

Understand Smart Net Total Care Portal Admin & Management

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Introduction

This document describes how the Smart Net Total Care portal uses device information and analyzes it against security.

Prerequisites

Requirements

There are no specific requirements for this document.

Components

The information in this document is based on Smart Net Total Care Portal.

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.

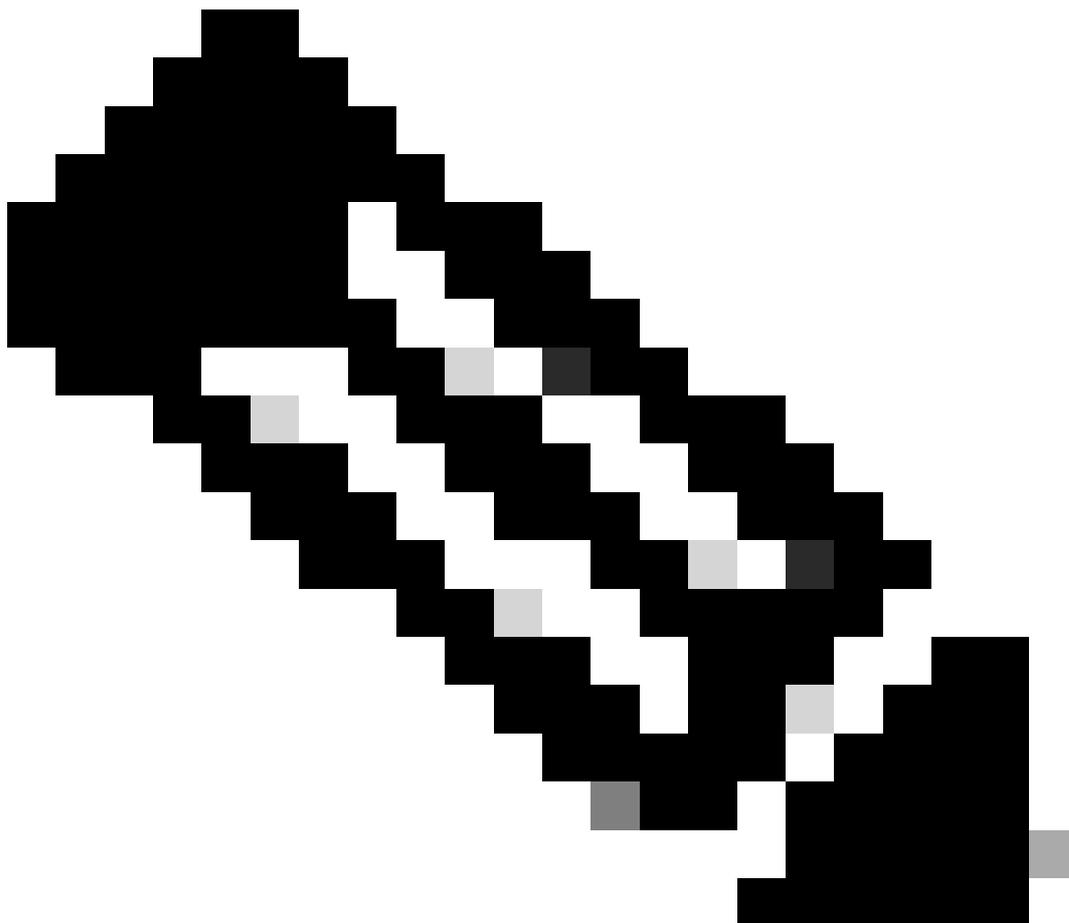
Background Information

The [Smart Net Total Care™ portal](#) uses device information and analyzes it against security and support data from the Cisco knowledge base. This provides you with actionable information so that you can resolve problems more quickly, improve operational efficiency, and better manage support risks. The [Smart Net Total Care Portal User Guide](#) provides information on how to use the portal.

This document outlines the various portal roles and access levels, and it describes how to manage them in the portal.

Portal Roles and Access

This section describes the various roles and access levels that are used within the portal.

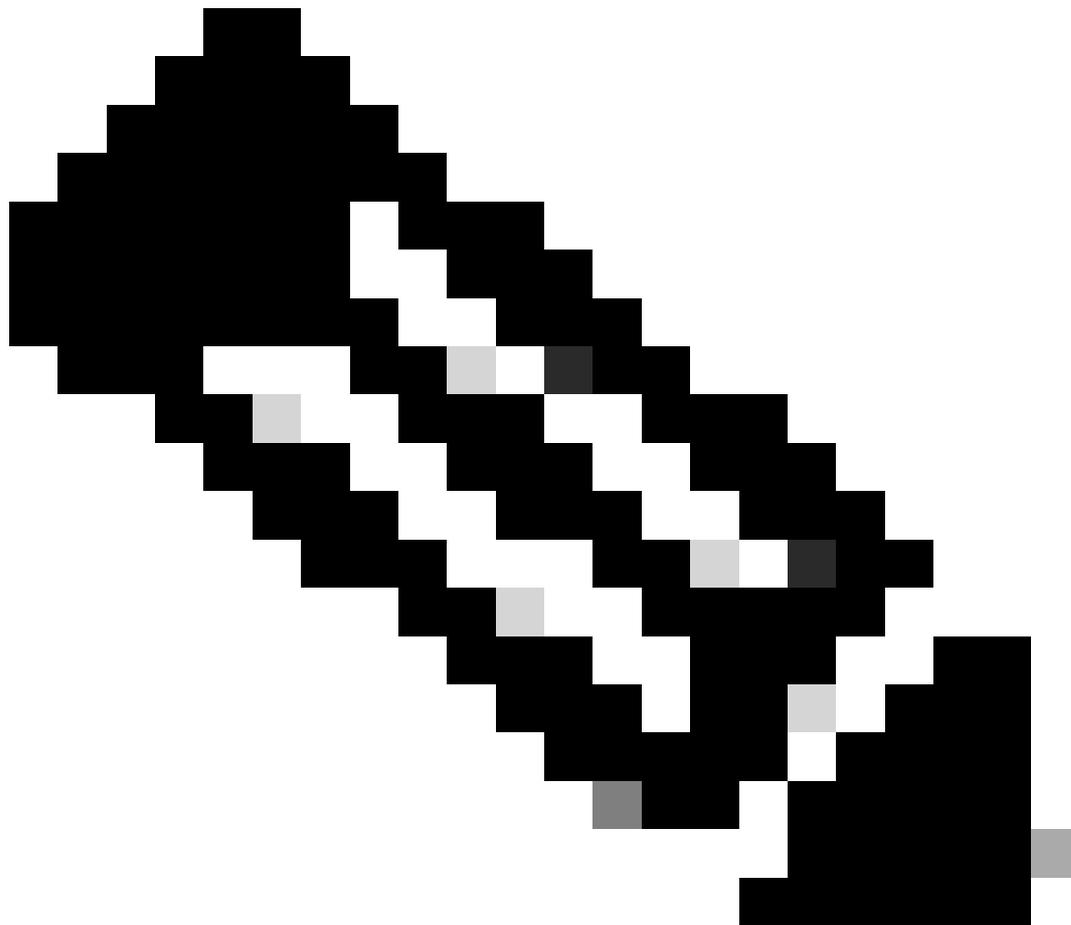


Note: You must complete the self-service onboarding process in order to access the portal. The first

person in the organization to complete the process becomes the delegated administrator (DA), who is responsible for the management of portal access. Refer to the [Cisco Smart Net Total Care Portal Onboarding Guide](#) for information about the self-service onboarding process.

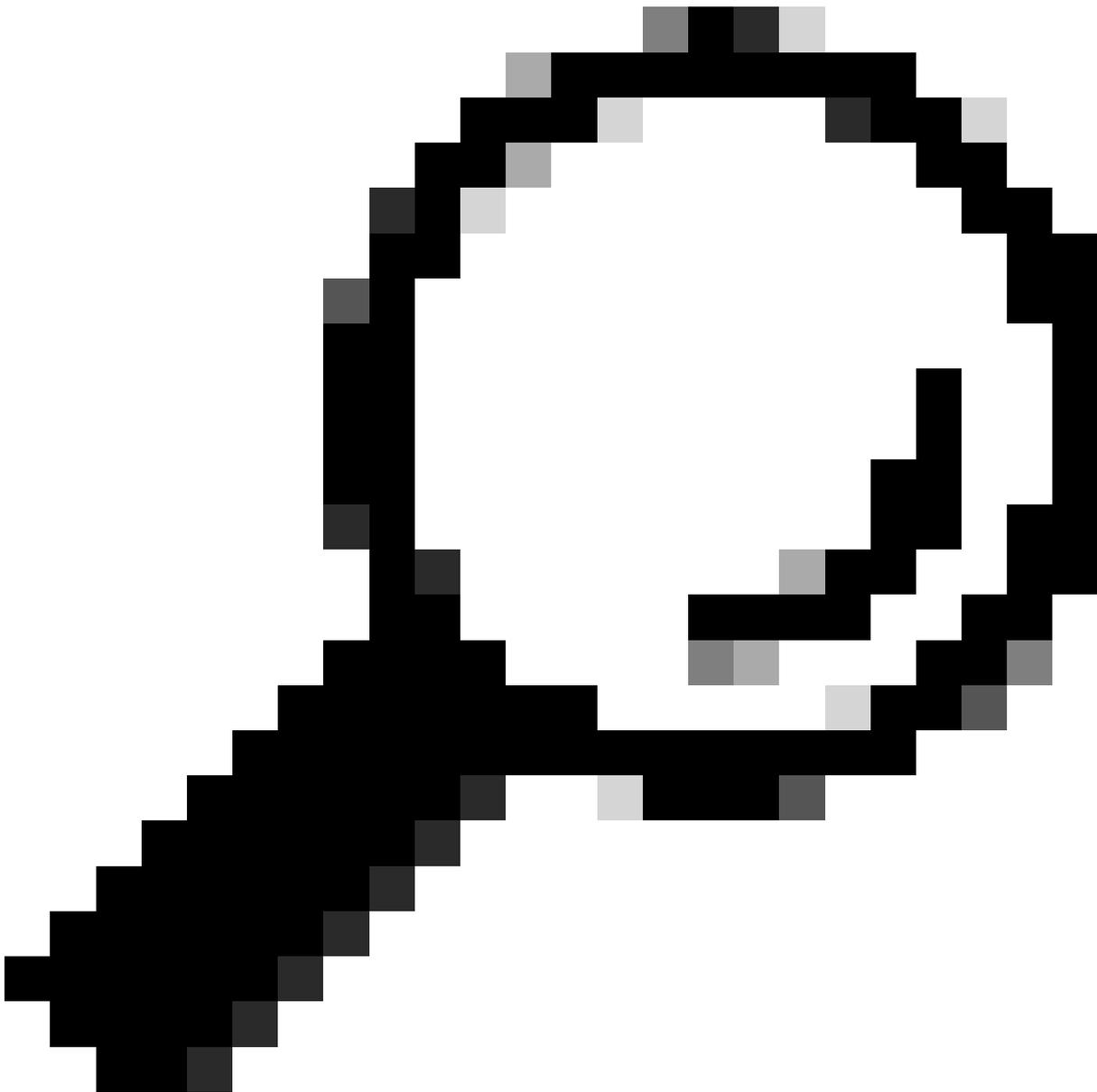
Delegated Administrators

Cisco suggests each company assign at least one additional DA after completion of the onboarding process. If the sole DA leave the company without assigning a replacement, post a new question to the [Smart Net Total Care Support Community](#) for assistance.



Note: The DAs must be employees of the organization. A partner cannot be the DA for the user company.

The DA can register, grant access to, or revoke access from the portal administrators and other users through the [Cisco Services Access Management Tool](#). The DA can also use this tool in order to modify the current permissions for the various roles.

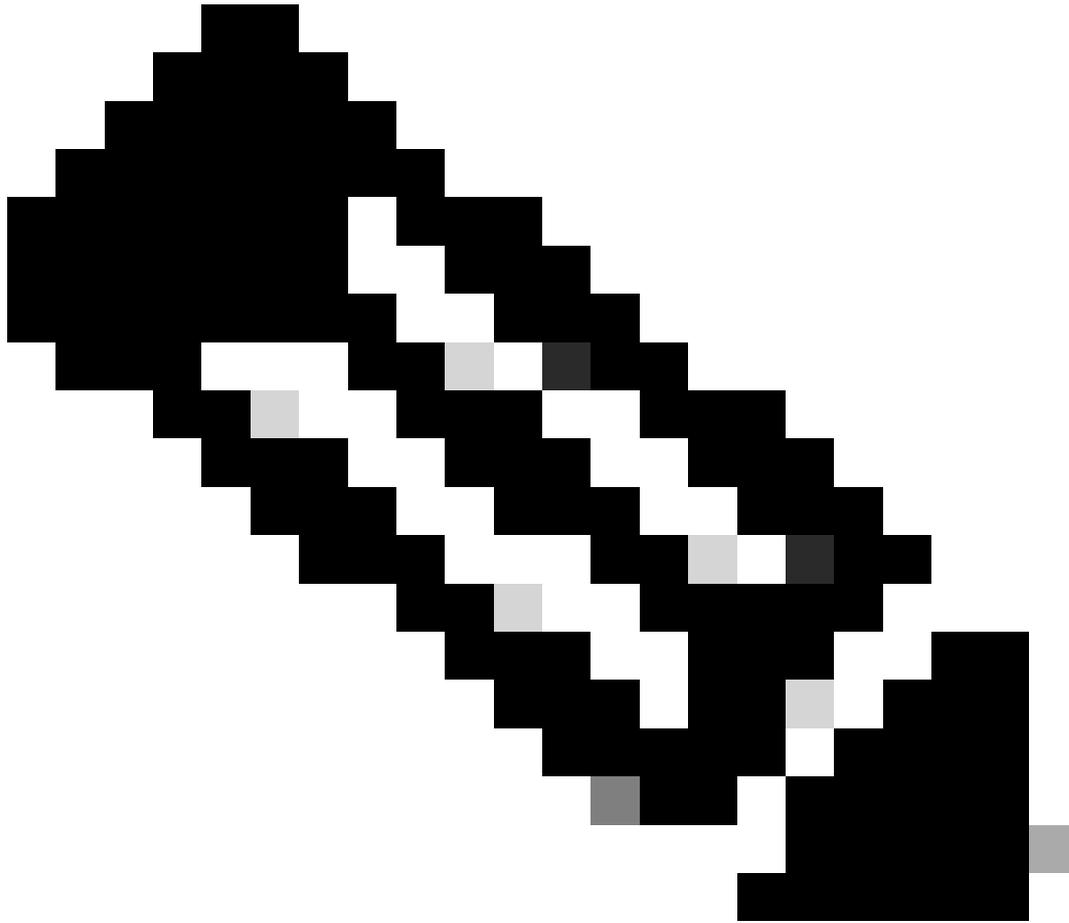


Tip: For more details about how to add or delete users through the Cisco Access Management Tool, refer to the User-Company Association video.

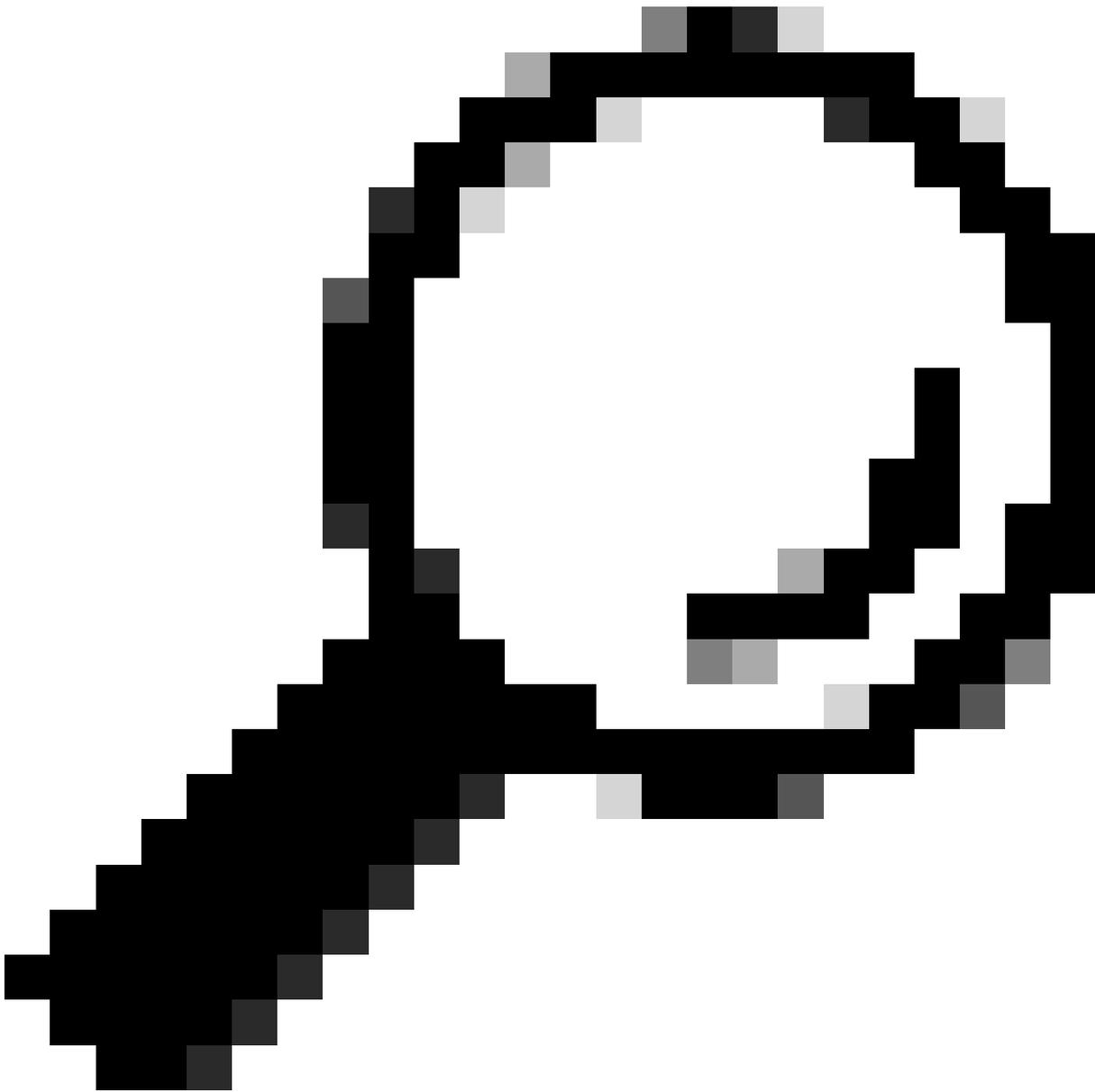
Smart Net Total Care User Roles

A user role in the portal is a role that an individual is granted. Each role is built into the system and comes with specific rights and limitations that determine what a user can see and do in the portal. Dependent upon the organization, one or more people can be assigned one or more of these roles:

- User administrator
- User
- Cisco Branded Reseller (CBR) User
- CBR administrator



Note: The CBR administrators and users cannot be DAs for their own users entitled company. Additionally, people that hold more than one role can view all of the data to which they have access.



Tip: For more details about these roles and access levels, refer to the Portal Roles and Access video.

User Administrator

The user administrator must be an employee of the entitled company with which they are registered. A user administrator can complete these actions:

- View the reports
- Create and maintain portal privileges for other users and administrators that are registered with the company
- Register collectors
- Complete file imports
- Manage alerts
- Manage service coverage

- Grant or restrict user access to create segments
- Grant or restrict access to certain types of information and management capabilities for other users in your company
- Grant rights to register users from a partner company to CBR administrators
- Grant Letter of Authorization (LoA) access to your Cisco Reseller

Cisco User

Cisco users must be employees of the entitled company with which they are registered. If provided access by their user administrator, user users can complete these actions:

- View the reports of the company with which they are associated
- Access specific segments and inventories for which they have access privilege
- Access information that is related to your installed base
- Access information that is related to product alerts and device configuration
- Use service coverage management and alert management capabilities (if granted by the user administrator)

CBR Administrator

The DAs and user administrators can provide access rights and privileges to CBR administrators (associated with their company) in order to perform certain administrative tasks on their behalf.

If provided the rights, a CBR administrator can complete these actions:

- Register other members as CBR administrators or CBR users
- Register collectors
- Perform file imports
- Manage alerts
- Manage service coverage
- Manage user access
- Access certain information about contracts that are resold by other partners (if an LoA exists)
- Services API Access ([See How to Disable Services API Access for Partners](#))

CBR User

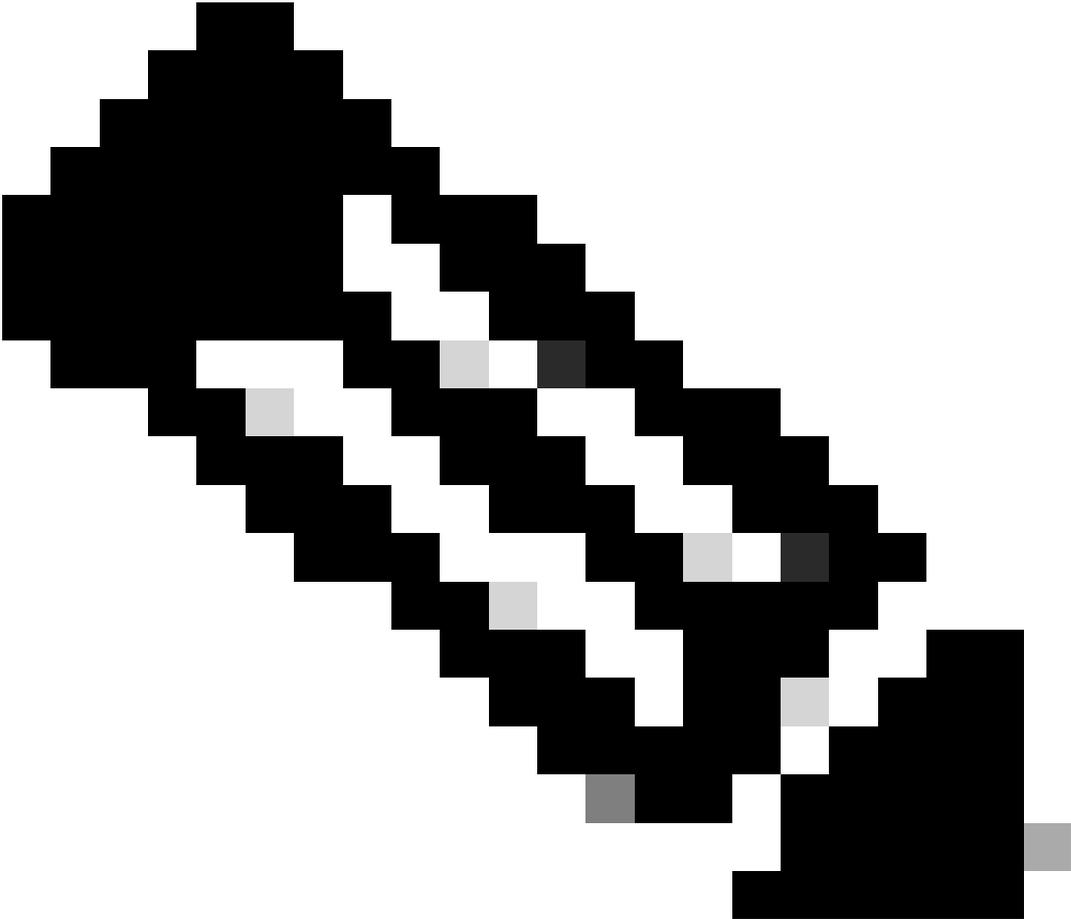
The CBR users can, if provided access by the user administrator of the entitled company, complete these actions:

- View reports of the entitled company
- Access certain information about the contracts that are resold by other partners (if an LoA exists)

Portal Administration and Management

This section describes how the DA (or in some cases, the user administrator) can add new users to the portal, assign roles, process requests, and manage access to the portal.

Add New Users to the Portal and Assign Roles

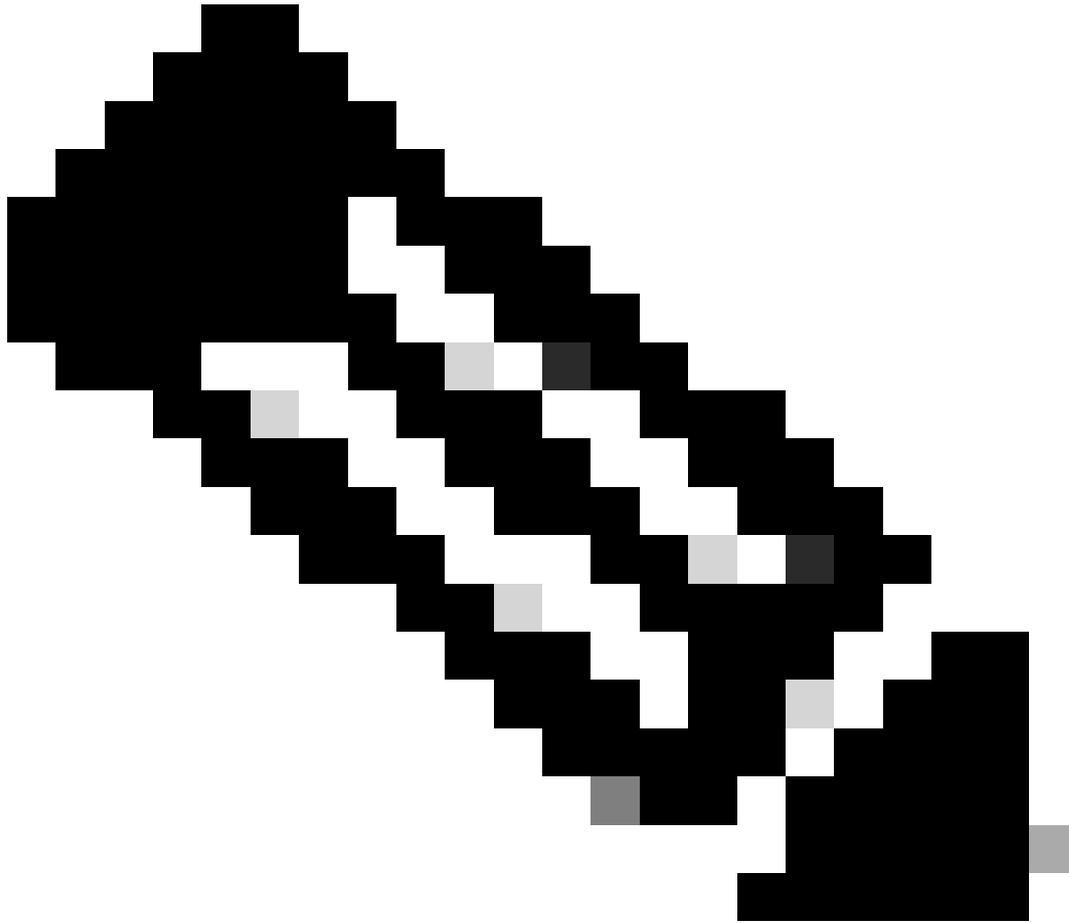


Note: Only a DA can register new users. Please allow up to 24 hours after role assignment to access the portal.

Complete these steps in order to register a new user for your company:

1. Log into the [Cisco Services Access Management Tool](#). You can also access this tool from the *Useful Links* page in the portal.
2. Select **User-Company Associations > Associate User to My Company**.
3. Enter a valid Cisco username or email address, and then click **Next**.
4. Specify a company location, and then click **Finish**. A notification is sent to the user that confirms the association with your company.
5. Select **User Role Assignments > Assign Roles to Users**.
6. Choose a user, or search for a user via their Cisco username or email address, and then click **Submit**.
7. Select the user, and then click **Next**.
8. Click **Smart Net Total Care** from the services that are displayed, and then choose the appropriate role (user administrator or user).
9. Click **Finish**, and a notification is sent to the user.

Add Partners to the Portal and Assign Roles



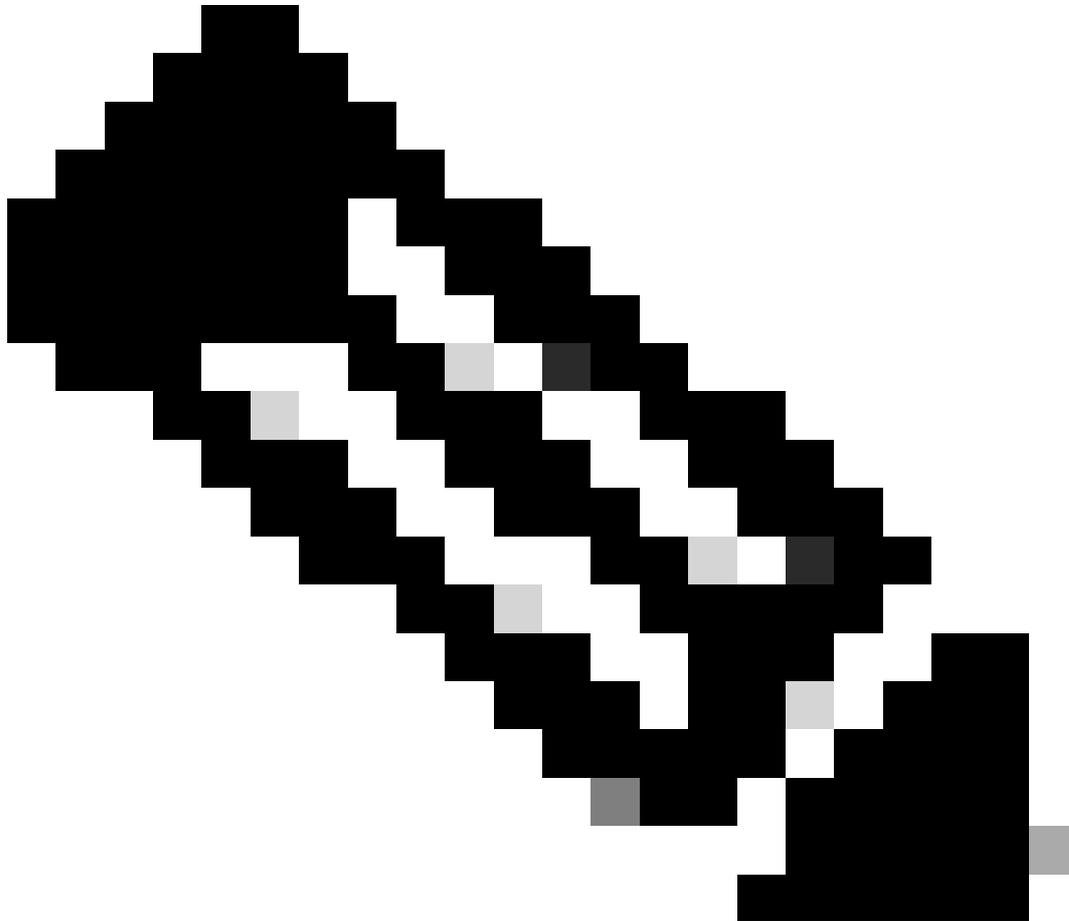
Note: A user DA can grant Cisco partners access to the portal.

Complete these steps in order to register a partner and allow access to your company's information in the portal:

1. Log into the [Cisco Services Access Management Tool](#).
2. You can also access this tool from the Useful Linkspace in the portal.
3. Click **User Role Assignments**.
4. Click **Assign Role to User Outside of My Company** in the External Roles to Users and Administrators section.
5. Enter a Cisco username and email address in order to search for the user, and then click **Submit**.
6. Choose the user, and then click **Next**.
7. Click **Smart Net Total Care** from the services that are displayed.
8. Select the appropriate role (CBR administrator or CBR user). You can also designate a time frame for the role assignment.
9. Click **Finish**, and a notification is sent to the user.

Grant Letter of Authorization (LoA) Access to Partners

A letter of authorization is an agreement between the user and their partner. LoA access is an extended level of access to some portal fields in online reports. This level of access provides partners with visibility into Cisco branded contract data, where the partner is not the contract Bill-to company.



Note: Only a user administrator can grant LoA access to partners.

The fields that are visible in online reports after LoA access is granted include:

- Coverage End
- Service Level
- Service Program
- Installed-at Site

Complete these steps in order to grant LoA access to a partner:

1. Log into the [Smart Net Total Care portal](#).
2. From the Admin dashboard, click in order to maximize the **Users** pane.
3. Choose the partner user from the list.
4. Select **Actions > Manage Access**.
5. Click in order to enable the **LoA privilege information in all reports** checkbox.

6. Specify the duration of the LoA access (up to a maximum of one year).
7. Click **OK** .

How to Disable Services API Access for Partners

A user administrator can remove partner API access. Complete these steps to control this capability:

1. Log into the [Smart Net Total Care portal](#).
2. From the Admin dashboard, click in order to maximize the **Users** pane.
3. Choose the partner CBR administrator from the list.
4. Select **Actions > Manage Access** .
5. Uncheck the Services API Access option in order to disable access.
6. Click **OK** to save your selections. The partner can no longer be able to use the Services APIs to programmatically gather portal data.

CBR Administrator Rights to Add Partner Users

A user administrator can grant a CBR administrator the right to add (or register) partner users in the portal. Complete these steps in order to grant the rights:

1. Log into the [Smart Net Total Care portal](#).
2. From the Admin dashboard, click in order to maximize the **Users** pane.
3. Choose the CBR administrator from the list.
4. Select **Actions > Manage Access**.
5. Select **User Registration** from the capabilities options.
6. Click **OK**.

Add CBR Administrators and CBR Users

Once granted the right to add partner users by the user administrator (refer to the previous section), a CBR administrator can add additional partner users from the partner company to the portal.

CBR administrators can complete these steps in order to add partners:

1. Log into the [Smart Net Total Care portal](#).
2. From the Admin dashboard, click in order to maximize the **Users** pane.
3. Select **Actions > Add Users**.
4. Enter the Cisco username of the person from the partner company.
5. Click **Verify User**.
6. Choose either the **CBR Admin** or **CBR User** role.
7. Select the appropriate information and capabilities options.
8. Click **OK**.

Manage Portal Access

A user administrator can grant or remove access to specific types of information, capabilities, and inventories and segments on a user-by-user basis. Complete these steps in order to control these rights:

1. Log into the [Smart Net Total Care portal](#).
2. From the Admin dashboard, click in order to maximize the **Users** pane.
3. Choose the user from the list.
4. Select **Actions > Manage Access** .

5. Check or uncheck the items that are listed in order to control access. These are the available options:
Information:
 - Product alerts
 - Device configuration
 - LOA privilege information (only available for CBR Administrator or CBR User)
 - Service API Access (only available for CBR Administrator)Capabilities:
 - Service Coverage Management
 - Alert Management
 - Update Device Site InformationYou can also control access to individual inventory or segment installed base data.
6. Click **Confirm** in order to save your selections. The user must experience the new permissions upon their next login to the portal.

Request Partner Delegated Administrator (For Partners Only)

Partners selling Smart Net Total Care who access the portal to support their users or who use SNTC for their own Partner company need to ensure the Partner company has a DA assigned. This allows them to manage Partner users and be granted access to their user data in the SNTC portal in a Cisco Branded Reseller (CBR) role (either as a CBR Administrator or CBR User).

Complete these steps in order to assign a DA for your partner company:

- Login to the [Partner Self-Service tool](#) with your CCO ID.
- Click **View Profile** to see a list of administrators for your partner company
- Select one administrator to nominate as the Delegated Admin.
- Send an email to sntc-support@cisco.com to nominate your partner admin as the Delegated Admin.

(If the partner is in the China region send the email to chinese-tac@cisco.com)

- Subject line: Partner Delegated Administrator Setup Request
- Content: Provide the CCO ID, company name, and email address of your nominee and the SNTC contract # of the user for which you can have a CBR role in the portal

Cisco can setup the Delegated Admin for your partner company and send an email notifying that they have been nominated to become the DA. The email provides a link to accept the Terms and Conditions which they must click to Accept.

The DA can then go through the steps to [Add New Users to the Portal and Assign Roles](#) including nominate another user from their partner company as a DA. Once users are associated with the partner company, users can then use the steps to [Add Partners to the Portal and Assign Roles](#). A user can also grant their Partner CBR Admin the right to add other partner users to the portal on their own. Go through the steps to give [CBR Administrator Rights to Add Partner Users](#).

Related Information

- [Cisco Technical Support & Download](#)