

How to Approve or Decline a Smart and Virtual Account Access Request?

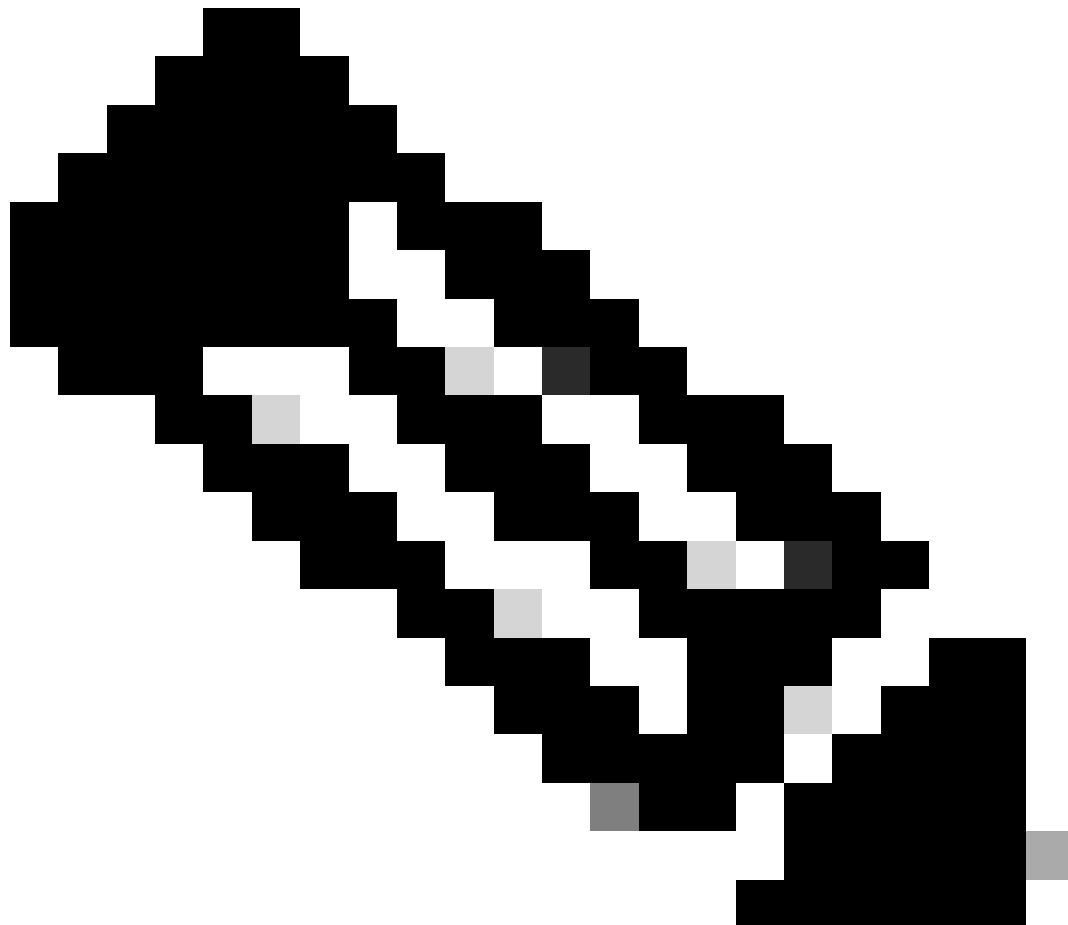
Introduction

This document outlines the steps to approve or decline access requests for Smart and Virtual Accounts sent to the Smart Account Admins.

Prerequisites

Before you start, ensure that you have the following data:

- Active Cisco.com account
 - Smart Account Administrator User Role
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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: On the Manage Smart Account page, click Requests tab, and then click Access Requests.

Step 5: In the Status column, click Pending.

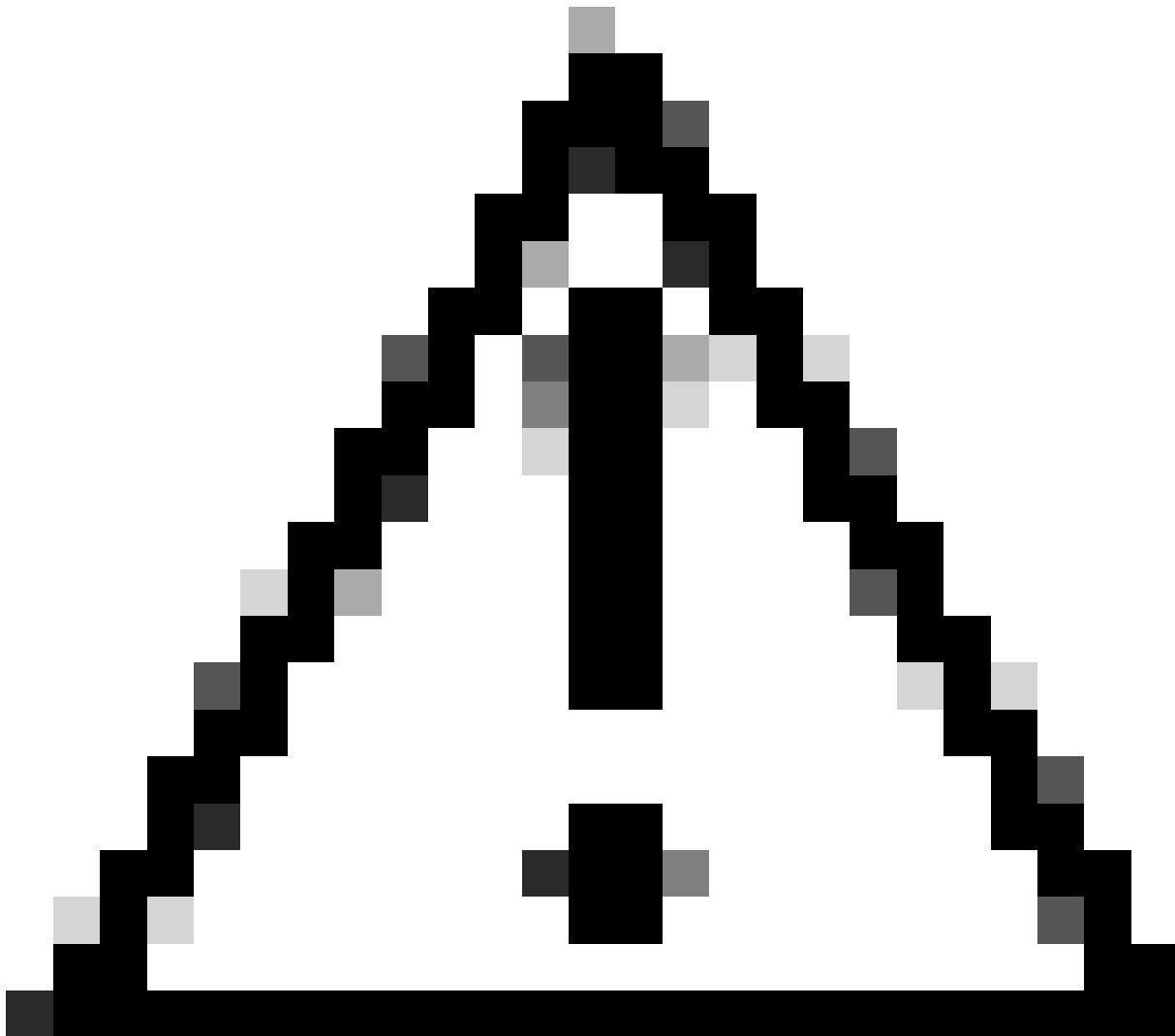
Step 6: To decline an access request, in the **Available Actions**, click the **Decline** radio button. You can optionally add a reason for declining an access request. Click **Submit**.

Step result: The system displays a notification message that confirms that the access request is declined, and an email will be sent to the requesting party.

Step 7: To approve an access request, in the Available Actions section, click the Approve radio button.

a) From Scope of Access, select one of the following options:

- **Entire Smart Account**
- **Selected Virtual Accounts**



Caution: The system displays the available Virtual accounts that you can assign to the user only after you select the user role first.

b) From the **User Role** drop-down list, select:

- For Smart Account

- **Smart Account Approver**
- **Smart Account Administrator**
- **Smart Account User**
- **Smart Account Viewer**

-For Virtual Account

- **Virtual Account Administrator**
- **Virtual Account User**
- **Virtual Account Viewer**

Step result: The system displays a notification message that confirms that the access request is approved, and a confirmation email will be sent to the requesting party.

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a Licensing case at [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 following action themselves to resolve the issue. If the customer / partner runs into issues following the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve.