Request Support Access for Third-Party Users from Your Cisco Profile

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Per Cisco's Service Access Policy, users who work for an entitled party on a service contract may consume those service entitlements. Cisco's access automation and agents will deny users requesting access to a service contract when they do not work for an entitled party on the contract. However, there may be circumstances when the contract's entitled party, the partner or end customer, requires a third-party to consume their service entitlements. A third-party is a company that is not listed on the contract and is not the end customer company listed on a contract or the partner (contract bill-to company).
This training module describes the process that an employee of a contract's entitled party who *has* access to the contract(s) may use to request a third-party user receive access to technical support.

Request Support Access for Third-Party Users from Your Cisco Profile

A request for third party access to a service contract <u>must</u> originate from an employee of the contract's entitled party who *already* has access to the contract(s).
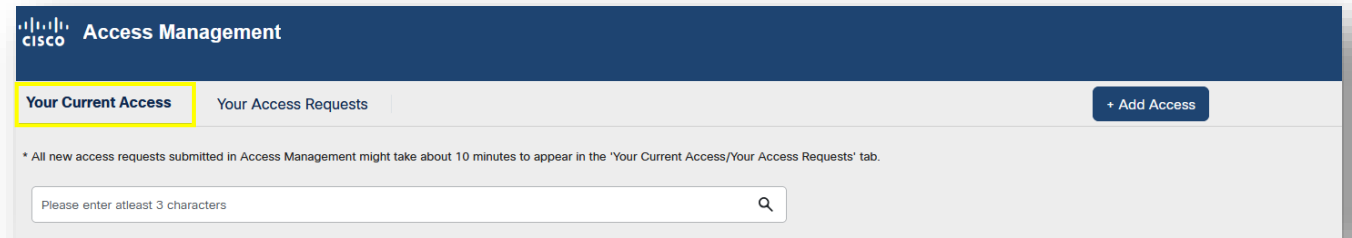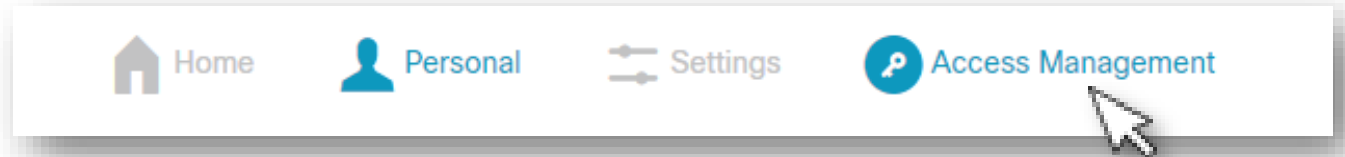
If you work for an entitled company and want to request access for an individual from an external company, the process differs depending on whether the contract is managed by an existing customer/partner Contract Administrator in Cisco's Services Access Management Tool ("SAMT").

- If it is a **SAMT managed contract,** you can submit a request to the Contract Administrator (SAMT Admin), who will receive and review your request in SAMT.

- If it is **contract not managed in SAMT,** you can submit your request to Cisco Support.

If you work for a company that is not an entitled company on the contract but are doing work on behalf of the entitled company, please contact a representative from the entitled company and direct them to these instructions so they can initiate the request for your access.

Steps to Request Support Access for Third-Party Users

1. Visit id.cisco.com to log into your Cisco.com profile.

2. Click "Access Management" appearing at the top of the screen.

3. "Your Current Access" sub-tab displays the list of contracts for which you currently have access.

4. Review the contracts that you want to request access for others and note the Administrator type ('Contract Administrators' or 'Cisco Support') listed in the "Administrators" column.

5. Proceed to step **A** if you see 'Contract Administrators' in "Administrators" column or step **B** if you see "Cisco Support" in "Administrators" column.

| Home | Personal | Settings | Access Management |

Access Management

Your Current Access   Your Access Requests   + Add Access

* All new access requests submitted in Access Management might take about 10 minutes to appear in the 'Your Current Access/Your Access Requests' tab.

Please enter atleast 3 characters

Contract Number	Bill-to ID	Access Type	Administrators
9000000	--	Full Support	A. Contact Administrator
9000000	--	Full Support	Contact Administrator
9000000	--	Full Support	Contact Administrator
9000000	--	Full Support	B. Cisco Support

Steps to Request Support Access for Third-Party Users

A. If you see **'Contract Administrators' in "Administrators" column**, the contract is currently managed by a Contract Administrator in SAMT.

i. Click the "Contract Administrators" hyperlink next to the contract number to request third-party access.

ii. A pop-up form appears. Enter your request to the SAMT Administrator. Enter the third-party user's Cisco.com account ID (CCOID) or email address linked to their Cisco.com profile and any other information the Admin should know.

iii. Click Send.

iv. The system generates an email to the Contract Administrator, who will review your request and, if approved, will log into SAMT to grant the user access.

Contract Number	Bill-to ID	Access Type	Administrators
9000000	--	Full Support	Contact Administrator
9000000	--	Full Support	Contact Administrator
123456	--	Full Support	Contact Administrator
9000000	--	Full Support	Cisco Support

Contact Contract Administrator

Status	Contract	Requested Access
Approved	123456	Full Support

Use below text to send message to the Administrator ⓘ

Please grant user jodoe@thirdparty.com support access to contract 123456. He is providing support to our company.

Cancel   Send

Steps to Request Support Access for Third-Party Users

B. If you see **"Cisco Support" in "Administrators" column,** the contract is not currently managed by an Administrator in SAMT.
   i. Click the "Cisco Support" link next to the contract number to request third-party access.
   ii. A pop up appears with information and instructions about:
      • The benefits of self-managing user access and how to submit a request to become a SAMT Contract Administrator.
      • How to contact Cisco support, either by email or chat, to request access be granted to the third-party user.
   iii. Click the hyperlink in the pop-up web-help-sr@cisco.com to open a blank email.
   iv. Provide the third-party user's Cisco.com account ID (CCOID) or email address linked to the user's Cisco.com profile and the contract number. It is best to also provide the relationship of the third-party user to the entitled party and the reason for the request.
   v. Send the email.
   vi. The email will open a case with Cisco Support and your request will be reviewed and processed. You will be contacted with the status of your request.

Contract Number	Bill-to ID	Access Type	Administrators
9000000	--	Full Support	Contact Administrator
9000000	--	Full Support	Contact Administrator
123456	--	Full Support	Contact Administrator
9000000	--	Full Support	Cisco Support

Cisco Support

Contract No.:   900000

This contract does not have an administrator from your company. Cisco administers this contract until someone from your company becomes the contract administrator.
A contract administrator can provide control and instant access to service for users from their company and/or users from external companies working on behalf of their company (3rd party access).
Learn how you or someone in your company can be a Service Access Management Tool Administrator

If you don't want to be a contract administrator, but you need people from another company to get access to services, please contact Cisco Support at web-help-sr@cisco.com to grant permission to associate this contract with their Cisco Account.

Chat Now for live assistance

Cancel   Send Email