Request Access to Cisco Technical Support Contracts from Your Cisco.com Profile

This training module illustrates the process to submit a request for access to Cisco technical support from a Cisco.com profile.

EDCS-11777180

Request Access to Cisco Support

An individual with an active and complete Cisco.com Profile may request access to their company's contracted support.

Users with Cisco.com profiles may log into their profile multiple ways:
1. Visit www.Cisco.com
   - Click the "Log In" hyperlink in the upper right-hand corner.
   - When logged in, click your name in the upper right-hand corner.
   - Click "Manage Account" or "Manage CCO Profile" listed on the screen.
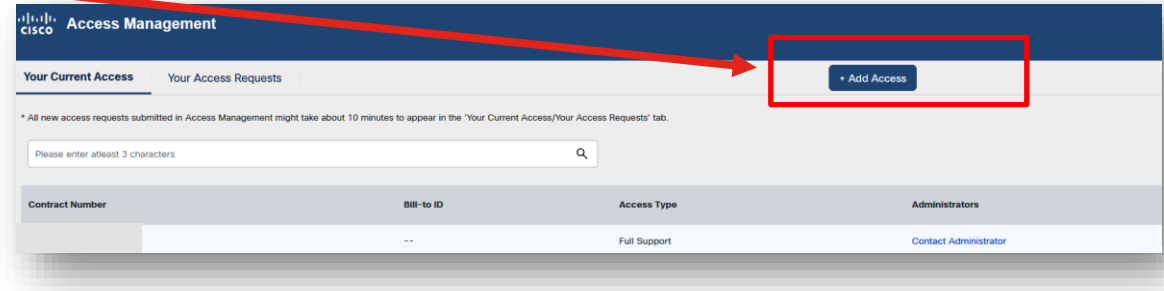3. Visit id.cisco.com.
   - Once logged into your profile, click 'Access Management' icon located at the top of the screen.
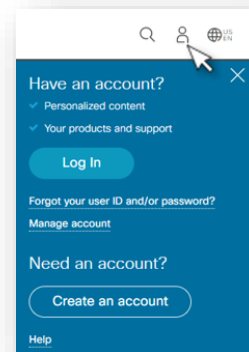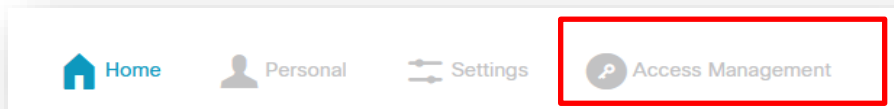
Request Access to Cisco Support

On the next screen, click 'Add Access' button.

This page also provides:
- A list of your current active support contracts ('Your Current Access'.)
- A view of your past completed, cancelled, and pending requests ('Your Access Requests')
  .

Request Access to Cisco Support

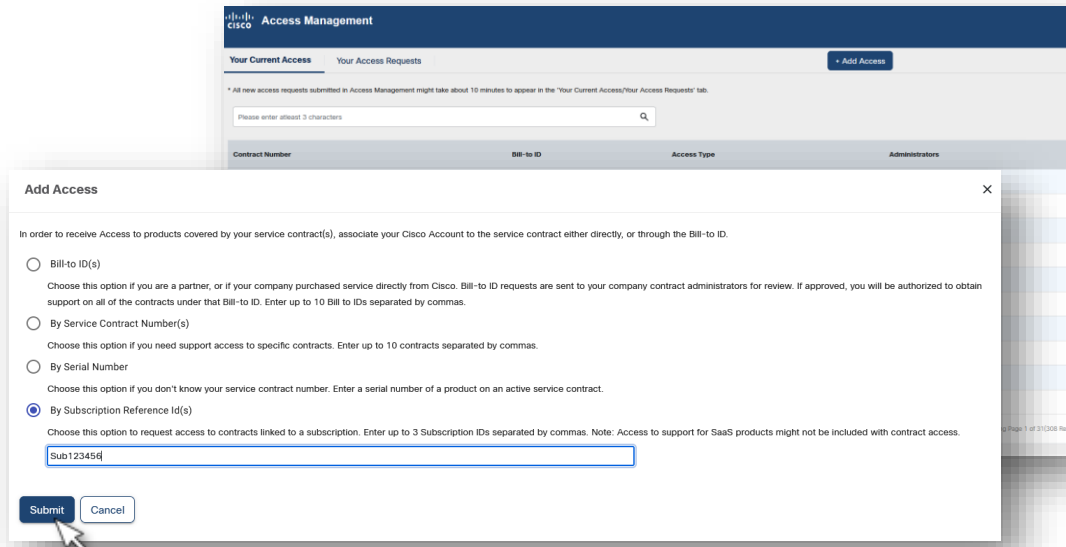To request access to support from Cisco provide either
- a Bill-to ID
- a contract number
- a serial number
- a Subscription ID.

Cisco processes your request to the appropriate support contracts a contract, serial number, or subscription ID is provided.

Accessing support using a Bill-to ID is possible only if a Bill-to ID Administrator is available from the associated company.

Access to SaaS product support may not be available with contract access.

Click the radio-button next to the type of information you are providing and enter the number in the input box.

Request Access to Technical Support Contracts

You may request access to support through a Bill-to-ID, contract numbers, serial number, or subscription IDs. See the onscreen "Choose this option if..." advice to help you decide which method is appropriate for your situation.

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.

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Request access to several contracts or BIDs at one time by entering multiple values, separated by commas.

By Subscription Reference Id(s)

Choose this option if you purchased service through a partner, or if you and only need support access to specific subscription Id

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Request Access to Technical Support Contracts

After clicking "Submit" the summary page opens and you can view the status and remarks of all the requests you made. You receive one of the following responses with your request status and recommendations on next steps:

- Approved
- Denied
- Pending

In order to receive 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

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- By Service Contract Number(s)

  Choose this option if you purchased serv

- By Serial Number

  Choose this option if you don't know you

  Cancel   Submit

Contract Number	Status	Remarks
	Approved	Approved
	Approved	Approved
	Denied	Your email address does not match the requirements set by the contract administrator
	Denied	Your email address does not match the requirements set by the contract administrator
	Pending	The contract administrator has been notified regarding your request for Software Download.
	Pending	The contract administrator has been notified regarding your request for Software Download.
	Approved	Approved
	Approved	Approved
	Pending	The contract administrator has been notified regarding your request for Software Download.
	Denied	Your email address does not match the requirements set by the contract administrator

Close

All contract access requests are reviewed and evaluated on multiple criteria including, but not limited to, the user, the user's company details, the contract details, and the access requested. If the evaluation recommends "Add", the system adds the contract to the requestor's profile. If the recommendation is "Deny," a notification is sent to the requestor and Contract Administrator(s) with an explanation of the decision, and no changes are made to the User Profile. If "Review," the request is sent to the Contract Administrator via SAMT (Services Access Management Tool) to process a final decision. If no Contract Administrator is assigned to a contract, a Cisco Agent reviews the recommendation and other user/contract details and grants or denies the access.

If you have access issues, you may click the link for email support provided on screen or email Cisco directly.

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