

Review the Smart Net Total Care Portal Onboarding Guide

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Prerequisites for Self-Service Onboarding](#)

[Self-Service Onboarding Process](#)

[Additional Assessment Requirements](#)

[Post-Registration Tasks](#)

[Related Information](#)

Introduction

This document describes the steps to how to access and onboard with the Smart Net Total Care™ portal.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

If you are a Cisco smart-entitled user, you can self-register in order to gain access to the Smart Net Total Care portal. The self-service onboarding process validates your entitlement to access data via verification of the contract and Serial Number (SN) that you provide.

Note: The first person in the organization who completes the self-service onboarding process becomes the Delegated Administrator (DA). Refer to the Portal Roles and Access section of the Cisco Smart Net Total Care Portal Administration and Management page for information about roles and access levels.

The onboarding process describes how to choose a DA. Ideally, the DA must be someone who already manages the user access and accounts within the organization. Network administrators are a good choice for this role.

If your organization already has DAs, then they are notified of new user self-service requests so that they can authorize access to the portal.

Note: It can take up to 24 hours for new registration information to become active.

Prerequisites for Self-Service Onboarding

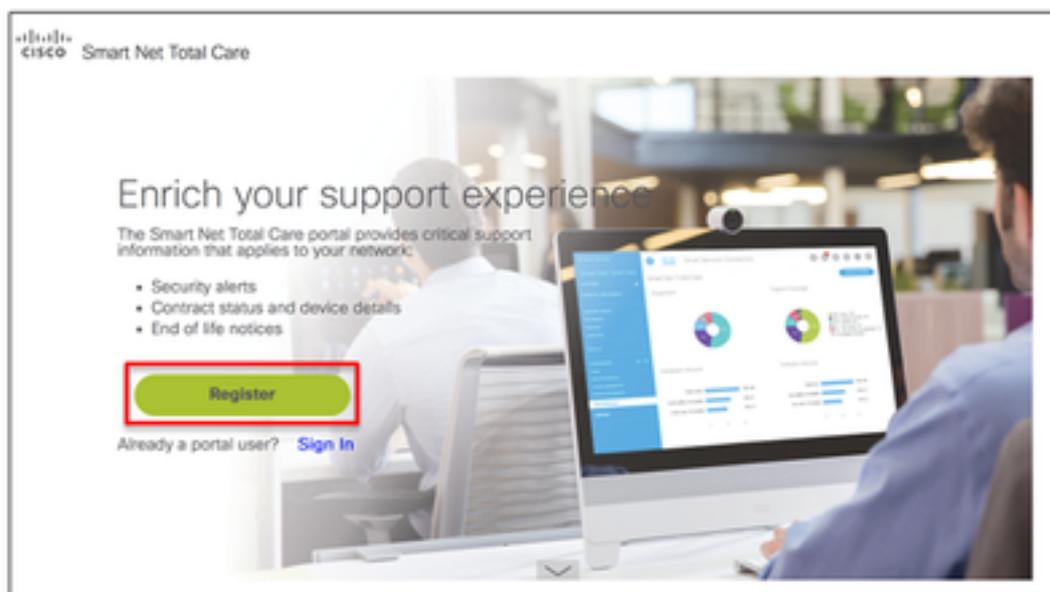
In order to complete the self-service onboarding process, you must meet these requirements:

- You must have a valid Cisco account profile. If you do not have a Cisco username and account profile, refer to the Registration site.
- Your profile must have one or more smart-entitled contracts associated with it. Some examples of smart-entitled contracts include SMARTnet (now Smart Net Total Care), SP Base, TelePresence, Essential Operate, and Solution Support.
- You must know the SN of at least one device that is covered by the smart-entitled contract.
- Your profile must include a valid business email address (personal email domains such as Yahoo, Gmail, and Hotmail are not acceptable).

Self-Service Onboarding Process

Complete these steps in order to execute the self-service onboarding process:

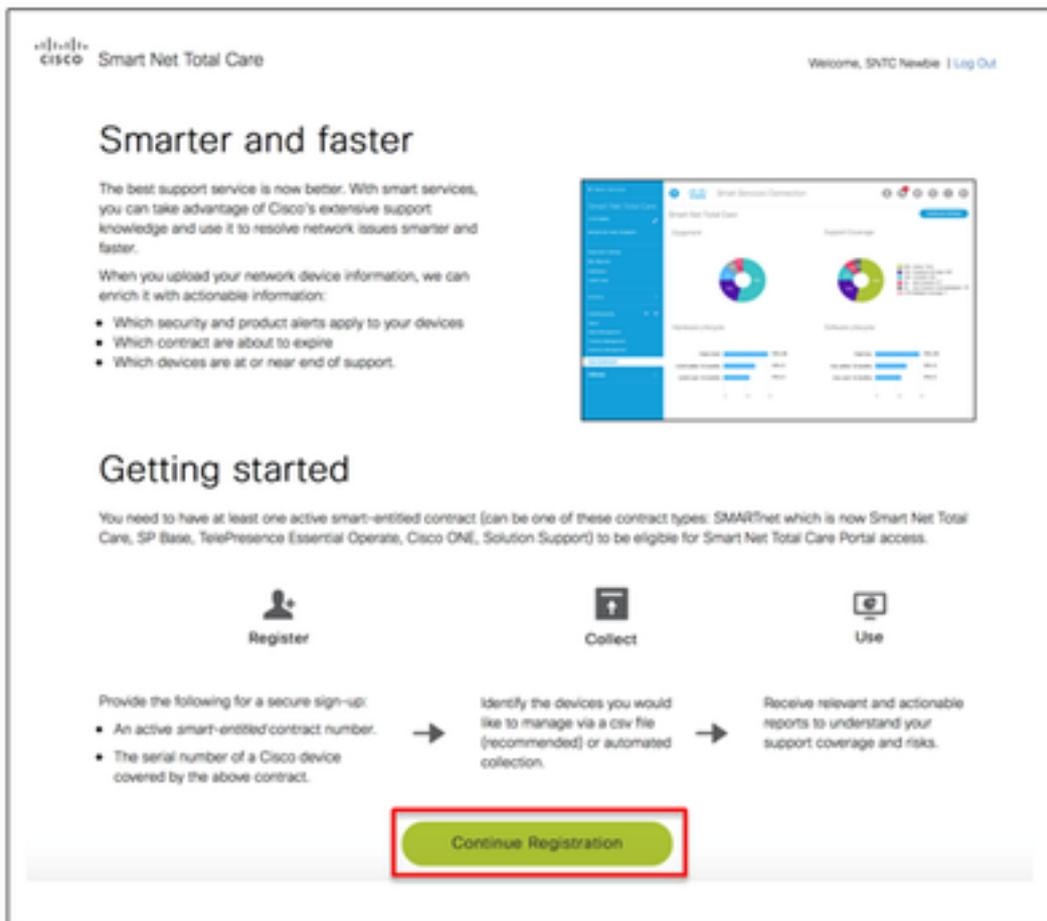
1. Navigate to the [Smart Net Total Care](#) site and click **Register**:



Smart Net Total Care

Site The Cisco login page appears.

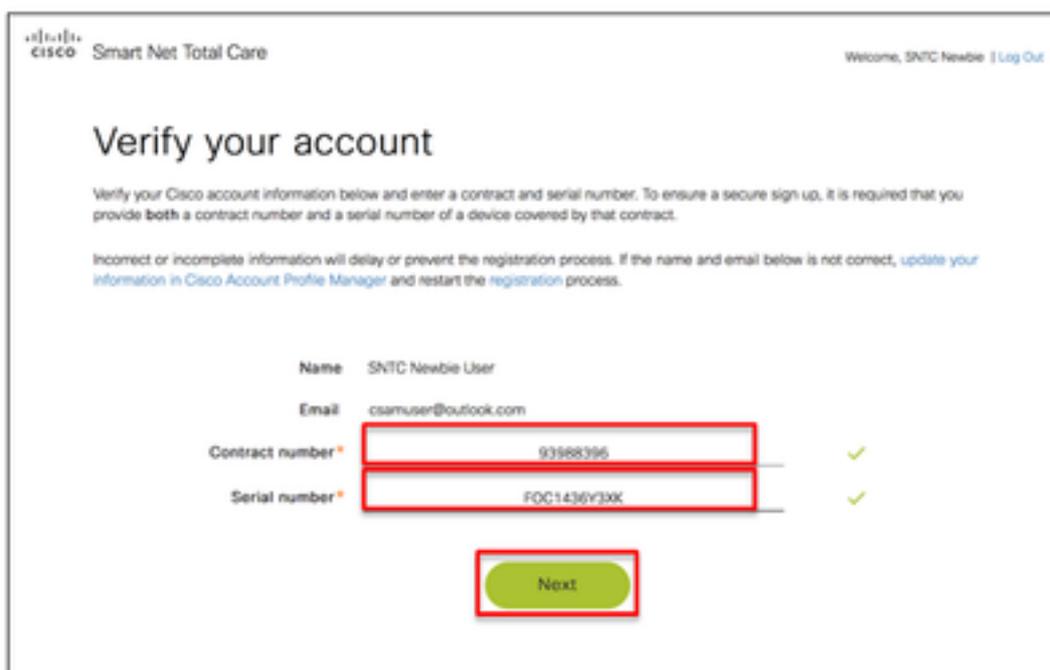
2. Login with a valid Cisco username and password, and the self-service registration overview page appears:



Self-service

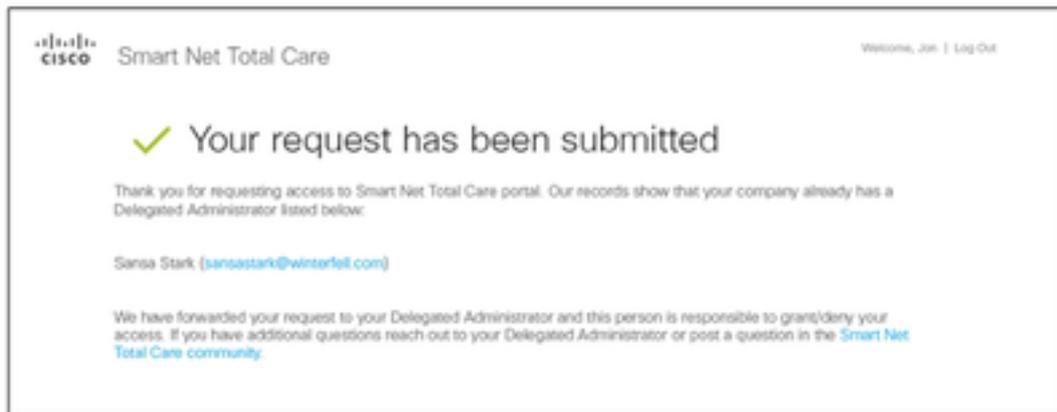
Registration Overview Page This page provides an overview of the portal capabilities and user interface. It also describes the process that must be completed in order to get started, which includes registration, collection, and portal use.

3. Click **Continue Registration**, and the account verification page appears:



Verify Your Account

Complete these steps in order to verify your account:



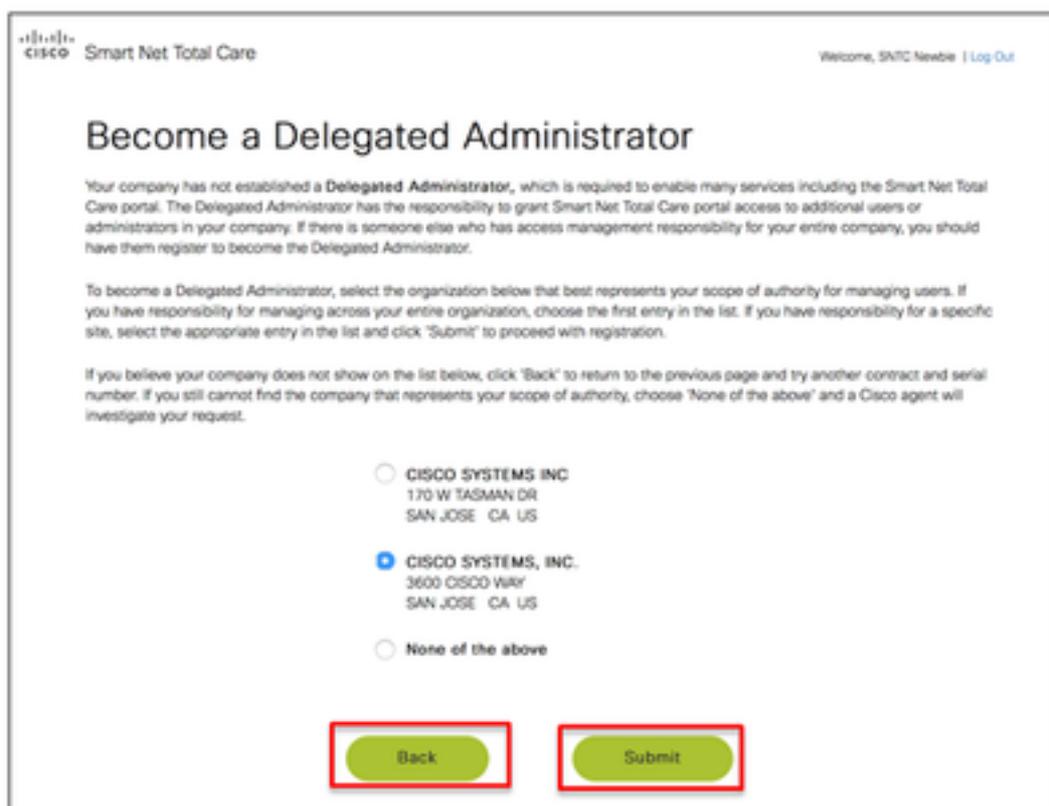
Request Has Been

Submitted

After the DA assigns you a role, you receive an email that confirms your access has been approved. Your registration is now complete, and you can begin to use the portal.

5. Complete these steps in order to register and become the DA for your company:

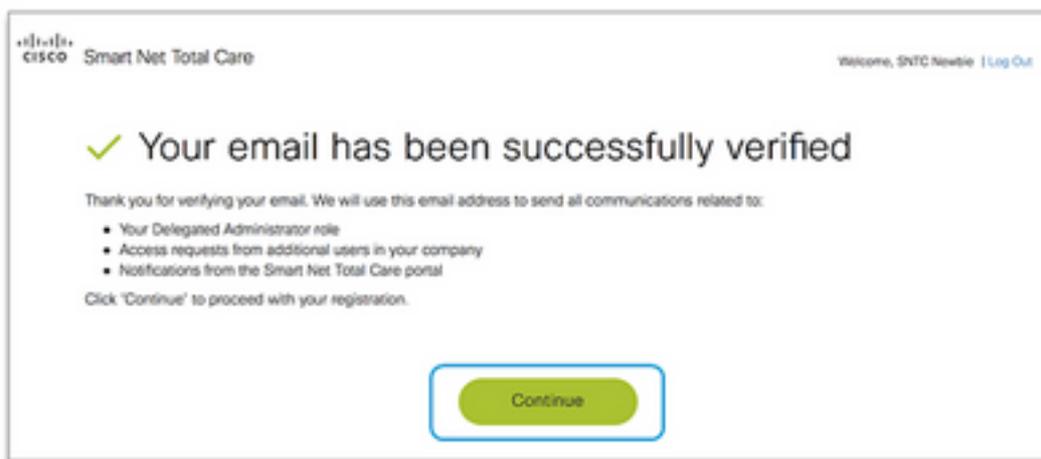
Select the organization from the list that best represents your scope of authority for user management. If your management responsibilities span your entire organization, choose the first entry in the list. If you have responsibility for a specific site, select the appropriate entry that matches the specific site. If your company is not shown in the list, click **Back** in order to return to the previous page and try a different contract and SN combination. If you still cannot locate the company that represents your scope of authority, choose **None of the above**, and click **Submit**. Your request is then forwarded to a Cisco agent for manual onboarding. The agent determines the appropriate company, or reaches out to you for additional information. Click **Submit** in order to proceed with the registration.



Become a Delegated

Administrator

6. After your DA request is processed, you receive an email at the address that you specified in your CCO ID profile:



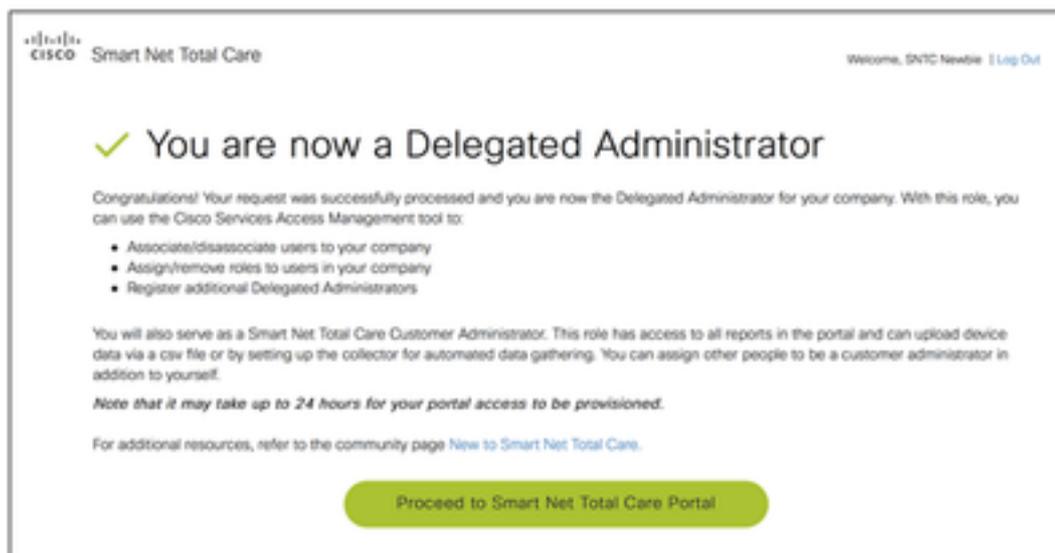
Email is Successfully

Verified

7. Verify your primary business email address in order to ensure that you can receive all of the notifications about your registration process and future DA activities, such as portal notifications and email registration requests from other users in your company.

After you receive the verification email, click the unique link that is provided (the link expires after you click it). The link displays a page that is used in order to confirm that your email is successfully verified. Click **Continue** in order to proceed to the next step.

The registration process is now complete, and you are the DA for your company. If your registration was successful and no additional information is required, then this confirmation message appears:



Registration Process is

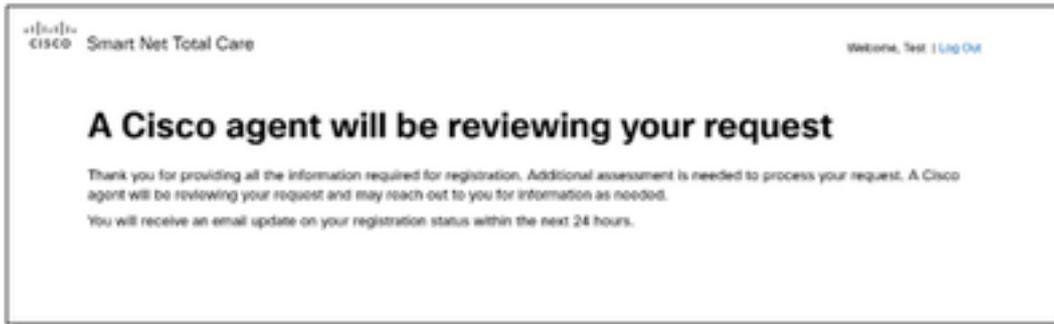
Complete

Note: As the DA, you can now serve as the Smart Net Total Care administrator in the portal by default.

Additional Assessment Requirements

Some users can require additional assessment in order to proceed with their registration. In such cases, the onboarding request is sent to a Cisco agent for manual onboarding.

If this page appears, then additional assessment is required in order to complete your registration process:



Required

Additional Assessment is

Allow up to 24 hours for the agent to complete your request. The agent can reach out to you for additional information, if required.

Post-Registration Tasks

After successful registration, either through automation or through an agent-assisted process, you can receive three emails from Cisco. Ensure that you receive these emails:

- **Welcome to the Smart Net Total Care Portal**– This email confirms that your registration was successful. It provides a link to the portal and information about how to upload device data.
- **Granted access to portal as an Administrator** –This email confirms that you have been successfully granted the role of an administrator in the portal.
- **Accept Delegated Administrator Terms & Conditions**– This email confirms that you are successfully registered as the DA for your company and gives you the link to the [Cisco Services Access Management Tool](#), where you can assign portal access to additional users.

Related Information

- [Cisco Technical Support & Downloads](#)