How Can I Remove Users from My Smart Account?
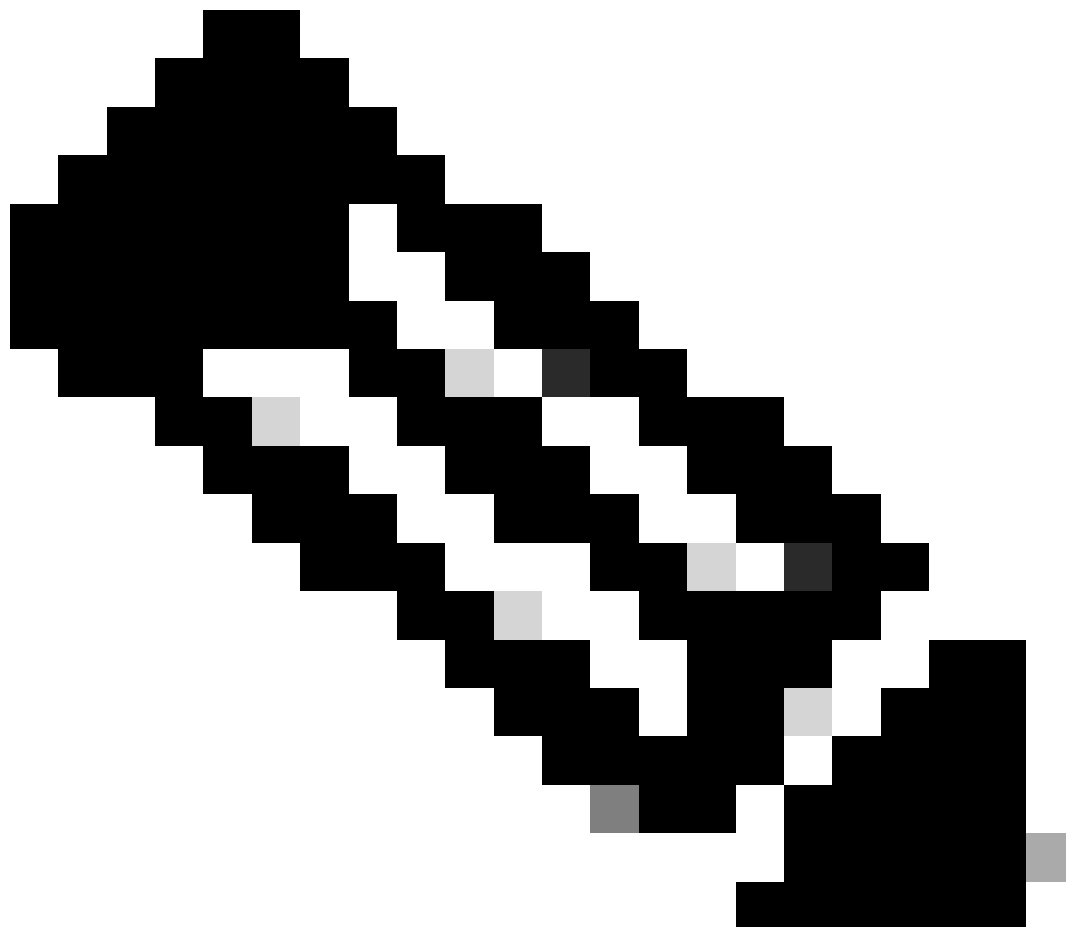
Introduction

This document outlines the steps to remove users from your Smart Account to manage access and maintain account security.

Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account admin role for the entire Smart Account & all VA and Va admin Role for specific VA user has access to.

Steps

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on Manage account under the Manage Smart Account section.

Step 4: Click on Users option in the dashboard menu.

Step 5: Select the box in front of the users you want to remove.

Step 6: Click Remove Selected.

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a case in [Support Case Manager (SCM)](#) using software licensing option.

For feedback on the content of this document, please submit [here](#).

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.