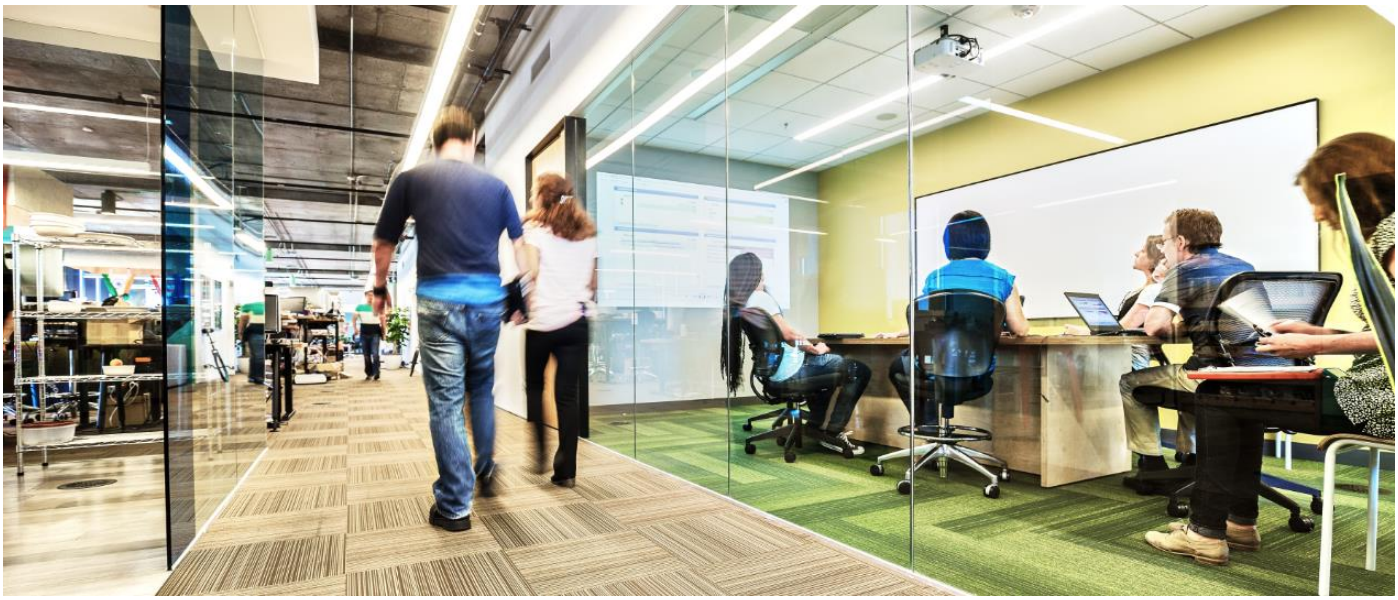
Guide to Enabling Customer Access to Services APIs



(updated September 24, 2018)

A customer Delegated Administrator (DA) can grant API access to Smart Net Total Care users. This document assumes that an organization already has a DA assigned and that the customer user has already registered for portal access.

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

API Roles and Access

Cisco Services APIs provide programmatic access to Cisco information. With Smart Net Total Care Services API access, customers can automate the transfer of data from the Smart Net Total Care portal into their own systems and have better, more automated insights into their network device status. Complete these steps in order to assign the API Developer role to a user and allow them access to your company's information via APIs.

Step 1

This section assumes that a user is already associated to the company and registered for portal access

Log into the Cisco Services Access Management Tool.

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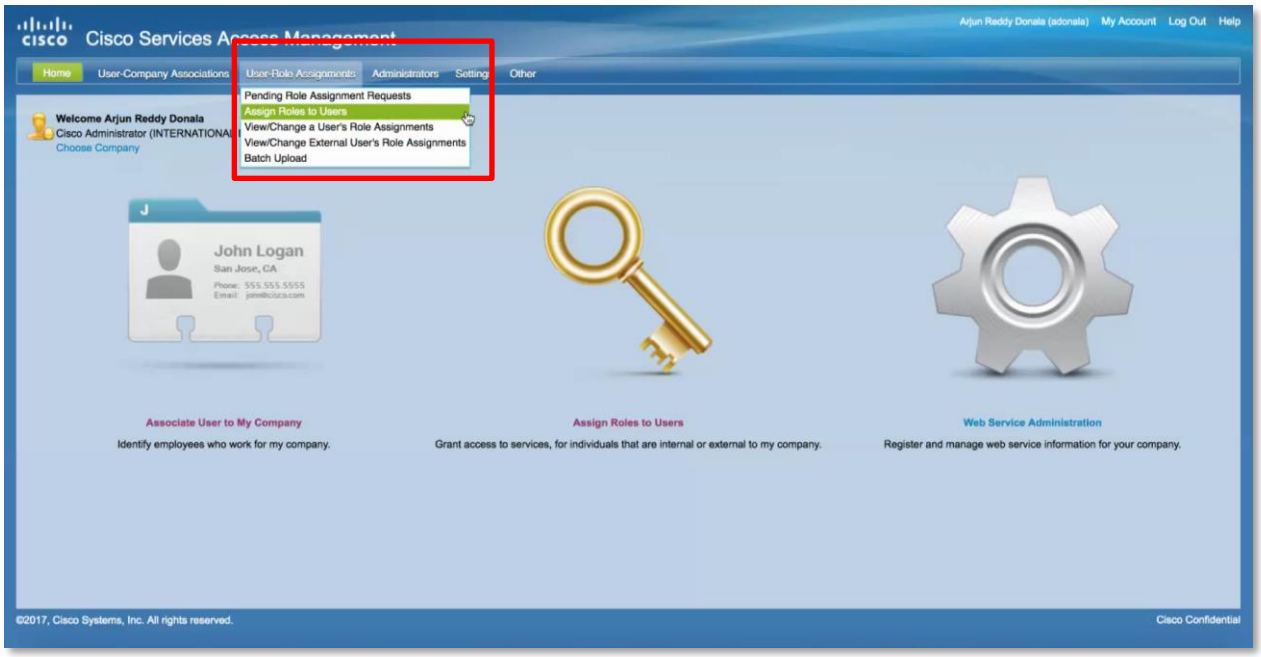
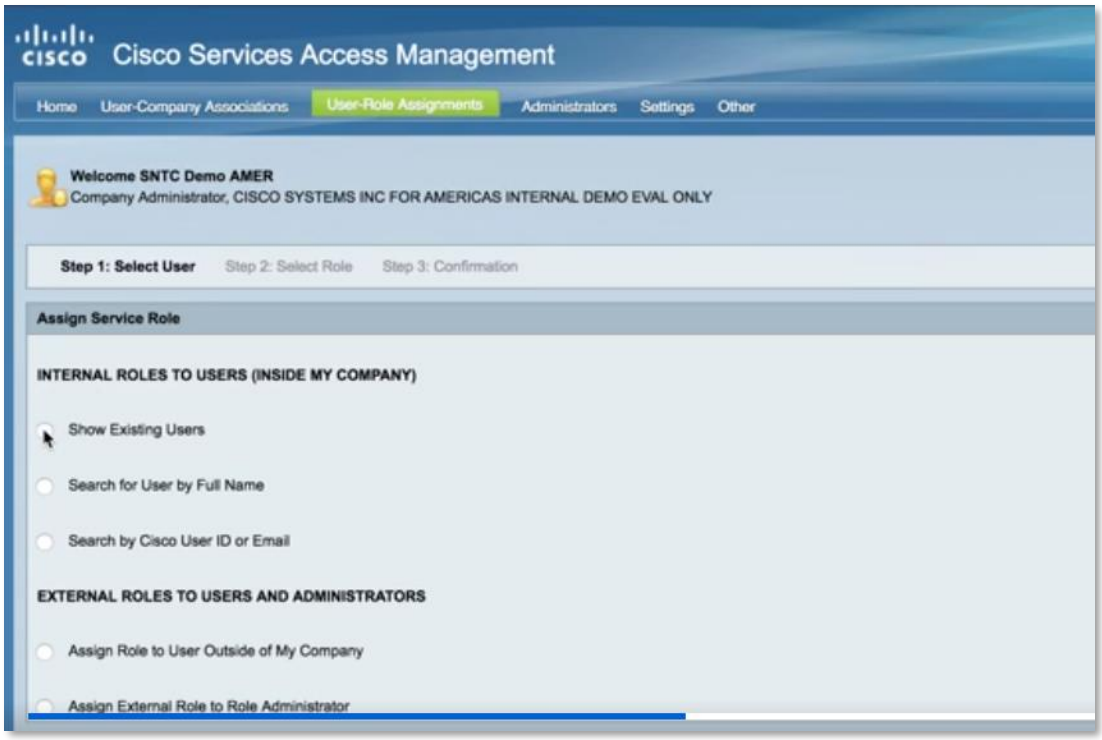
Step 2

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



Step 3

In the **Internal Roles to Users (inside my company)** section, select **Show Existing Users**.



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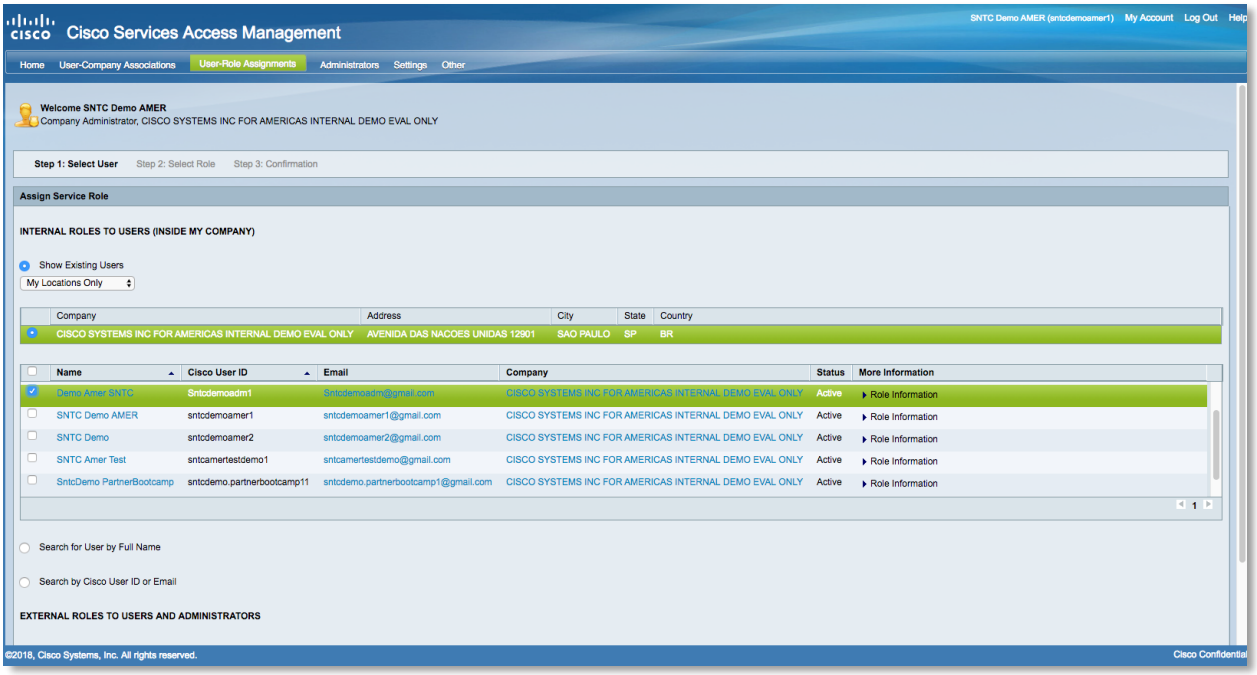
Step 4

Select your company and select the Cisco username of the specific user to which the API Developer role will be assigned, then click **Next**.



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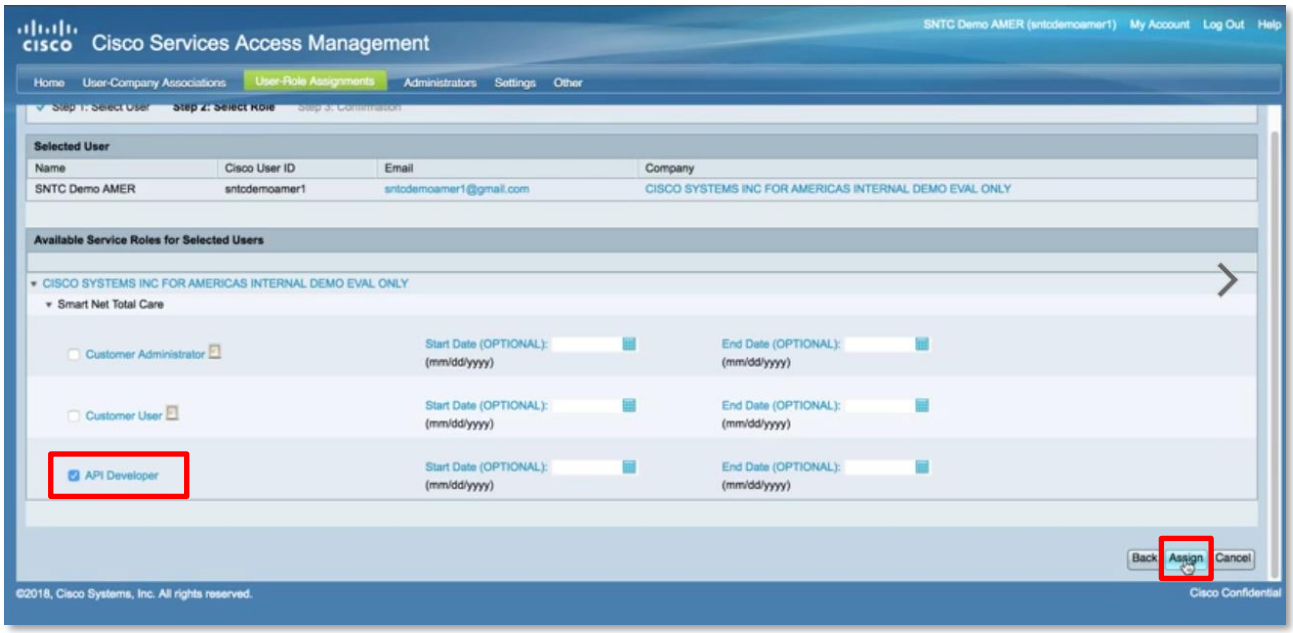
Step 5

Expand the options under Smart Net Total Care to see the list of roles available. Choose the **API Developer** role and click **Assign**. Optionally, you can assign a start and end date to the role if you want to limit access to a specific time frame. A notification will be sent to the user.



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