How to Add a Cisco Service Contract Access to a Cisco.com Account

Contents

Introduction Prerequisites Adding a Cisco Service Contract Access to a Cisco.com Account Troubleshooting Related Information

Introduction

This article describes the process of adding a Cisco service contract access to Cisco.com account.

Prerequisites

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

- Active Cisco.com account
- <u>Contract Number</u>

Adding a Cisco Service Contract Access to a Cisco.com Account

Step 1:

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



Step 2:

Click the profile button, and then select Manage Profile.

Ŧ	Cisco Software Central	alialia cisco		Q \bigoplus_{EN}^{VS}
			м	y Account ×
	Cisco Soft	ware Centra		Logout happe Frontile
	Download and	I manage		
	Smart Software Manager Track and manage your licenses. Convert traditional licenses to Smart Licenses.	Download and Upgrade Download new software or updates to your current software.	Traditional Licenses Generate and manage PAK-based and other device licenses, including demo licenses.	
	Manage licenses 🖒	Access downloads >	Access LRP >	
	Manage Smart Account	EA Workspace	Manage Entitlements	

Step 3:

On the Profile Management page, click Access Management.

cisco	⊕US L Hi,
Home 👤 Personal 🚞 Settings	P Access Management
You will not be able to update Cisco employee profile attr	ributes in OneID. Please update it in HR systems. $ imes$
Your Personal Details	Your Company Details
First Name	Country or Region
Allengeden	Print
Last Name	Company
Production and Production of P	Cisco Systems, Inc.
Preferred First Name	Site Address
	Company Phone Number

Step 4:

On the Access tab, under Services & Support, click Add Access.

Note: If your service contract(s) is already associated with your Cisco.com account, you can find your current contract(s) on **Your Current Access** tab. If you have already requested your service contract(s) to be associated with your Cisco.com account, you can find your access requests on **Your access requests** tab.

ululu cisco	Products Support & Learn	Partners Events & Vid	deos	Q	0
	 Back to Profile Manag 	ement	Choose Langu	uage : English	~
	Access Services & Support Smart A Do you need additional access support or downloads only acc Add Access Your Current Access	Accounts Ordering Smart Servic to services and support? Associat ess.	te your Cisco Account with your company service contracts, Bill-to IDs,	or product serial numbers for either full	-
			Not shown: Contracts with downloads only access	Grant Access for Users From Other Companies	- 1
	Contract Number 🥥	A Bill-to ID	Administrators	For Access Issues	
	- Find Access -	- Find A	Access -	Email	
		No da	ata available in table	Your Current Access	
	Showing 0 to 0 of 0 entries			For covered products, you have full support access: Open a Support Case Downloads	-

Step 5:

In the Add Access dialog box, select TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com, and then click Go.

CISCO Products	Support & Learn Par	tners Events & Videos		Q	0	^
-	Back to Profile Management					
_		Add Access X	oose Language :	English	•	
	Access	What turns of assesses are your requestion?				
s	Services & Support Smart Account	what type of access are you requesting r				
C	o you need additional access to ser	 Software Download, support tools, and entitled content on Cisco.com 	ts, Bill-to IDs, or produ	ct serial numbers for either full		
s	upport or downloads only access.	 TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com 				
	Add Access Your Current Access You	Your entitlement to services is defined by your contract's coverage terms.	<u> </u>			
	You may have been granted additior	If you are an end customer who purchased a Partner-Branded Service support contract, you are only entitled to Software Download, support tools, and entitled content on Cisco.com. and must contact your Reseller in the event that TAC		Grant Access for Users From Other Companies		
	Contract Number/	support or RMA is needed.		For Access Issues		
	Serial Number/ Smart Account	Go	Actions	Email		
	-Find-	-rinorino-		Your Current Access		
		Loading		For covered products, you have		
				full support access: Open a Support Case Downloads		

Step 6:

Select the **Specific Contract(s)** radio button, and then select **By Service Contract Number(s)** and enter the service contract number(s) in the field next to it. Click **Submit**.

Step result: If the information on your contract (for example, a company name) matches the information on your Cisco.com account, then the contract is automatically added to your Cisco.com account. If the automation fails due to the information mismatch, then the entitlement needs to be further verified manually. If that's the case, you will be contacted by Cisco for further clarification within the next two hours.

CISCO Products Support & Learn Partners Events & Videos	Q 🔘
In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.	
 Bill-to ID(s) Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID. 	
OR Specific Contract(s) Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts	
Enter service contract number(s) if you have it. By Service Contract Number(s)	
OR If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract. O By Serial Number If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.	
All submitted requests will be reviewed by an administrator.	
Submit	

Troubleshooting

To manage the contracts associated with your account,

visit <u>https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do</u>. If you need further assistance with your contracts, send an email to <u>web-help-sr@cisco.com</u>.

Related Information

How to Convert a Fulfilled PAK to a Smart License for CUCM