst SD-WAN Portal does not accept Virtual Account administrator-level access.

Log in to the Cisco Catalyst SD-WAN Portal

1. For the commercial version of the Cisco Catalyst SD-WAN Portal, navigate to: https://ssp.sdwan.cisco.com/

   For the government version, log in at: https://ssp-gov.sdwangov.fedramp.cisco
2. Enter your appropriate login credentials.
3. When prompted, set up or enter your multi-factor authentication (MFA) credentials. MFA is required for all users.

Access the SD-WAN Manager from the SD-WAN Portal

From the **Fabric Details** page in the SD-WAN Portal, you can log in to SD-WAN Manager by clicking the **SD-WAN Manager** browser link in the **Description** pane. You can bookmark this link for later use. You do not need to re-enter your credentials while your session is active.

Note The SD-WAN Portal and SD-WAN Manager share the same session timer and active or idle status. If your login session is about to time out, you will be requested to extend it, whether you are using SD-WAN Portal or SD-WAN Manager.

Reset the Cisco Catalyst SD-WAN Manager Admin password

If you forget the Administrator password to access SD-WAN Manager from a fabric, you can change it from the SD-WAN Portal.

Cisco-Hosted Fabrics

1. Select **Cisco-Hosted Overlays** from the SD-WAN Portal Dashboard.
2. Choose a fabric and click **Details**.
3. From the **Actions** menu on the Fabric Details page, select **SD-WAN Manager Password Reset**.
4. Enter the new password, following the displayed rules.
5. Re-enter the new password and click **Confirm**.

Non-Hosted Fabrics

Before proceeding, verify your organization's whitelist and firewall settings and ensure that your SD-WAN Manager is reachable from ssp.sdwan.cisco.com.

1. Select **Non-Cisco Hosted Overlays** from the SD-WAN Portal Dashboard.
2. Choose a fabric and click **Details**.
3. From the **Actions** menu on the Fabric Details page, select **SD-WAN Manager Password Reset**.
4. Enter the IP address or DNS address of the SD-WAN Manager.
5. Enter the new password, following the displayed rules.
6. Re-enter the new password and click **Confirm**.

Configure additional MFA options or update an existing MFA option

You can add an additional MFA option or update an existing MFA option using the Cisco SD-WAN portal.

Before You Begin

Ensure that you can log in successfully to the Cisco Catalyst SD-WAN Portal.

Add or Update an MFA Option

1. After you successfully log in to the Cisco SD-WAN Self-Service Portal, go to Cisco SD-WAN SSO.
2. On the SSO page, you will see Cisco Catalyst SD-WAN Portal under the **Work** tab.
3. From the drop-down list by your name in the top right corner of the page, click **Settings**.
4. In the **Extra Verification** section, add an MFA option or update an existing MFA option.