

Cisco Service Contract Center—Contract End User Access Checklist



Section 1: Gaining Access to Cisco Service Contract Center

Note: If you do not have a Cisco.com user ID, you will be unable to access Cisco Service Contract Center. Having had access to Service Contract Center (SCC) does not mean that you have automatic access to Cisco Service Contract Center.

Step	Instructions	How to Get Support for this Step
1. Each individual user must have a Cisco.com password.	<p>If you do not have a Cisco.com ID and password, follow these steps to obtain one:</p> <ol style="list-style-type: none"> Go directly to the Cisco.Com Registration page at http://tools.cisco.com/RPF/register/register.do . After you answer all the questions on the registration form, click Submit at the bottom of the page. After you submit your registration, an activation email that contains your Cisco.com user ID and password is automatically generated and delivered to your email inbox. After you receive your Cisco.com user ID and password, go to Step 4 in this section. 	<p>If you are having trouble completing this process, go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
2. If you have forgotten your password follow these steps.	<ul style="list-style-type: none"> a. Go to http://tools.cisco.com/RPF/passwordreset.do to obtain a Cisco.com ID and a new password. b. You should receive a new password within a few minutes of your request. 	<p>Go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
3. Bookmark the Cisco Service Contract Center launch page.	<ul style="list-style-type: none"> a. Use your Cisco.com ID and password to access the Cisco Service Contract Center front page where you can get updates and news about Cisco Service Contract Center. b. Bookmark this page for convenient access. c. Or, you can bookmark the application itself: http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction 	<p>Go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
4. Log in to Cisco Service Contract Center.	<p>a. To access the Cisco Service Contract Center solution, you must first log in to the Cisco Service Contract Center front page on Cisco.com. Click the front page link above and use your Cisco.com user ID and password to gain access. When you click the link, you will see the Customer Log In Site.</p> <p>b. From the Log In Site, Under “Existing User” enter your Cisco.com ID and password.</p> <p>c. Click Login to access the Cisco Service Contract Center front page.</p> <p>d. From the front page, click the Log In button under Access, Support and Training to enter the Cisco Service Contract Center application.</p> <p>e. Enter your Cisco.com ID and password.</p> <p>f. If you are able to successfully log in to Cisco Service Contract Center, then go to Section 2 for information about how to access your contracts.</p> <p>g. If you are not able to login successfully, you will be automatically directed to a page titled, “Having trouble logging in?” At the bottom of this page is a link that you can use to Log a Support Case with the Service Support Center (SSC). If you are not directed to this page and you still cannot access Cisco Service Contract Center, please see the column to the right under “How to Get Support for this Step” for guidance on how to open a case with the SSC.</p>	<p>Go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p> <p>To ensure that appropriate access levels are granted, be sure to inform the agent that you are a Cisco Direct Customer which means you purchase services directly from Cisco rather than through a Cisco partner.</p>

Section 2: Getting Access to Contracts

Once you have access to Cisco Service Contract Center, follow these steps during your first session.

These initial steps will improve the speed at which your contracts are accessed the next time you use Cisco Service Contract Center.

Step	Instructions	How to Get Support for this Step
5. Open a case with the Service Support Center.	<p>a. From inside the Cisco Service Contract Center, in the upper right corner, click Open a Case, or go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>b. Please inform the agent about your business relationship with Cisco. Specifically, the agent needs to know if you purchase services directly from Cisco or if you purchase services through a Cisco partner. This information will help the agent to obtain the approvals that are required to grant you access to your contract.</p>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click Open a Case, or go directly to Service Support Center at http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>



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