FREQUENTLY ASKED QUESTIONS for SAMT Tool

Q. What happens when you click on an individual record in the Pending requests, Contracts, Bill to ID and Users sections?
A. It opens a side navigation window which will give further options to associate or disassociate users to contracts/Bill to IDs or modify user access to Contracts/Bill to IDs. It also has more information as subtabs on the respective sections.

Q. How can multiple pending requests be approved at once?
A. From the pending requests section, multiple requests (ADD or REVIEW advice) can be selected and APPROVE option that appears in the action bar at the bottom can be clicked to proceed with the approval. The same method can be used for DENYING multiple requests.

Q. How can I get more information about a request that has already been approved?
A. The Pending Requests Section will have two sub tabs. Once the second sub tab 'Request History' is clicked it will display the history of past requests that are approved or denied (by you or other peer admins). Clicking on individual rows will show more details in a side navigation window and the comments added by the admin.

Q. Is it possible to filter pending requests from a specific company of the requester?
A. The search functionality can be used to filter requests of users belonging to a specific parent company. Search with the company name and all the requests from users of that company will appear in the data grid.

Q. Why is the APPROVE button not visible and the REVALIDATE button displayed instead for some pending requests?
A. If the Contract is pending revalidation, then any pending requests on those contracts cannot be approved unless the revalidation is completed.

Q. How can additional details of the system advice for a pending request be viewed in the new tool?
A. Clicking on the individual row on the Pending request landing page data grid will open a side navigation window that displays a subtab – Advice Details.

Q. How can users be blocked/unblocked?
A. This functionality will not be available immediately. It is in the pipeline and will be planned for one of the subsequent releases. Please reach out to cisco support for any assistance on this functionality.

Q. How to ensure that access requests for specific contracts are not approved by Cisco directly?
A. Admin can use the lock/unlock feature from Contract section for this. Contracts can be locked/unlocked from the side navigation window by clicking on the individual row (of the specific contract). For multi lock/unlock, multiple contracts can be selected from the contract section and action can be performed from the action bar that will be displayed after the contracts are selected in the data grid. Locking of the contracts ensures that the request comes to SAMT admins for approval.

Q. Can contracts be locked in bulk?
A. For multi lock/unlock, multiple contracts can be selected from the contract section and action can be performed from the action bar that will be displayed after the contracts are selected in the data grid.

Q. How to customize the email notification preferences in the new tool?
A. The top right corner of the SAMT landing page will have a settings wheel which can be used to update the preferences. Some of the preference settings are disabled and will be released in one of the upcoming releases.

Q. How to contact Cisco to report tool issues or give suggestions/feedback?
A. The top right corner of the SAMT landing page will have an icon with a question mark(?). Clicking on that will display options to contact cisco. The submissions from the tools will be received as emails and will be directed to the respective teams responsible for taking required action.

Q. Is it possible to grant access to multiple contracts for multiple users in bulk from the new tool?
A. We are working on multiple users to multiple contract/Bill to ID associations and will be available in the tool shortly.

Q. Is it possible to grant access to multiple BIDs for multiple users in bulk from the new tool?
A. We are working on multiple users to multiple contract/Bill to ID/Groups associations and will be available in the tool shortly.

Q. Why is the data of some admins not visible in the lock history and revalidation history?
A. Some of the information related to admins belonging to different companies is masked in the tool. However, information related to the admins belonging to your company will be visible. Partners will be able to see all the information.

Q. How can I add/update an email domain rule from the new tool?
A. This feature will be released soon. Admins will be able to add/update/delete email domain rules by clicking on the individual row in the contract section data grid. It opens the side navigation window with the information related to that specific contract and email domain will be one of the subtabs with the option for

admin to add/update/delete. In the meantime, please reach out to cisco support for any assistance on this functionality.

Q. How can I modify the access end date of a user to a Contract/BID? Can it be done in bulk?
A. Yes. Click on any user record from the User section. It will open the side navigation window which displays Contacts/Bill to IDs. The contracts or Bill to IDs can be selected and access can be modified or removed for that user. If you want to modify/remove access of all the users of a Contract/Bill to ID then navigate from Contracts/Bill to IDs section, click on the respective Contract/Bill to ID and remove the users from the 'Users' subtab from the side navigation window.

Q. Can peer admins be added to contracts or Bill to IDs?
A. Yes. Peer admins can be added by selecting the contracts from the contract section (or Bill to IDs from the Bill to ID section). Once selected, the action bar appears at the bottom to display the option to Onboard Peer Admins.

Q. Can I offboard contract admins from the new SAMT tool?
A. Offboarding Contract admin feature is not available in SAMT. However, removing Support Access of that admin to that contract will remove the admin access as well.

Q. Can I offboard BID admins from the new SAMT tool?
A. Yes. Peer admins can be offboarded by selecting the Bill to IDs from the Bill to IDs section. Once selected, the action bar appears at the bottom to display the option to Offboard Peer Admins.

Q. How can I know the list of all the peer admins of the contracts I manage?
A. Click on the individual contracts in the data grid from contract sections. The side navigation window that opens will display a subtab – Users. The users who have an asterisk (*) displayed beside the name are peer admins of that contract.

Q. How can I know the list of all the BID admins of the Bill to IDs I manage?
A. Click on the individual Bill to IDs in the data grid from Bill to ID section. The side navigation window that opens will display a subtab – Peer Admins.

Q. Can I create contract and BID groups for easy access provision in the new tool as well?
A. Granting access via Contract groups and BID groups will be released shortly and work related to that is in progress.

Q. Why can’t I add user groups in the next gen SAMT?
A. Creating user groups is currently not prioritized for the next gen SAMT.

Q. If I remove contracts from a group will that affect the access provided earlier with the same group?
A. No, making updates to an existing group does not affect the access already provided.

Q. How do I generate reports from the new SAMT tool?
A. Most of the pages have an option to multi select and then the option to export appears in the action bar. This will generate a report of the selected records in the data grid and will be sent to your email address.