# How Can I Add a Virtual Account to My Smart Account?

## Introduction

This document outlines the steps for creating Virtual Accounts under a Smart Account to organize licenses for streamlined management.

To Create Virtual Accounts under a Smart Account in Cisco License Central, please go to [How can I create Virtual Accounts under my Smart Account, in License Central (LC)?](#)

## Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

## Prerequisites

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account Administrator User Role
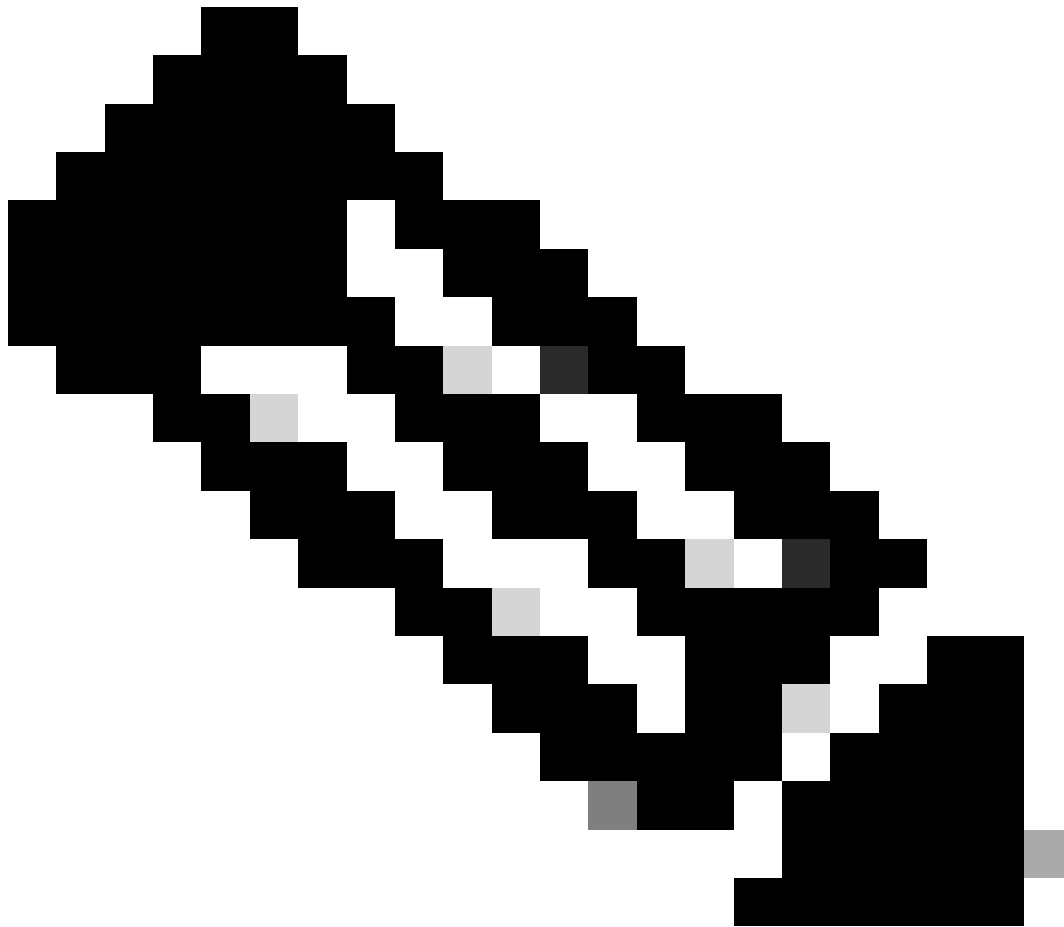
> **Note**: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

# 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 Virtual Accounts in the Dashboard menu.

Step 5: Click Create Virtual Account.

Step 6: Enter values for the attributes of the Virtual Account and Click Next.

Step 7: Click Assign Users.

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.


Grant privileges to the User by assigning one or more user roles.

- Virtual Account Administrator: manages all aspects of Virtual Accounts.

- Virtual Account User: manages assets within this particular Virtual Account, but cannot add or delete Virtual Accounts or manage User access.

- Virtual Account Viewer: has view ONLY privileges.


Step 10: Choose the method to Add users from the dropdown selector: Add Users Manually or Import from CSV File.

Step 10a: To Add User Manually: Enter the users' Cisco.com IDs or email addresses, and click Add

OR

Step 10b: To import from CSV file: Click Upload users

Step 11: Click Next

Step 12: Review the Virtual account details, Users list and Click Create Virtual Account


# Troubleshooting

Q: Email issue encountered; consider creating a Cisco account.

Go to Profile Management https://id.cisco.com

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 .

**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.