

# How Can I Modify the Users Access Levels on My Smart Account?

## Introduction

This document outlines the steps to modify a user's access level within your Smart Account, including how to assign or change permissions.

To Modify the Users Access Levels on My Smart Account in Cisco License Central, please go to [How can I modify the user's access levels on 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.

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## 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.

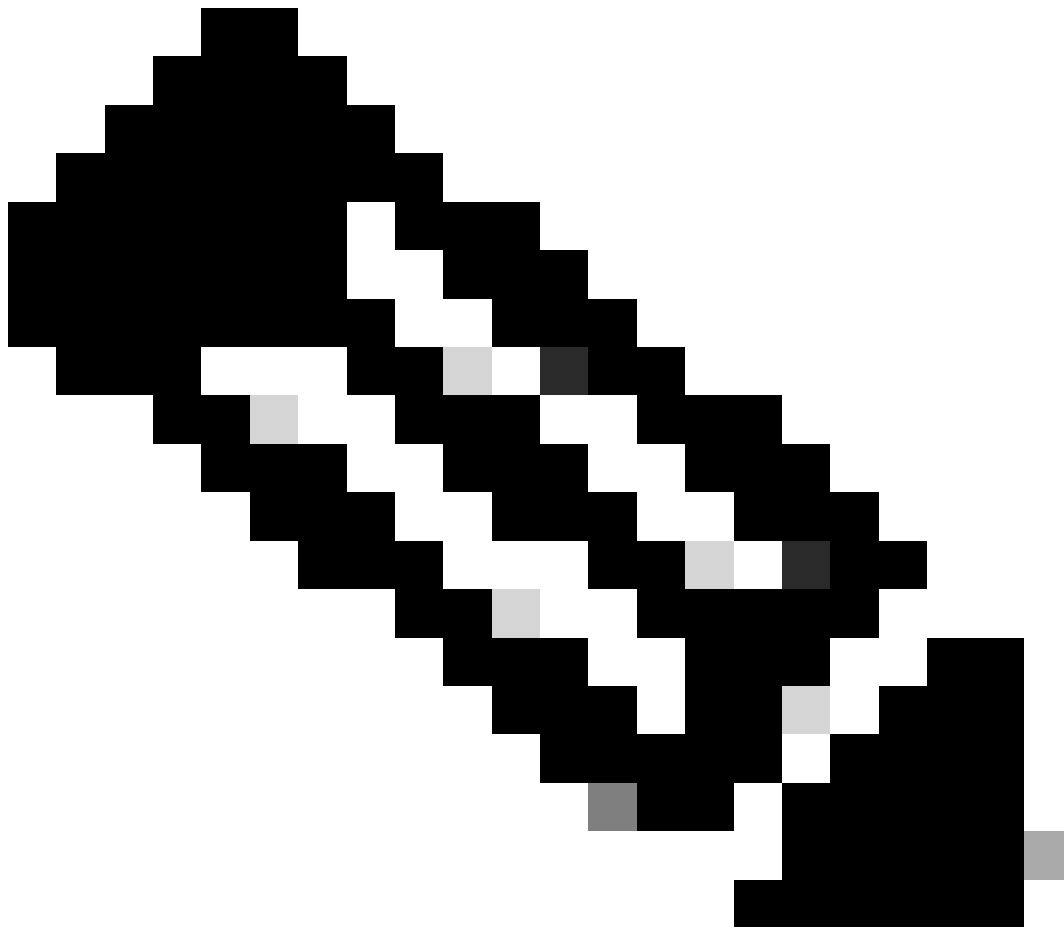
Step 5: Click on the Users tab.

Step 6: Click on the users name you want to change access level for.

Step 7: Click on Assign Account Access.

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

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**Note:** Choosing selected Virtual Accounts results in a pop-up window to choose the specific Virtual Accounts

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

Step 10: Click OK.

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

## Troubleshooting

1. I cannot edit access of a user. Please check your User privileges, ONLY Smart Account admin/Virtual Account admin have the access modification privileges. Smart Account admin can modify the User privileges for the entire Smart Account A and all the Virtual Accounts under that Smart Account and Virtual Account admin can only make modifications to the user privileges to the Virtual Accounts he

has admin access to.

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.