

# Create a Service Contract Access to a Cisco.com Account

## Contents

[Introduction](#)

[Prerequisites](#)

[Add a Cisco Service Contract Access to a Cisco.com Account](#)

[Troubleshoot](#)

[Related Information](#)

## Introduction

This document describes the process of the addition of a Cisco service contract access to a Cisco.com account.

## Prerequisites

Before you start, you must have access to this data:

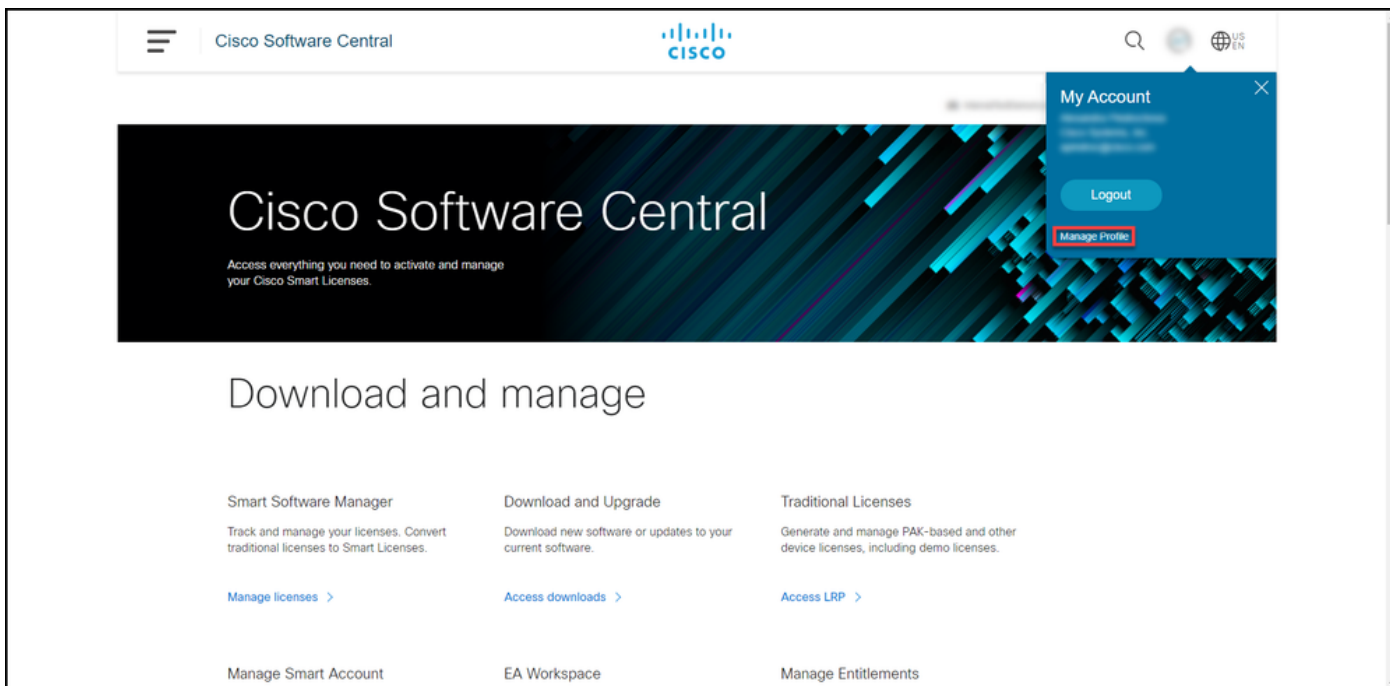
- [Active Cisco.com account](#)
- [Contract Number](#)

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

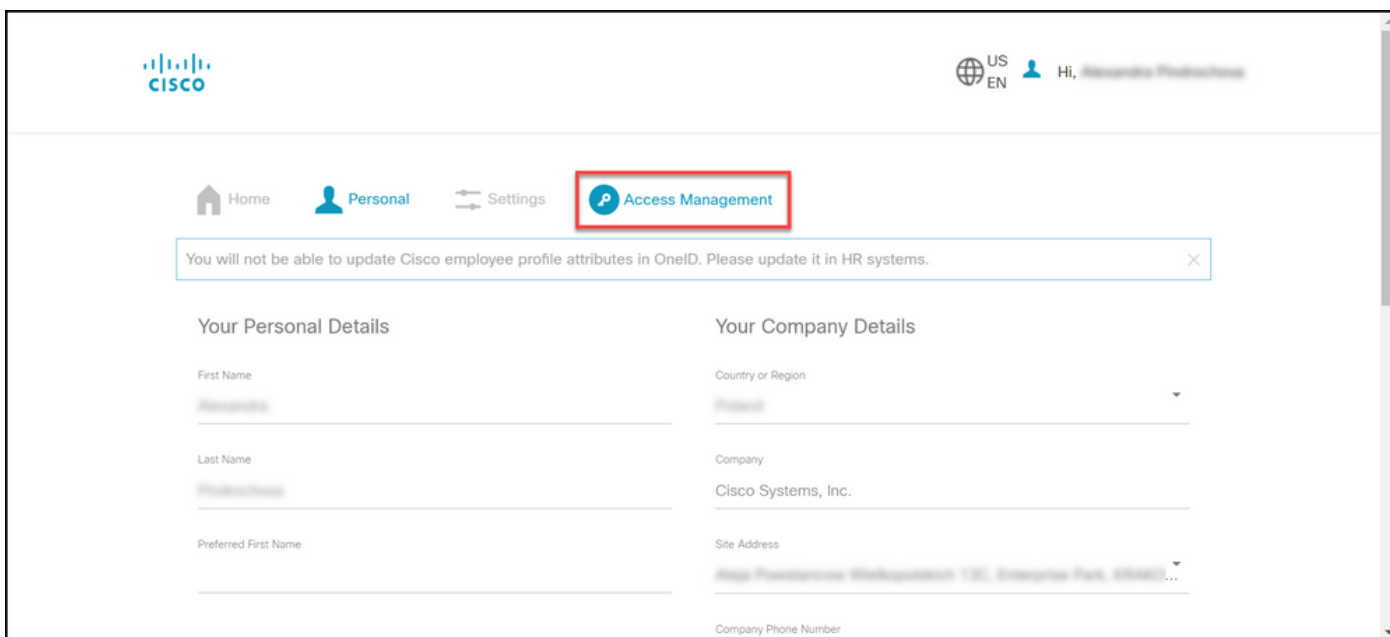
Step 1. Navigate to [Cisco Software Central](#) and log in with your Cisco.com account.



Step 2. Click the profile button, and then choose **Manage Profile**.

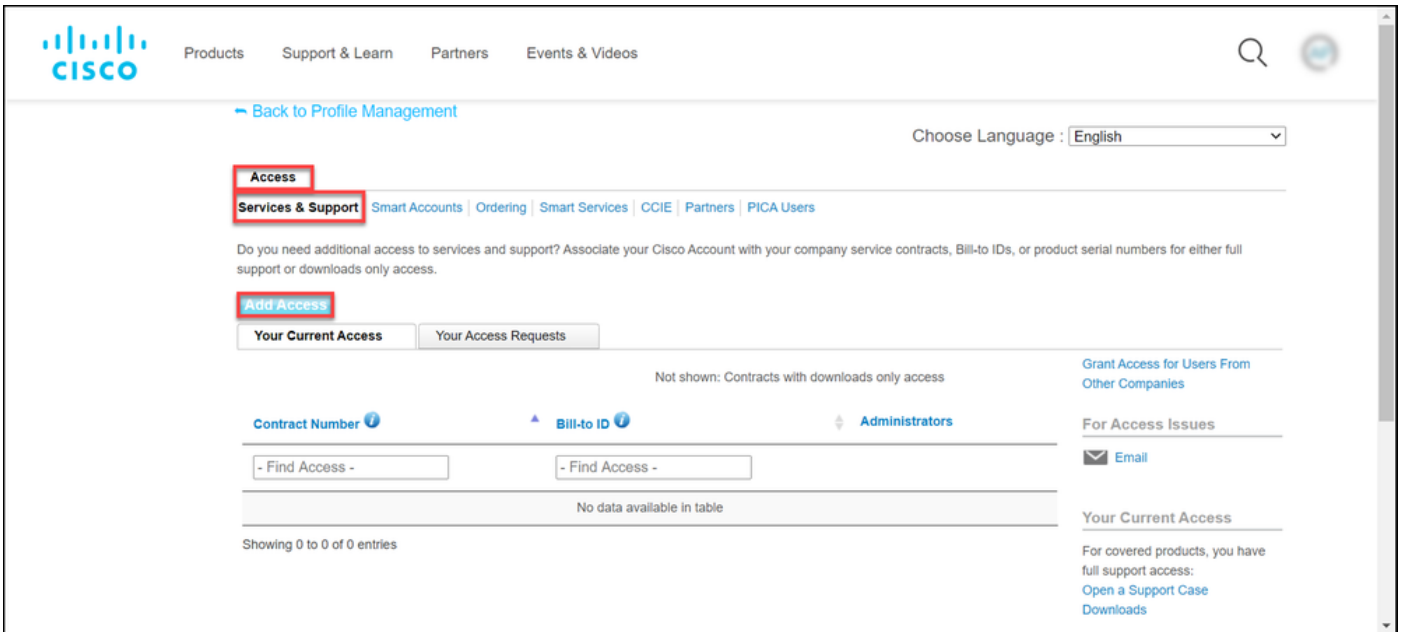


Step 3. On the **Profile Management** page, click **Access Management**.

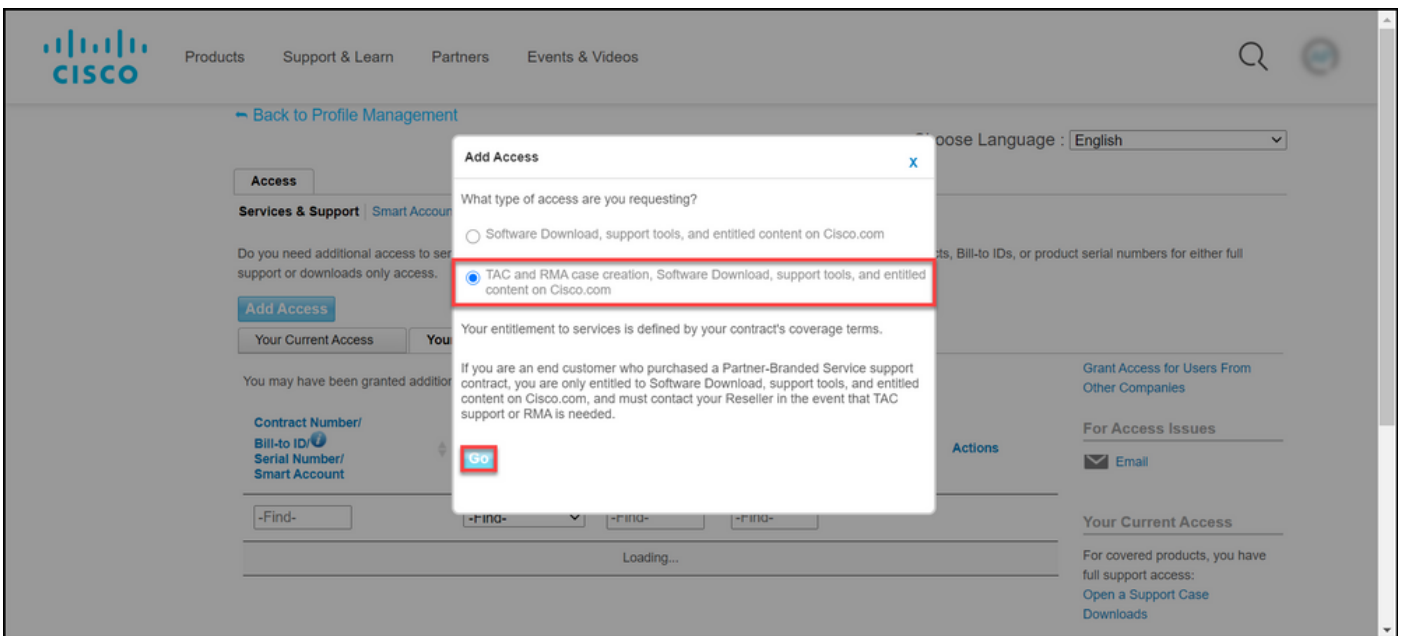


Step 4. On the **Access** tab, under **Services & Support**, click **Add Access**.

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



Step 5. In the Add Access dialog box, choose TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com, and then click Go.



Step 6. Choose the **Specific Contract** radio button, and then click **By Service Contract Number** and enter the service contract number(s) in the field next to it. Click **Submit**.

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 is the case, you are to be contacted by Cisco for further clarification within the next two hours.

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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.

By Service Contract Number(s)

Enter service contract number(s) if you have it.

OR

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**

## Troubleshoot

In order to manage the contracts associated with your account, visit [https://rpfa.cloudapps.cisco.com/rpfa/profile/edit\\_entitlement.do](https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do). If you need further assistance with your contracts, send an email to [web-help-sr@cisco.com](mailto:web-help-sr@cisco.com).

## Related Information

- [How to Convert a Fulfilled PAK to a Smart License for CUCM](#)
- [Technical Support & Documentation - Cisco Systems](#)