



HOW TO USE MY CISCO ENTITLEMENTS (MCE)

Step-by-Step Guide for MCE Users

March, 2019

Preface

Purpose

This document intends to provide a step-by-step guide for MCE users and administrators to carry out actions related to their entitlements on the MCE Platform.

Audience

Cisco Customers and Partners.

Update to Document

March, 2019.

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GLOSSARY

Term	Definition
Smart Account (SA)	Type of an account that helps to easily view, store and manage ALL your assets and entitlements in one location across the entire organization. It also helps to consolidate user access management.
Virtual Account (VA)	Is a sub-folder within the Smart Account that helps to internally organize your assets and entitlements.
Assets	Refer to software, hardware/device, and any physical piece.
Entitlements	Refer to what Cisco Customers and Partners are entitled to: Right to Use, Right to Technical Support, Right to Software Download, Right to Manage Licenses, Right to Software Version Upgrade, Right to Hardware Replacement, Right to Content and more.
Domain	Domain represents business or organizations on the internet. Example, for email address john@cisco.com , domain is 'cisco.com'.

SECTION 1: ALL USER ACTIONS



Chapter 1: Login



Chapter 2: View Insights



Chapter 3: View Your Assets



Chapter 4: Take Actions



Chapter 5: View History



To access the platform, click [here](#)
Login using your CEC user name and
password.

Your views and permissions set to manage assets and entitlements, is based on your access to Smart Account(s) and Virtual Account(s).



Your access to the My Cisco Entitlements portal is coming soon.

Thank you for your patience.

[Learn about Smart Accounts](#)

[Need help?](#)

Platform access is enabled only for the pilot Customers. To sign-up as a pilot Customer, please reach out to MyCiscoEntitlements@cisco.com



My Cisco Entitlements DAVID ROYALTY ▾ ?

Dashboard Services & Subscriptions Licenses Devices History

Customer Insights Smart Account ▾ Virtual Account DEFAULT ▾

Total Cisco Devices: **903** | LDoS: 23% (122) | Service Coverage: 3% (28) | Assign Status: 0% (5)

Data shown includes assets assigned to the Smart Account and unverified (unassigned) assets

Cisco Device Coverage by Architecture ▾

Architecture	Covered (%)	Uncovered (%)
Collaboration	~5	~95
Computing Systems	~10	~90
Data Center Networking	~5	~95
Enterprise Routing	~5	~95
Enterprise Switching	~5	~95
Meraki	~5	~95
Security	~15	~85
Service Provider Routing	~5	~95
Wireless	~10	~90

Assign Status

Services & Subscriptions: 5 (15%) 28

Devices: 0 (0%) 903

Legend: ● Assigned ● Unassigned

The default landing page is **Dashboard**



Already have a Smart Account?

Profile matches a Smart Account

Profile doesn't match a Smart Account

Dashboard Services & Subscriptions Licenses Devices

Home / Services and Subscriptions

Services & Subscriptions

Search All

Filters

Inventory View Assigned (0) Unassigned (77480)

Type

Status

Inventory View Assigned

1

2

3

4

Smart Account

Virtual Account DEFAULT

Search Smart Account, Account Domain ID

SMART ACCOUNT NAME	ACCOUNT DOMAIN IDENTIFIER
[blurred]	[blurred]
[blurred]	[blurred]
[blurred]	[blurred]
[blurred]	[blurred]
[blurred]	[blurred]

Clear All

If you already have access to one or more Smart Accounts, platform will:

1. Display the list of all the Smart Accounts along with Account Domain Identifier

You can,

2. Select a Smart Account (SA) to view the assets from the selected SA
3. Select a Virtual Account (VA), within the selected SA, to view the assets from the selected VA
4. Search for a Smart Account by Smart Account Name or Account Domain Identifier



Already have a Smart Account?

Profile matches a Smart Account

Profile doesn't match a Smart Account

1 — 2 — ✓

You do not have the necessary privileges to access the portal, but we have located existing Smart Accounts that match your domain address.

If one of the following Smart Accounts belongs to your company, you can request access to it by selecting it. If you would like to request access to an existing Smart Account that is not in the list below, you can search for it.

2 Search Smart Accounts

1 Request Access

3 Create new Smart Account

CISCO SYSTEMS, INC. demopurpose.cisco.com	Request Access
CISCO SYSTEMS, INC. dxbaslab1.cisco.com	
CISCO SYSTEMS, INC. sbp.cisco.com	
CISCO SYSTEMS, INC.	

If you don't have access to a Smart Account, but your **email domain matches the Smart Account domain(s)** in Cisco database, you can:

1. Request access to an existing Smart Account for your domain. Example, if your primary email address is name@cisco.com, all Smart Accounts with the domain [cisco.com](https://www.cisco.com) will be displayed for you to request access. You must logout and wait for access to be granted prior to logging into the platform
2. Search for a specific Smart Account by the Smart Account Domain Identifier
3. Create a new Smart Account



Already have a Smart Account?

Profile matches a Smart Account

Profile doesn't match a Smart Account

You do not have the necessary privileges to access the portal

1

[Create new Smart Account](#)

2

[Request Access to existing Smart Account](#)

[Learn about Smart Accounts](#)

[Need help?](#)

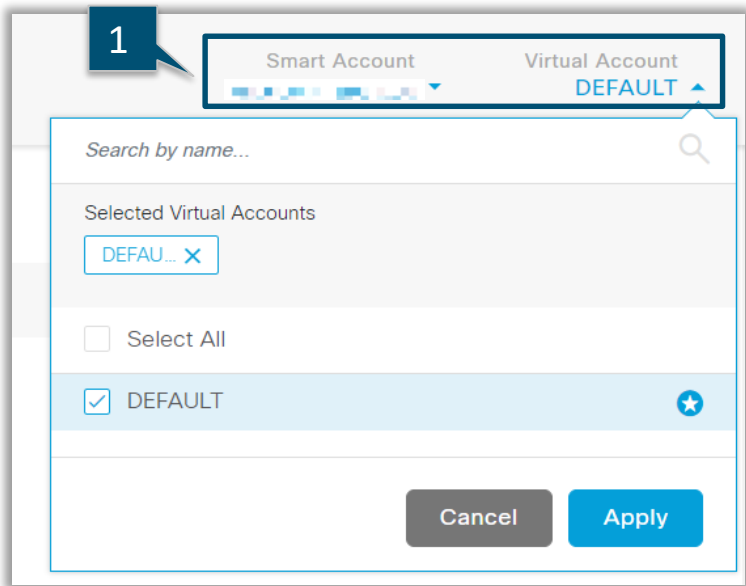
If you don't have access to a Smart Account, and your **email domain doesn't match the Smart Account** domains in the Cisco database, you can:

1. [Create a new Smart Account](#) OR
2. Request access to an existing Smart Account, if you know the Smart Account Domain Identifier



TIP

Always, leverage the selectors to quickly toggle between Virtual Accounts within a Smart Account.



1. Indicates the Smart Account and the Virtual Account in which you are currently working. All the views will be updated to reflect the assets and entitlements associated with the selected Smart Account and Virtual Account



View Customer Information

View important customer information such as smart and virtual account, total devices, last day of service, and total coverage



Filter Information

Use interactive tiles to filter information based on architecture and country



Gain Insights

Use View Assets link and filter dashboard through legends to gain insights on your entitlements



Chapter 1
Login



Chapter 2
View Insights



Chapter 3
View Your Assets



Chapter 4
Take Actions



Chapter 5
View History

My Cisco Entitled

Dashboard Services & Subscriptions

Customer Insights

Select **Dashboard** tab to view Customer insights

Indicates the Smart Account selected

Smart Account Virtual Account All Services

Customer Name + logo

Total Cisco Devices: **615,250**

LDoS: 41% (252,619)

Service Coverage: 13% (80,629)

Assign Status: 1% (13,784)

Data shown includes unverified (unassigned) assets. To view only verified (assigned) assets, select the 'Assigned' category in the Assign Status insight.

Cisco Device Coverage by Country

Country	Covered (%)	Uncovered (%)
Albania	0	100
Algeria	65	35
Angola	20	80
Argentina	0	100
Armenia	100	0
Australia	25	75
Austria	18	82
Azerbaijan	100	0
Bahrain	10	90
Bangladesh	70	30

Assign Status

Services & Subscriptions: 4,604 (5%) / 77,079

Cisco Devices: 9,176 (1%) / 615,250

Licenses: 4 (100%) / 0

Legend: Assigned (dark blue), Unassigned (light blue)

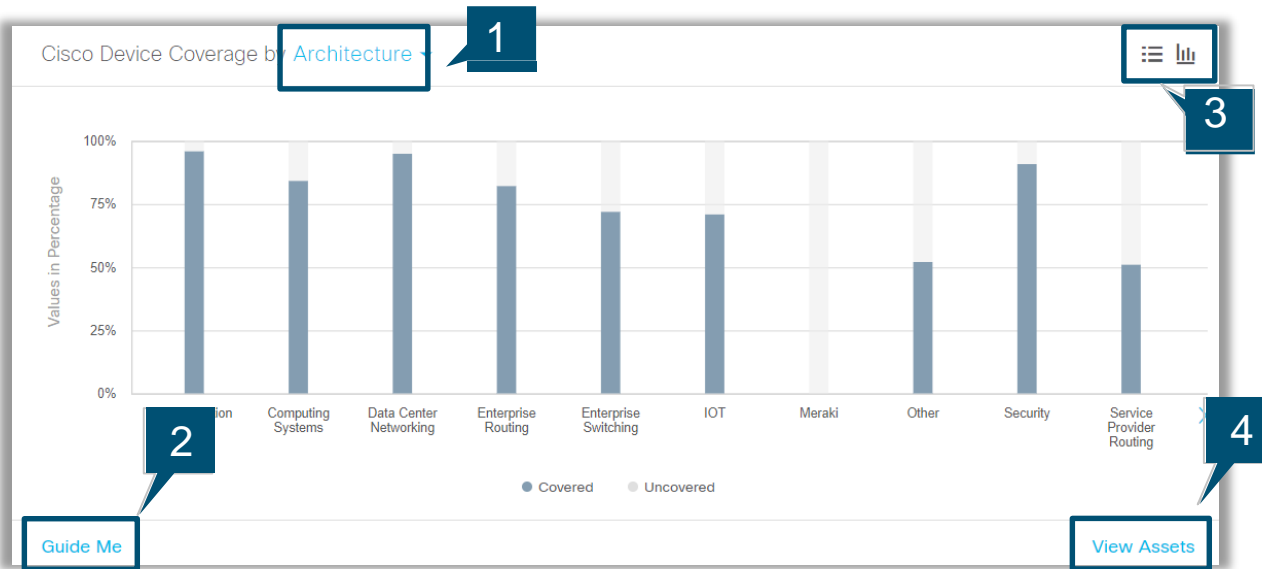


The dashboard header displays **Last Date of Support (LDoS)**, and **Service Coverage**

1. Total Cisco Devices indicates the number of Cisco devices owned by the customer

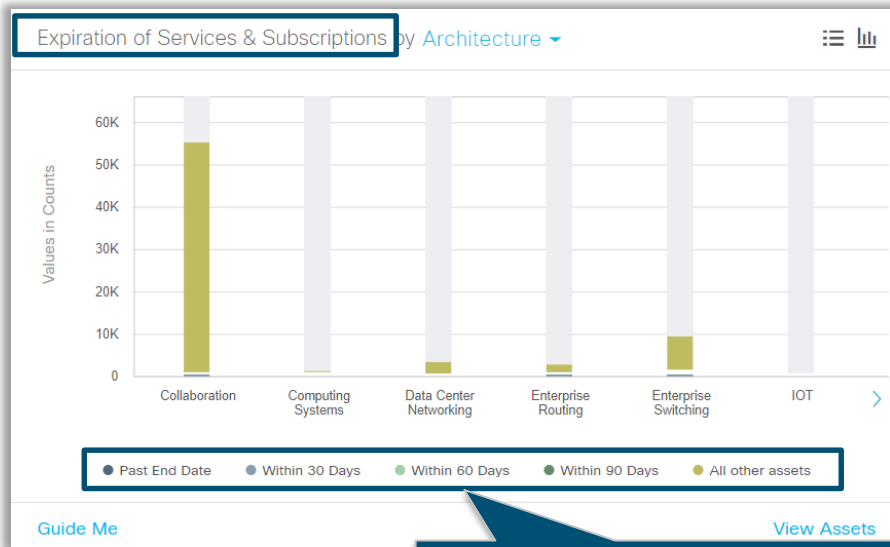
2. LDoS indicates the % of devices that have crossed the last date of support

3. Service Coverage indicates % of devices that are covered under Service contract

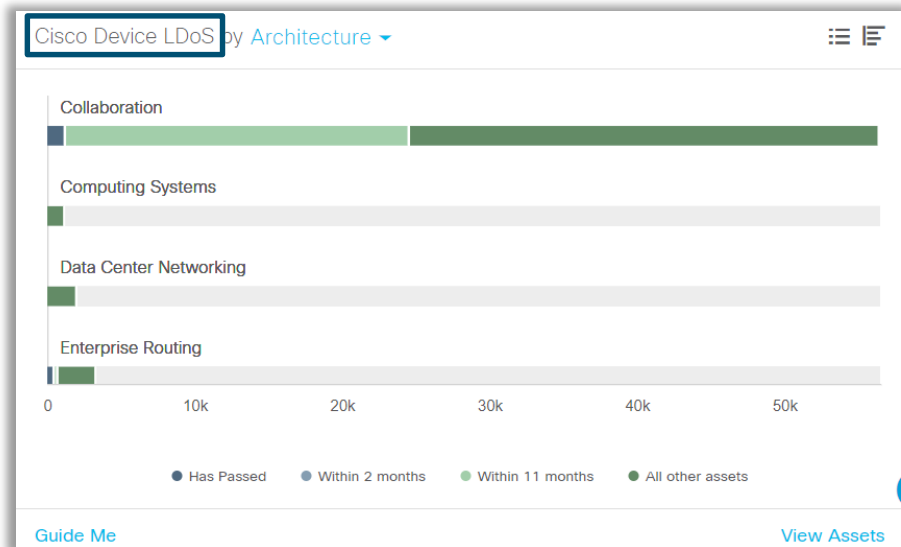


Dashboard includes multiple tiles. Here is a view of the **Cisco Device Coverage** tile:

1. The tile displays the breakdown of devices which are covered v/s uncovered by either architecture or by country
2. **Guide Me** explains what information the tile displays, and actions you can take
3. Data can be viewed either in graphical or list view. In the graphical view, clicking on a specific bar will list the details for your selection
4. **View Assets** helps to drill-down further into the specific data set based on your selection



Click legends to filter the view



Expiration of Services & Subscriptions and Cisco Device LDoS tiles can be filtered by selecting a specific legend like Past End Date or Has Passed



Services & Subscriptions



Licenses



Devices



YOUR ASSETS AND
ENTITLEMENTS

The platform has three tabs (Services & Subscriptions, Licenses, and Devices) to view all your assets and entitlements!



Services & Subscriptions

Licenses

Devices

Select a Smart Account and a specific Virtual Account or all Virtual Accounts

Dashboard **Services & Subscriptions** Licenses Devices History

Home / Services and Subscriptions

Services & Subscriptions

Smart Account Virtual Account All Selected

Search All Search...

60 Results

Filters

Type

- Services (60)

Status

- ACTIVE (55)
- SIGNED (4)
- OVERDUE (1)

Product View

Actions

<input type="checkbox"/>	PRODUCT NUMBER/ END OF SUPPORT	CUSTOMER/ CUSTOMER SITE ID	SERVICE/ OFFER TYPE	SERIAL NUMBER	HOST ID/ MAC ID	VIRTUAL ACC
<input type="checkbox"/>	12000-SPA		SNTP SMARTnet Premium 24x7x4			Test VA
<input type="checkbox"/>	12000-SPA		SNTP SNTC 24X7X4			DEFAULT

Select **Services and Subscriptions** tab to view details on all your Services and Subscriptions within a selected Smart Account and Virtual Account(s)



Services & Subscriptions

Licenses

Devices

Select a Smart Account and a specific Virtual Account or all Virtual Accounts

Dashboard Services & Subscriptions Licenses Devices

Home / Licenses

Licenses

Smart Account Virtual Account All Selected

Search All Search... 1434 Results

Filters

Inventory View

Assigned (1434) Unassigned (0)

Type

Smart (720) Classic (714) Cloud (0)

Eligible Actions

Billing Type

Inventory View ASSIGNED Clear All

Edit Columns Export Actions

	LICENSE FEATURE	TYPE	BILLING TYPE	PURCHASED	IN USE	BALANCE	VIRTUAL ACCOUNT
<input type="checkbox"/>	2000-Upgrade to 2000-1771-2000	CLASSIC		--	1	0	
<input type="checkbox"/>	2000-Upgrade to 2000-1771-2000	CLASSIC		--	1	0	
<input type="checkbox"/>	2000-Upgrade to 2000-1771-2000	SMART	PREPAID	1	0	1	

Select **Licenses** tab to view details on all your licenses within the selected Smart Account and Virtual Account(s).



Services & Subscriptions

Licenses

Devices

Select a Smart Account and a specific Virtual Account or all Virtual Accounts

Dashboard Services & Subscriptions Licenses **Devices** History

Home / Devices

Devices

Smart Account [Dropdown] Virtual Account All Selected [Dropdown]

Search All [Dropdown] Search...

224 Results

Filters

End of Support

- Has Passed (77)
- Within 2 Months (91)
- Within 11 Months (93)

Coverage

- Not Covered (148)
- Covered (75)

Table Columns: [Dropdown] Edit Columns Export Actions [Dropdown]

<input type="checkbox"/>	DEVICE NAME	PRODUCT NUMBER / END OF SUPPORT	DEVICE IDENTIFIER	VIRTUAL ACCOUNT	CONTRACT NUMBER / CONTRACT DURATION	PI
<input type="checkbox"/>	12000-SPA	12000-SPA		DEFAULT		
<input type="checkbox"/>	12000-SPA	12000-SPA		DEFAULT		
<input type="checkbox"/>	12000-SPA	12000-SPA		DEFAULT		

Select **Devices** tab to view details on all your devices within the selected Smart Account and Virtual Account(s)



Chapter 1
Login



Chapter 2
View Insights



Chapter 3
View Your Assets



Chapter 4
Take Actions



Chapter 5
View History



Search



Filter



Export



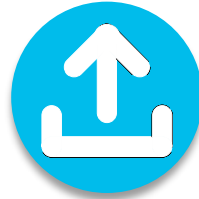
Sort



Edit Columns



Case Open



Software Version
Upgrade

Take actions to effectively manage your assets and entitlements across all three tabs - Services and Subscriptions, Licenses, and Devices. These actions are common across the above mentioned tabs (Services & Subscriptions, Licenses, and Devices)



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

Global Search

Search



My Cisco Entitlements

Dashboard

Services & Subscriptions

Licenses

Devices

History

Customer Insights

Search by All Search...

- All
- Services & Subscriptions
- Licenses
- Devices

Global Search

Total Cisco Devices:
624,426

LDoS
40% (253,418)

Service Coverage
12% (81,032)

Assign Status
1% (13,784)

Data shown includes unverified (unassigned) assets. To view only verified (assigned) assets, select the 'Assigned' category in the Assign Status insight.

Cisco Device Coverage by Architecture



Assign Status

Services & Subscriptions

4,604 (5%) 77,079

Cisco Devices

9,176 (1%) 615,250

Licenses

Global Search is a quick and easy way to locate assets & entitlements based on a variety of inputs, such as Serial Number or Contract Number



Chapter 1
Login



Chapter 2
View Insights



Chapter 3
View Your Assets



Chapter 4
Take Actions



Chapter 5
View History

Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

Global Search

Search

Dashboard **Services & Subscriptions** Licenses **Devices** History

Home / Devices

Devices Smart Account **Virtual Account All Selected**

Search Search All Search

Filters

Inventory View

Assigned (9177)

Unassigned (615043)

End of Support

Currently Supported (8380)

Within 3 Months (25)

Within 12 Months (187)

Has Passed (797)

Custom Date

Coverage

Not Covered (8773)

Covered (403)

Inventory View Assigned X Clear All

	DEVICE NAME	PRODUCT NUMBER/ END OF SUPPORT	DEVICE IDENTIFIER	VIRTUAL ACCOUNT	CONTRACT NUMBER/ CONTRACT DURATION	PRODUCT INSTANCE	ARCHITECTURE/ SUB-ARCHITECTURE	S
<input type="checkbox"/>				DEFAULT				U
<input type="checkbox"/>				DEFAULT				U
<input type="checkbox"/>				DEFAULT				U
<input type="checkbox"/>				DEFAULT				U
<input type="checkbox"/>				Test VA				U

Edit Columns Import Export Actions

Use **Search** to look for data within a particular tab – Services & Subscriptions, Licenses, and Devices



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

Filters

End of Support

- Has Passed (0)
- Within 2 Months (0)
- Within 11 Months (0)

1

Inventory View Assigned X

Applied filters will display on the UI. To remove filters, click 'X'

- Filters** allows you to filter assets and entitlements based on the selected fields. If the search results are fewer than 100K lines, more filters will appear to help further narrow down the search.

Based on your persona and permissions, you may see additional filters like 'Inventory View' which helps you filter on assigned and unassigned assets and entitlements.

Assigned view displays all assets and entitlements assigned to the selected SA and VA. Unassigned view displays all assets and entitlements assigned to the selected SA but not yet assigned to a VA.



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

DEVICE NAME	PRODUCT NUMBER / END OF SUPPORT	DEVICE IDENTIFIER	VIRTUAL ACCOUNT	CONTRACT NUMBER / CONTRACT DURA
<input checked="" type="checkbox"/>		Serial Number:		

Export allows you to download reports, if the line items are less than 100K lines:

1. To export records, select record(s)
2. To export an entire page of records, select the checkbox at the column header
3. To export all records, click on the dropdown next to the column header and click on **Select All On All Pages**
4. Click **Export**



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

1

2

DEVICE NAME	PRODUCT NUMBER / END OF SUPPORT	DEVICE IDENTIFIER	VIRTUAL ACCOUNT	CONTRACT NUMBER / CONTRACT DURATION
<input type="checkbox"/>		Serial Number:	DEFAULT	

Sort allows you to sort the entire data set including items not displayed on the current page:

1. Click the column header to highlight the column you want to sort
2. Click the sort icon to sort and toggle:



Ascending (A-Z)



Descending (Z-A)



Search

Filter

Export

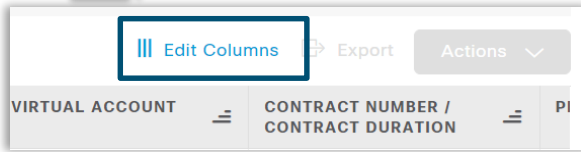
Sort

Edit Columns

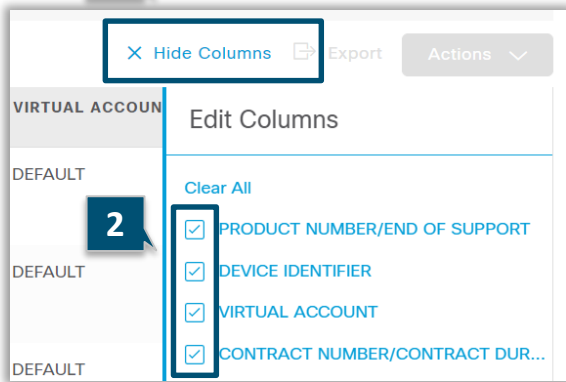
Case Open

Software Version Upgrade

1



3



Edit Columns gives you the flexibility to display columns as per your choice:

1. Click **Edit Columns** to open the columns selector
2. Select the columns you like to display from the columns selector
3. Click **Hide Columns** to apply the changes



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade



My Cisco Entitlements

Search by All

Dashboard

Services & Subscriptions

Licenses

Devices

History

Home / Devices

Devices

Search All

Search...

Filters

Inventory View

Assigned (2851)

Unassigned

End of Support

Currently Supported (663)

Within 3 Months

Within 12 Months

Has Passed

Custom Date

663 Results

Inventory View

Assigned

End of Support

Currently Supported

DEVICE NAME

PRODUCT NUMBER/
END OF SUPPORT

4

3

Open Case

Open Case gives you the ability to launch the support case manager tool. You can open a support case for one device, service, or subscription at a time.

To open a support case

1. Click on **Devices or Services & Subscriptions**
2. Select **Assigned** view
3. Click on the three dots next to the device, service, or subscription to open the in-line action menu
4. Select **Open Case** to be directed to the Support Case Manager for the selected asset or entitlement



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

The screenshot shows the 'My Cisco Entitlements' interface. At the top, there are navigation tabs: Dashboard, Services & Subscriptions, Licenses (highlighted with a blue box and a '1' callout), Devices, and History. Below the tabs, there are account dropdowns for 'Smart Account Physics Dept.' and 'Virtual Account All Selected'. A search bar is present with 'Search by All' and a search input field. On the left, there are filters for 'Inventory View' with 'Assigned (51)' selected (highlighted with a blue box and a '2' callout) and 'Unassigned (0)'. The main content area shows '51 Results' and a table with columns: LICENSE FEATURE, TYPE, BILLING TYPE, PURCHASED, IN USE, and BA. The first row of the table shows 'CLASSIC', 'PREPAID', '--', '4662', and '-1'. A 'I want to...' dropdown menu is open over the table, showing 'Order Version Upgrade' (highlighted with a blue box and a '3' callout).

Order Version Upgrade allows you to place a software version upgrade request from the **Assigned** view.

To order software version upgrade

1. Click on **Licenses**
2. Select **Assigned** view
3. Click **Order Version Upgrade** in **I want to...** drop-down menu to be directed to the Create Order page



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

Home / Licenses / Version Upgrades

Version Upgrade

Smart Account
Physics Dept. ▾

Virtual Account
All Selected ▾

135 Results

I want to... ▾

1 Create Order

2 Review Order

3 Order Confirmation

Filters

Upgrade Product Group

- COMMUNICATIONS MANAGER (41)
- CONTACT CENTER ENTERPRISE (4)
- CUSTOMER VOICE PORTAL (2)
- EXPRESSWAY (4)
- INTERACTIVE VOICE

UPGRADE PRODUCT GROUP / UPGRADE PRODUCT	AVAILABLE QUANTITY (TOTAL)	ORDER QUANTITY	ORDER VIRTUAL ACCOUNT	SOURCE CONTRACT
	3 (3)	0	DEFAULT	
	2516 (2549)	0	DEFAULT	

2

1

3

4 Proceed to Order

In the **Create Order** page,

1. Update **Order Quantities** of upgrades to be ordered for the required product
2. Select Product license to expand and get a detailed view
3. Select **Order Virtual Account** to deposit ordered licenses to a Virtual Account
4. Click **Proceed to Order** to be taken to the Review Order page



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

My Cisco Entitlements

Search by All Search

Dashboard Services & Subscriptions Licenses Devices History

Home / Licenses / Version Upgrades

Smart Account Physics Dept. Virtual Account All Selected

Licenses

Create Order Review Order Clear Confirmation

Product Details

UPGRADE PRODUCT GROUP / UPGRADE PRODUCT	AVAILABLE QUANTITY	ORDER QUANTITY	VIRTUAL ACCOUNT	CONTRACT	LICENSES KEY
	1 (1)	1	Test VA		NOT ENABLED
	1 (1)	1	Test VA		NOT ENABLED

Order Details

Enter the email where you want the Cisco eDelivery & other order confirmation information sent. You can also specify additional details & email addresses for this order

TAC/SR Case Number

Additional Emails

Order Notes

Back Place Order

In the **Review Order** page,

1. Review summary of upgrades
2. Enter **Order Details**
3. Click **Place Order** to proceed to the DocuSign integration page
4. Click **Back** to return to the Create Order page to edit your order



Search

Filter

Export

Sort

Edit Columns

Case Open

Software Version Upgrade

Please Review & Act on These Documents

Done! Select Finish to send the completed document.

confirm each of the following agreements are in place:

- Software License - A valid software license has been purchased from Cisco or an authorized Cisco reseller for each software application update or upgrade to be ordered through MCE.
- Service Agreement - Customers ordering a software update or upgrade from Cisco must have a valid service agreement for the applicable operating system software support and/or application software support.

All zero value or free upgrades will be accompanied by a Commercial Invoice mentioning 'Value for Customs Purposes' which displays the fair market value. The importer is responsible/required to pay the applicable Customs duty and taxes at the time of importation on this fair market value. Cisco would not be responsible for the payment of these charges.

By clicking Agree below, you confirm that you are placing an order for the services just described and that you understand and agree that Cisco reserves the right to charge you for, and you agree to pay for, all software to which you are not entitled. The use of this software is subject to the terms and conditions of your existing Cisco software licenses and software services agreement.

Required - Signature Applied

Digitally signed by **Larry McMillan**,
DN: cn=Larry McMillan, o=Cisco, ou=Sales, email=larry.mcmillan@cisco.com, c=US
Date: 1/30/2019

1

2

3

Create Order Review Order Order Confirmation

Version Upgrade

2 orders have been created. You will receive an email to confirm each order with details shortly.

OK

Review the document on the **DocuSign integration** page

1. Digitally sign the document
2. Click on **Finish** to submit the order

This will display the **Order Confirmation** page



View History

Track all past and present transactions that impact an asset



Search

Search for specific events or actions within a Smart or Virtual account



Filter

Filter transactions based on various filters such as date and user



Dashboard Services & Subscriptions Licenses Devices **History**

Home / History

History Smart Account Virtual Account
All Selected

Search All 152 Results

Filters

Event Date

- Last 61 to 90 Days
- Last 31 to 60 Days
- Last 30 Days (152)
- Custom Date

EVENT DATE	EVENT	USER	EVENT DETAILS	NOTES
05-Dec-2018	Assignment	[User Icon]	[Event Details]	[Notes]
05-Dec-2018	Assignment	[User Icon]	[Event Details]	[Notes]

152 Results

1

2

3

III Edit Columns

History tab will help you to search for any events or actions that has impacted assets in a given SA/VA:

- History** tab maintains details such as Event Date, Event, User(who executed the event), event details and notes captured during the event
- Search All** functionality helps you to search for specific details in Event details, Notes or both
- Filters** functionality helps you to filter events by user who executed the event or Event Date or Event Type

SECTION 2: SMART ACCOUNT ADMINISTRATOR ACTIONS



Chapter 1: View Your Assets



Chapter 2: Take Actions



View Status

Determine assets assigned to virtual accounts



Inventory View

View assigned and unassigned views by invoking inventory view



Summary View

View details at contract GU or subscriptions level



Assign Status

Inventory View

Summary view

Customer Insights

Indicates the % of assets that are assigned to a Virtual Account

Assign Status provides insights on assets which are assigned to a Virtual Account

Assign Status

Category	Assigned	Unassigned	Total
Services & Subscriptions	77 (0%)	78,286	78,286
Devices	20 (0%)	80,491	80,491

Smart Account administrators will have access to Assign Status tile in the dashboard.



Assign Status

Inventory View

Summary view

Services & Subscriptions

Search All 77 Results

Filters

Inventory View

- Assigned (77)
- Unassigned (78286)

Type

- Services (77)

Status

- ACTIVE (70)
- SIGNED (5)
- OVERDUE (2)

<input type="checkbox"/>	PRODUCT NUMBER/ END OF SUPPORT	CUSTOMER/ CUSTOMER SITE ID	SERVICE/ OFFER TYPE	SERIAL NUMBER	HOST ID/ MAC ID	VIRTUAL ACCOUNT	START/ END DATE	ARCHITECTURE/ SUB-ARCHITECTURE
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SMARTnet Premium 24x7x4			Test VA	01-Feb-2019 28-Feb-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SNTC 24X7X4			DEFAULT	01-Feb-2019 28-Feb-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SNTC 24X7X4			Test VA	01-Mar-2014 31-Jan-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP			DEFAULT	01-Mar-2014	Service Provider Routing

Smart Account administrators will have access to additional filter (Inventory View) to view both the assigned and unassigned assets. Either of these views can be accessed for all three tabs - Services & Subscriptions, Licenses, and Devices

1. **Assigned view** lists all assets which are assigned to SA and VA
2. **Unassigned view** lists all assets which are not assigned to a VA



Assign Status

Inventory View

Summary view

Services & Subscriptions

Search All 77 Results

Filters

- Inventory View
 - Assigned (77)
 - Unassigned (78286)
- Type
 - Services (77)
- Status
 - ACTIVE (70)
 - SIGNED (5)
 - OVERDUE (2)

Product View | **Summary View**

	PRODUCT NUMBER/ END OF SUPPORT	CUSTOMER/ CUSTOMER SITE ID	SERVICE/ OFFER TYPE	SERIAL NUMBER	HOST ID/ MAC ID	VIRTUAL ACCOUNT	START/ END DATE	ARCHITECTURE/ SUB-ARCHITECTURE
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SMARTnet Premium 24x7x4			Test VA	01-Feb-2019 28-Feb-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SNTC 24X7X4			DEFAULT	01-Feb-2019 28-Feb-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP SNTC 24X7X4			Test VA	01-Mar-2014 31-Jan-2019	Service Provider Routing SP Edge Routing
<input type="checkbox"/>	12000-SPA	[REDACTED]	SNTP			DEFAULT	01-Mar-2014	Service Provider Routing

Smart Account administrators will have access to **Summary View**, in addition to Product View. Both these views will have **Inventory View** filter.

1. **Product View** provides details at the line level
2. **Summary View** provides details at contract GU or subscriptions level



Assets can be assigned to VA both individually and in bulk either in



PRODUCT VIEW



SUMMARY VIEW



Assign to Virtual Account

Dashboard Logo

Assign to Virtual Account in Product View

Assign to Virtual Account in Summary View

My Cisco Entitlements

Dashboard Services & Subscriptions Licenses **Devices** History

Home / Devices

Devices

Search All 8 Results (Exceeded maximum of 100,000 results. Refine your search to have all the filter and sort capabilities)

Filters

Inventory View Unassigned X Confidence Ranking Green X

Assigned (483)
Unassigned (169348)

End of Support

Has Passed (3185)
Within 2 Months (2794)
Within 11 Months (13938)

Coverage

Covered (85840)
Not Covered (83508)

Coverage End Date

Within 30 Days (3213)
Within 31 to 60 Days (9796)
Within 61 to 90 Days (1075)
Custom Date

Confidence Ranking

DEVICE NAME	PRODUCT NUMBER / END OF SUPPORT	DEVICE IDENTIFIER	CONTRACT NUMBER / CONTRACT DURATION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Assign to a Virtual Account' gives you the flexibility to assign the unassigned assets in **Devices & Services and Subscriptions** to a Virtual Account.

Assets can be assigned individually or in bulk. To assign individually:

1. Select **Unassigned**
2. Hover over asset name to invoke the in-line actions menu
3. Select **Assign to a Virtual Account** from the in-line action menu

Smart Account administrators will have access to additional actions to organize the assets and entitlements individually or in bulk, within a Smart Account.



Assign to Virtual Account

Dashboard Logo

Assign to Virtual Account in Product View

Assign to Virtual Account in Summary View

My Cisco Entitlements

Dashboard Services & Subscriptions Licenses **Devices** History

Home / Devices

Devices

Smart Account Virtual Account
All Selected

Search All 169348 Results (Exceeded maximum of 100,000 results. Refine your search to have all the filter and sort capabilities)

Filters

Inventory View Unassigned Confidence Ranking Green

Assigned (483)
Unassigned (169348)

End of Support

Has Passed (33185)
Within 2 Months (2794)
Within 11 Months (13938)

Coverage

Covered (85840)
Not Covered (83508)

Coverage End Date

Within 30 Days (3213)
Within 31 to 60 Days (9796)
Within 61 to 90 Days (1079)
Custom Date

Confidence Ranking

DEVICES	PRODUCT NUMBER / END OF SUPPORT	DEVICE IDENTIFIER	CONTRACT NUMBER / CONTRACT DURATION	PRODUCT INSTANCE	ARCHITECTURE / SUB-ARCHITECTURE	
<input type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown
<input checked="" type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown
<input checked="" type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown
<input checked="" type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown
<input type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown
<input checked="" type="checkbox"/>	PSLPT1	PSLPT1			Service Provider Routing OPTICAL	Unknown

Export Actions

Assign to a Virtual Account

To assign in bulk,

1. Select **Unassigned**
2. Select multiple records
3. Select **Assign to a Virtual Account** from the **Actions** drop-down menu

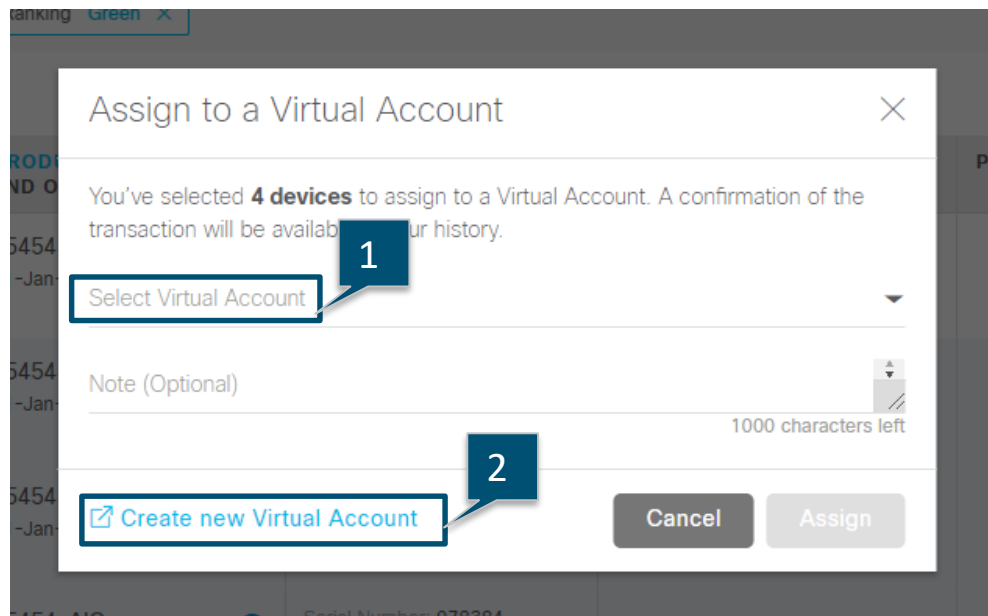


Assign to Virtual Account

Dashboard Logo

Assign to Virtual Account in Product View

Assign to Virtual Account in Summary View



Selecting **Assign to a Virtual Account** will display the pop-up to

1. Select the Virtual Account details or
2. Create a new Virtual Account



Assign to Virtual Account

Dashboard Logo

Assign to Virtual Account in Product View

Assign to Virtual Account in Summary View

My Cisco Entitlements

Search by All Search...

DAVID ROYALTY

Dashboard **Services & Subscriptions** Licenses Devices History

Home / Services and Subscriptions

Services & Subscriptions

Smart Account: Physics Dept. Virtual Account: All Selected

Search All Search...

Filters

Inventory View

Assigned (147) Unassigned (3224)

Type

Services (3224)

Status

ACTIVE (3125) OVERDUE (83) SIGNED (13)

Coverage End Date

Within 30 Days (177) Within 31 To 60 Days (143)

3224 Results

Inventory View Unassigned X

Product View **Summary View**

CONTRACT NUMBER/ SUBSCRIPTION ID	END CUSTOMER GU NAME/ ID	END CUSTOMER NAME/ ID	ASSIGNMENT STATUS	ADMIN/RESELLER NAME/ (ADMIN/RESELLER SITE ID)
<input checked="" type="checkbox"/> 95731912			100%	
<input checked="" type="checkbox"/> 94960282			100%	
<input checked="" type="checkbox"/> 94843487			41/41 lines	
<input checked="" type="checkbox"/> 94836040			50%	
<input checked="" type="checkbox"/> 94878921			1/2 lines	
			100%	
			8/8 lines	
			100%	
			382/382 lines	

Actions

Assign to a Virtual Account

Migrate Access

Unassigned services and subscriptions can also be assigned to a Virtual Account from the **Summary View**

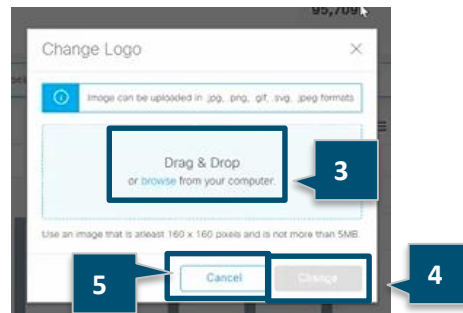
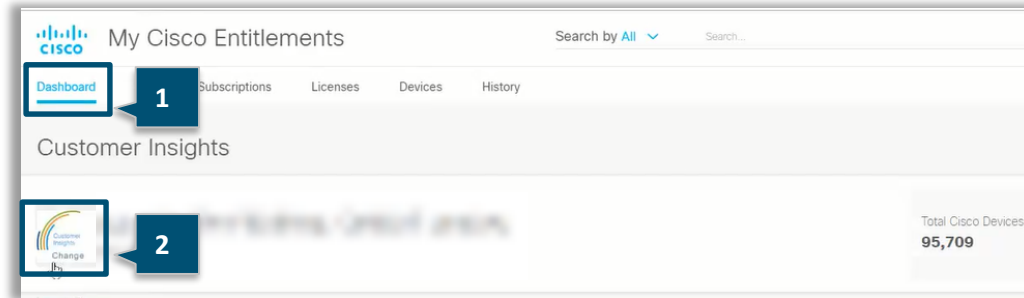
To assign assets,

1. Click on **Summary View**
2. Invoke the **Unassigned** view
3. Select multiple subscription IDs/ contracts to be
4. Click on **Assign to a Virtual Account** from the **Actions** drop-down menu



Assign to Virtual Account

Dashboard Logo



You can change the logo for your Smart Account

To change logo,

1. Hover over the default image in the **Dashboard** tab
2. Click on **Change**
3. **Drag and Drop** or **Browse** an image in the **Change Logo** pop-up
4. Click **Change** to upload the new image
5. Click **Cancel** to go back to the **Dashboard** page

SECTION 3: WHERE TO...



Get Help!



Access Reference Documents



GET HELP!

- **MCE Support:** MyCiscoEntitlements@cisco.com
- **Smart Account Support:** Email to sa-adoption-support@external.cisco.com
- **Smart License Support:** Email to Licensing@cisco.com



ADDITIONAL REFERENCE DOCUMENTS:

- [MCE Overview Video](#)
- Refresh [Smart Account basics](#)
- Refresh [Smart License basics](#)



THANK YOU!