Guide to Enabling Partner Access to Service APIs



(updated April 3, 2018)

A customer Delegated Administrator (DA) can grant API access to Smart Net Total Care partners. This document assumes that a customer has already registered for portal access and has setup a DA within their organization.

NOTE: Refer to the Cisco Smart Net Total Care Portal Onboarding Guide for information on setting up a DA.

API Roles and Access

Cisco Smart APIs provide programmatic access to Cisco information. With Smart Net Total Care Service API access, partners can automate the transfer of data from the Smart Net Total Care portal into their own systems and provide customers with better insights into the customer's network as part of the partner's service practice.

Complete these steps in order to assign the CBR API Developer role to a Cisco reseller and allow them access to your company's information via APIs.

Step 1

Log into the Cisco Services Access Management Tool.

Step 2

Under User Role Assignments, select Assign Roles to Users from the menu.



Step 3

In the External Roles to Users and Administrators section, select Assign Role to User Outside of My Company.

cisco Services Access Management	Arjun Reddy Donala (adonala)	My Account Log O	ut Help
Home User-Company Associations User-Role Assignments Administrators Settings Other			
Welcome Arjun Reddy Donala Cisco Administrator (INTERNATIONAL BUSINESS MACHINES CORPORATION) Choose Company			
Step 1: Select User Step 2: Select Role Step 3: Confirmation			
Assign Service Role			
INTERNAL ROLES TO USERS (INSIDE MY COMPANY)			
Show Existing Users			
Search for User by Full Name			
Search by Cisco User ID or Email			
EXTERNAL ROLES TO USERS AND ADMINISTRATORS			
Assign Role to User Outside of My Company			
Assign External Role to Role Administrator			
I		ck Next Assign	ancel
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Step 4

Enter a Cisco username and email address in order to search for the user, then click **Submit**.

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cisco Cisco Services	Access Managen	nent							nala (adonala)	My Account	Log Out	Help
Home User-Company Associations	User-Role Assignments	Administrators Set	ings Oth	Nher								
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Search for User by Full Name												
Search by Cisco User ID or Email												
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Assign Role to User Outside of My	Company											
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Assign External Role to Role Admin	histrator											
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Step 5

Choose the user and click Next.

cisco Cisco Services	Access Manage	ment				Arjun Reddy Donala (adonala)	My Account	Log Out	Help
Home User-Company Associations	User-Role Assignments	Administrators Settings O	her						
Step 1: Select User Step 2: Sele	ct Role Step 3: Confirma	lon							
Assign Service Role									
INTERNAL ROLES TO USERS (INSIDE	MY COMPANY)								
O Show Existing Users									
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Search by Cisco User ID or Email									
EXTERNAL ROLES TO USERS AND A	DMINISTRATORS								
Assign Role to User Outside of My C	Company								
Search by Cisco User ID and Email									
Cisco User ID	sntccbrusr27143_2								
 User's Email 	sntccbrusr27143_2@outlo	ok.com							
Name	Cisco User ID Ema	il Co	mpany						
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Assign External Role to Role Admin	istrator								
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Step 6

Expand the Smart Net Total Care option from the services that are displayed. Select **CBR API Developer** role. You can also designate a time frame for the role assignment.

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cisco Services Acces	s Management				SNTC Demo AMER (sntcde	moamer1) My /	Account Lo	og Out	Help	
Home User-Company Associations User-Re	ole Assignments Admini	strators Settings Other								
✓ Step 1: Select User Step 2: Select Role	Step 3: Confirmation									
Selected User										
Name	Cisco User ID		Email		C	ompany				
CTAS Demo	ctasonlydemo1		ctasonlydemo@gmail.com							
Available Service Roles for Selected Users										
CISCO SYSTEMS INC FOR AMERICAS INTERN Smart Net Total Care	AL DEMO EVAL ONLY									
CBR User		Start Date (OPTIONAL):	(mm/dd/yyyy)	End Date (OPTIONAL):	(mm/dd/yyyy)					
* 🗆 CBR Admin 臣		Start Date (OPTIONAL):	(mm/dd/yyyy)	End Date (OPTIONAL):	imm/dd/yyyy)					
CBR API Developer		Start Date (OPTIONAL):	(mm/dd/yyyy)	End Date (OPTIONAL):	(mm/dd/yyyy)					
If the checkbox for the role is not selectable, it is because the user is not associated with an external company, or the user is not a reseller of any of your company's Smart Net Total Care contracts and cannot be realistered for portal access.										
						В	ack Assign	Canc	el	
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Step 7

Select Assign to assign the role. A notification will be sent to the user.

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