

Understand Security Cloud Control Claim Codes - FAQ

Contents

[Introduction](#)

[General](#)

[Q. Where do I find my Claim Code?](#)

[Q. I am expecting a Claim Code but have not received it. What can I do?](#)

[Q. I am renewing my subscription. Do I receive a new claim code?](#)

[Q. I used my claim code. Can I use it again?](#)

[Q. I have changed the terms of the EA and Ala Carte subscription. What happens with my existing subscription?](#)

[Q. I have canceled my EA and Ala Carte subscription. What happens with my existing subscription?](#)

[Q. I would like to request an extension to my existing subscription / trial. What do I do?](#)

Introduction

This document describes how to manage Security Cloud Control (SCC) claim codes and answers common questions regarding their usage.

General

Q. Where do I find my Claim Code?

A. For à la carte subscriptions, the provisioning system sends the claim code to the provisioning contact listed in your sales booking. For Enterprise Agreement (EA) subscriptions, the code is sent to the technical contact defined in the Enterprise Agreement Workspace (EAWS).



Note: EA subscribers must log in to EAWS to define this contact for the first time.

Q. I am expecting a Claim Code but have not received it. What can I do?

A. Please contact the Technical Assistance Center (TAC) with your Subscription ID. Our team can retrieve and provide your claim code after identity verification. Please note that we are unable to resend the original claim code email.

Q. I am renewing my subscription. Do I receive a new claim code?

A. No. Renewing subscriptions automatically extend without requiring a new code. However, orders involving changes in subscription types

(For example, à la carte to EA) generate new claim codes. In these instances, you can apply the new code to your existing subscription, and the system prompts you to manage the remaining term of the previous subscription.

Q. I used my claim code. Can I use it again?

A. Yes. You can reuse claim codes in a different SCC organization if desired. Please note that reclaiming a code already tied to an active subscription deactivates the original subscription.

Q. I have changed the terms of the EA and Ala Carte subscription. What happens with my existing subscription?

A. Subscription updates automatically carry over and reflect in SCC. The system does not generate a new claim code for these updates.

Q. I have canceled my EA and Ala Carte subscription. What happens with my existing subscription?

A. Subscription cancellations automatically synchronize with SCC, which deactivates the existing subscription and all associated services.

Q. I would like to request an extensions to my existing subscription / trial. What do I do?

A. Please reach out to your account representatives for assistance who created your subscription or trial. TAC is unable to extend trials or subscriptions but can assist in identifying the correct point of contact.