

How Can I Modify a Virtual Account?

Introduction

This document outlines the steps to modify an existing Virtual Account to ensure accurate organization and alignment of licenses with evolving business or operational needs.

To modify an existing Virtual Account in Cisco License Central, please go to [How can I modify a Virtual 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 (SA) Administrator User Role or Virtual Account (VA) Administrator role to edit Virtual Account



Note:

- Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.
- If you need help with creating a Virtual Account, you can perform the transaction through Ask Licensing. Visit [Ask Licensing](#) for more information.

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 on the Virtual Account name to edit the Virtual Account.

Step 6: Click on one of the tabs General, Users, or User Groups to edit Virtual Account details.

Step 7: Click OK.

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](#).

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.