How to Request Access to an Existing Smart Account

Contents

Introduction Prerequisites Requesting Access to an Existing Smart Account Troubleshooting Related Information

Introduction

This article describes the process of requesting access to an existing Smart account.

Prerequisites

Before you start, ensure that you have the following data at your disposal:

<u>Active Cisco.com account</u>

Requesting Access to an Existing Smart Account

Step 1:

Go to Cisco Software Central and log in with your Cisco.com account.



Click the profile button, and then select Manage Profile.



Step 3:

On the Profile Management page, click Access Management.

cisco		⊕ ^{US} _{EN} ▲ Hi,	-
Home	Personal 📥 Settings	Access Management	
You will not be al	ble to update Cisco employee profile at	ttributes in OneID. Please update it in HR systems. \times	
Your Person	al Details	Your Company Details	
First Name		Country or Region	
Alternation		Panel	
Last Name		Company	
Protection		Cisco Systems, Inc.	
Preferred First Name		Site Address	
		Company Phone Number	Ţ

Step 4:

On the Access tab, click Smart Accounts. In the View Your Access Requests section, select Request Access to an Existing Smart Account.

Step result: The system displays the Request Access to an Existing Account page.

 Back to Profile Management 			Choose Language : English	~
Access Services & Support Smart Accounts Ordering	Smart Services CCIE Partners PICA Users			
Existing Smart Account Access				
Smart Account Domain	Smart Account Name	Virtual Account	Role	
•	L		Smart Account Administrator	
View Your Access Requests				
Request a Smart Account Get a Smart Account for your organizat	ion or initiate it for someone else			
Request Access to an Existing Smart A Submit a request for access to a Smart	ccount Account.			
Manage Smart Account Modify the properties of your Smart Acc	count and associate individual Cisco Smart	Accounts with your Smart Account.		
Learn About Smart Accounts Access documentation and training.				
Contacts	Feedback Help Site Map Terms & C	conditions Privacy Statement Cookies	Trademarks	

Step 5:

On the **Request Access to an Existing Smart Account** page, in the **Your Profile** section, ensure that your profile information is correct. In the **Smart Account Domain Identifier** section, in the **Account Domain Identifier** field, enter the account domain identifier to which you need access. Click **Submit**.

Step result: The system displays the Reason For Request field.

- Back to Profile Man	igement Choose Language: [English v]
Access	
Request Acce	ss to an Existing Smart Account
Use this page to require the transformation of the transformationo	est access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain nts the Smart Account to request access.
Your Profile	
Your Cisco.com profi do it now.	e will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to update your profile,
Company / Organizat-	n Name
Full Name:	
Email Address:	
Cisco ID:	
Phone:	
Smart Account D	omain Identifier
Confirm the Smart or Holdin	p Account Domain Identifier you are requesting access to, by entering it below:
* Account Domain Identif	4r. Junit

Step 6:

In the **Reason For Request** field, enter the reason for requesting access to the Smart account. Click **Send Request**.

Step result: The system displays a notification message that confirms that your access request was sent.

CISCO Products Support & Learn Partners Events & Videos Q	
► Back to Profile Management Choose Language : English ✓ Access	
Request Access to an Existing Smart Account	
Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.	
Your Profile	
Your Cisco com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to update your profile, do it now.	
Company / Organization Name:	
Full Name:	
Email Address:	
Cisco ID:	
Phone:	
Smart Account Domain Identifier	
Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:	
* Account Domain Identifier. Submit	
Account Name: I Account Type: CUSTOMER	
*Reason For Request. 10 character minimum 951 remaining	
When submitted, the request will be sent to the Smart Account Administrator, who will review and determine the outcome of your request.	
(Sand Request)	
Contacts Feedback Help Site Map Termis & Conditions Privacy Statement Cookies Trademarks	

Step 7:

From the notification message, click **Your Access Requests** to track your access requests.

Step result: The system displays the **Services & Support** tab where you can view the status of your access requests.

CISCO Products Support	Learn Partners Events & Videos	Q
- Back to Prot	le Management	Choose Language : English
Services & Support	t Smart Accounts COIE Smart Services Partners Access to an Existing Smart Account	
Acce Accee Accee Accee Accee Acce Accee Accee A	s Request Sent mark Account Administrator has been notified and upon review will determine the outcome of your request. You will be notified by email when action en taken, and you can also track The Theorem	
	Contacts Feedback Help Site Map Terms & Conditions Privacy Statement Cookies Tradem	arks

Step 8:

On the **Service & Support** tab, on **Your Access Requests** tab, you can check the status of your access request in the **Status** column or send a reminder by clicking **Send Reminder** in the **Actions** column in case your request has been in *Pending* status for a few days.

Note: After you send the access request, a Smart account administrator receives it, and they either approve or decline the request. You receive a confirmation email about the Smart account administrator's action. If you do not receive an email, the Smart account administrator has not taken an action on the access request yet and you can <u>send them a reminder</u>. Alternatively, if you know who the Smart account administrator is for the account that you requested access to, you can contact them directly and ask them to take action on your access request. If you are not familiar with the Smart account administrator and your access request is in *Pending* status despite the fact that you sent a reminder to the Smart account administrator, you can then open a case in <u>Support Case Manager (SCM)</u>.

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Administer access to support. Service Access Management Tool (SAMT)						Request Access
						Administer access to support: Service Access Management Tool (SAMT)

Troubleshooting

If you experience an issue while requesting access to a Smart account, open a case in <u>Support</u> <u>Case Manager (SCM)</u>.

Related Information

How to Approve or Decline a Smart and Virtual Account Access Request