How Can I Add Users to My Smart Account?

Contents

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. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account Administrator User Role for the account you need to add users to
- User to be added must have active CCO ID

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 the Manage account link under the Manage Smart Account section.

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

Step 5: Select the Users tab and click on Add Users.

Step 6: Choose the method to select users from the drop-down selector: Add Users Manually or Import from CSV File.

Step 6a: To Add User Manually: Enter the users' Cisco.com IDs or email addresses and click Add.

OR

Step 6b: To Import from CSV file: Click Upload Users and drag and drop the file. Click Add.

Step 7: Click Next.

Step 8: Select the Scope of Access to provide to the user(s).

Step 9: Choose the User Role to grant from the dropdown selector.

Step 10: Click Next.

Step 11: Review the Users and Account Access for completeness and accuracy and click Add Users.

Troubleshooting:

If you experience an issue with this process, that you cannot address, please open a case in Support Case Manager (SCM).

For feedback on the content of this document, please submit here.