

## Requesting Access to Contracts

**Introduction:** This tip sheet will show you how to request contract registration for any contracts that are not currently in your view and detail how to download your User Contract Registration Report. Registering to your contracts will help to ensure that you have access to view serial numbers and contract data for all the contracts associated to your company. This process is also extremely important if you require access to additional contracts due to any mergers or recent acquisitions.

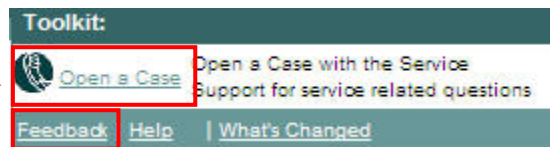
### Steps to Request Contract Registration through Cisco Support:

As a contract End User, you must register for contracts by requesting contract access with the Service Support Center. This can be performed when you request access to CSCC, or can also be done at a later date if you gain access to new contracts once you already have been granted access to the tool.

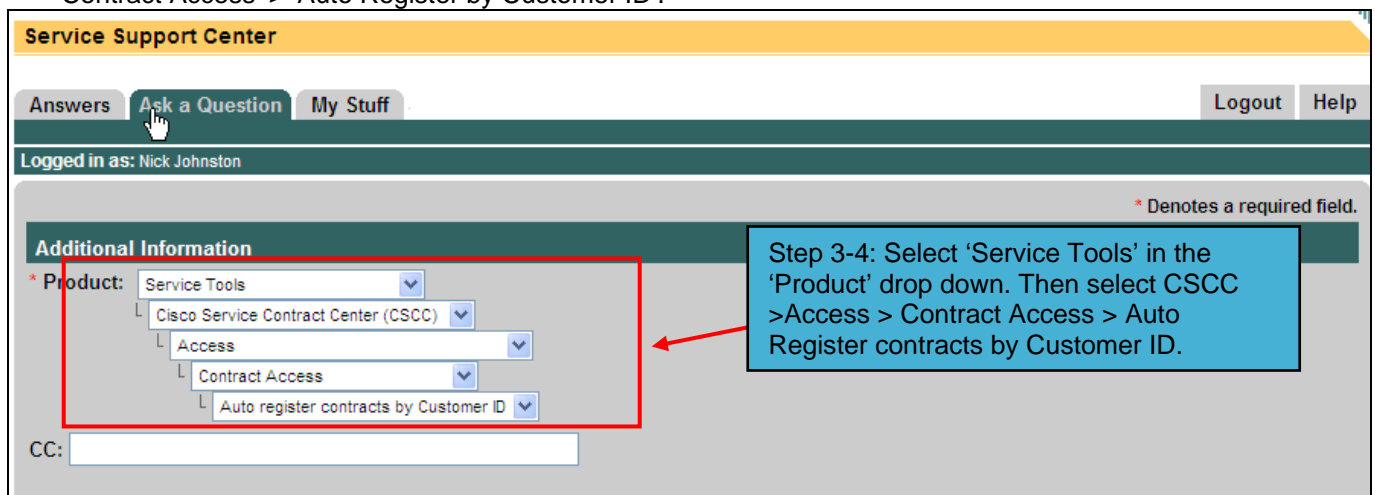
1. To open a case with Cisco Service Support Center (SSC), click the 'Open a Case' link in the CSCC toolkit which is located at the upper right portion of every CSCC screen. You can also open a case by following the 'Feedback' link in the toolkit.

**Note:** You can also contact support while not logged into CSCC at the following link:  
<http://www.cisco.com/go/ssc>

Step 1: Open up a case with the Cisco Service Support Center (SSC) by clicking the 'Open a Case' or the 'Feedback' link in the toolkit.



2. Enter your User ID and password to gain access to the Service Support Center.
3. Under the Ask a Question section, select the 'Product' drop down and choose 'Service Tools'.
4. In the following drop downs that appear, select 'Cisco Service Contract Center (CSCC)'> 'Access' > 'Contract Access' > 'Auto Register by Customer ID'.



5. Provide your Customer ID and any contract numbers you need access to.
6. Click 'Continue', verify your case information and submit your case.
7. Support will confirm your rights to the contract(s) you have requested access to and send you a confirmation email once the registration has completed properly.

## User Contract Registration Report

To view all the contracts to which you are registered and ensure you have access to the necessary information in CSCC, you can utilize the User Contract Registration Report. This report will also provide additional information regarding the contract status and type (service level). To generate this report, follow the steps below.

1. Navigate to the General tab and select 'Reports' from the Secondary menu.
2. From the Report Type drop down, select 'User Contract Registration Report'.
3. Specify your report options.
  - Select your Report Format
  - Enter your email address which you would like your results sent
  - Enter a CC email address if needed
4. Click 'Run Report'.

5. Your results will be emailed to address you have entered. Following is an example of the report that you will receive via email.

Customer	Contract	Type	Status	Bill-To Address	Global Ultimate	Entitled Party	Method of Registration
Cisco	1111111	SNT	ACTIVE	155 North McCart	CISCO(GU_ID:1111	Install-at	Auto Registration

The following data is displayed:

- Customer- Your company name
- Contract- The contract number
- Type- The service level of the contract
- Status- The status of the contract. Could result in 'Active', 'Overdue', or 'Expired'.
- Bill To Address- The address of the Cisco Partner which is providing the service
- Global Ultimate- The parent company associated to the contract
- Entitled Party
- Method of Contract Registration – Details how the contract was registered to your profile

### Related Links

- CSCC Training Website:** [Click Here](#)  
**Contract Management Tip Sheet:** [Click Here](#)  
**CSCC Search Tools Tip Sheet:** [Click Here](#)