How Can I Create User Groups to Manage Users within 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
- User must have Smart Account Administrator User Role or Virtual Account Administrator Role.

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.

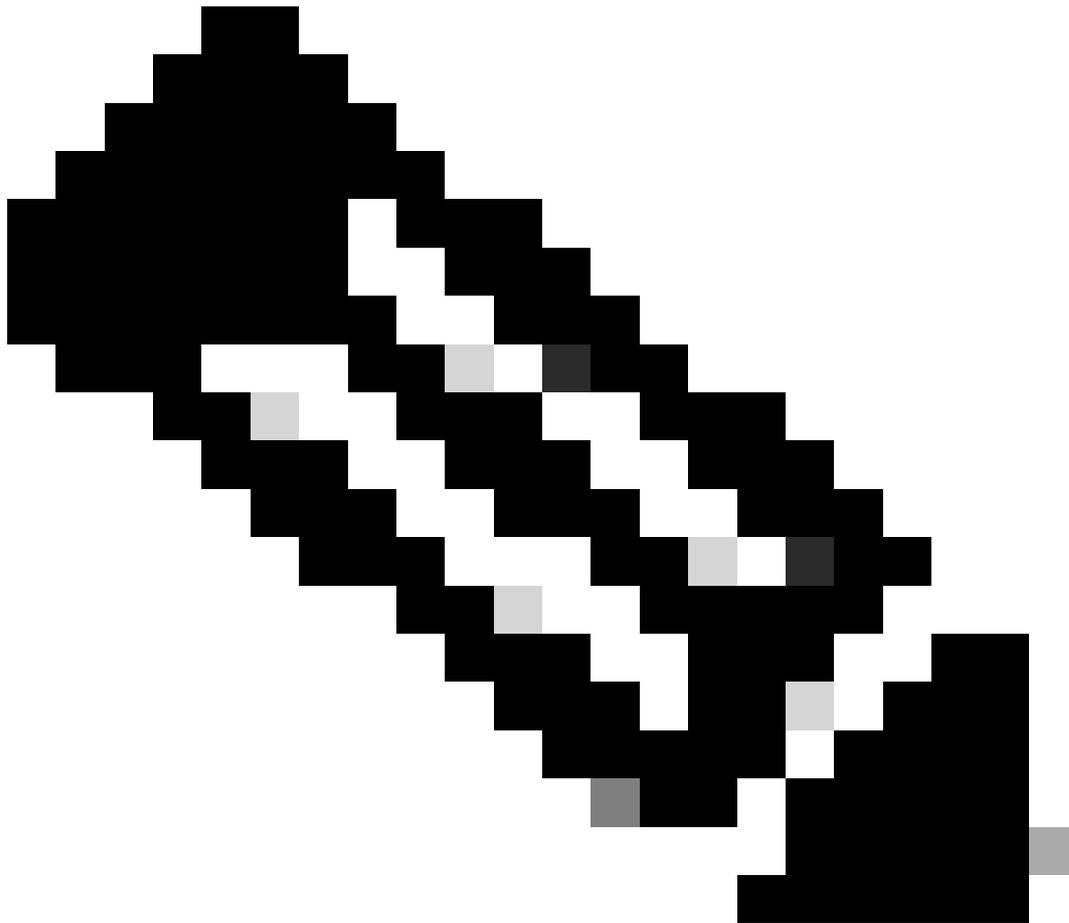Step 3: Click on the Manage account under the Manage Smart Account section.

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

Step 5: Select the User Group tab.

Step 6: Click Create User Group.

Step 7: Choose the group name and the users in the group by filling in the require information

Step 7a: To Import from CSV file: Click Upload Users and drag and drop the file

> **Note**: You can choose the method to select users from the drop-down selector: add users manually or import from CSV file to add user manually: enter the users Cisco.com IDs or email addresses

Step 8: Click Next.

Step 9: Click on Assign Account Access.

Step 10: Select the Scope of Access to provide to the user(s).

Step 11: Choose the User Role to grant from the dropdown selector.

Step 12: Click OK.

Step 13: Review the Users and Account Access for completeness and accuracy and click Create User Group.

Troubleshooting:

If you experience an issue with this process, that you cannot address, please open a case in <u>Support Case</u>

[Manager (SCM)](#).

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