Instructional Guide on Requesting a Team Captain Role Assignment

Determining who to assign to the account

It is the participating company's responsibility for ensuring that at least one Team Captain Designated Admin (TCDA) is always assigned to the account. The company must decide who will be the authorized representative(s) to oversee and manage their Cisco Learning Credits account and accept the Terms and Conditions on behalf of the company.

After accepting the terms, it will be up to the TCDA to decide if other individuals are needed to help manage the account. The TCDA should determine who to assign to a role based on the requirements and the level of authority needed.

When requesting role assignment changes, keep in mind that at least one TCDA must always be assigned. When a TCDA is being replaced, it is important to assign a new TCDA as soon as possible. Read below for instructions on how to request someone to be added to the account.

Assigning a Team Captain role

To request a role assignment:

1 Open a case at certsupport.cisco.com

2 Click **My Cases**

3 Click **Open a Case**

4 Use the drop-down to select **Product ' Cisco Learning Credits', then select 'Cisco Internal Team'**

5 Enter **Title**

6 Enter a **Description** and **include the following information:**

- Customer Account Name as displayed in LCMT
- Sales Order (SO) Number(s) for validation
- User CCOID with First & Last Name (no generic names)
- List role to be added as TCDA, TCO, or Team Player
- If a US Federal Account, indicate 'Federal' in the description.
  If MS or GSI Provider, list role to be added as 'TCO'.
  Note: Only when there is a TCDA already assigned to the account who has also accepted T & Cs can a TCO be added.

7 Click Submit

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