

# How can I delete a user from a Virtual Account, in License Central (LC)?

## Introduction

This document outlines the steps to remove a user from your Virtual Account in Cisco License Central to maintain accurate and secure access control.

## 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 the following:

- Active Cisco.com account
- The user accessing the Cisco License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

## Steps:

Step 1: Go to [Cisco Software Central](#) and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Account Management" tab, and select "Virtual Accounts" under "Smart Account Management"

Step 5: Use the Search function to search for the Virtual Account name.

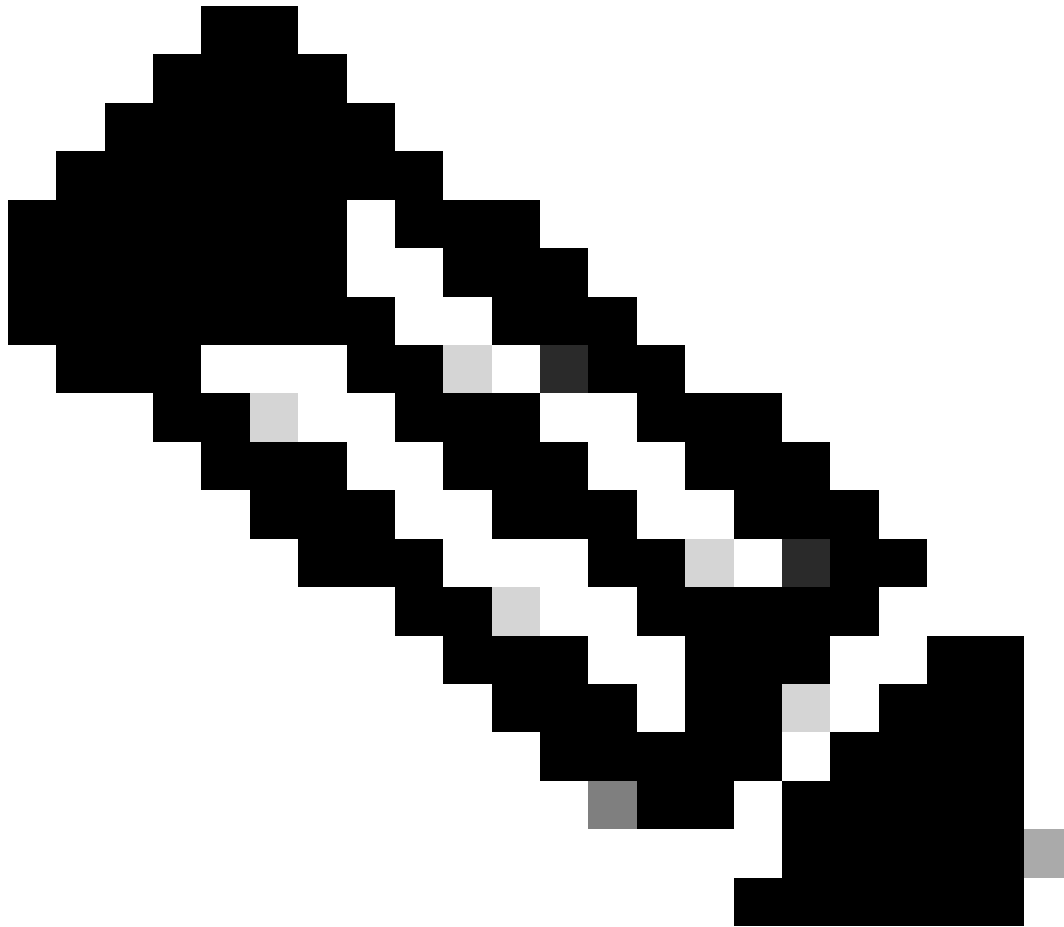
Step 6: On the Virtual Account dashboard, go to the Users tab.

Step 7: Use the Search function to search for a User CCOID/name.

Step 8: Scroll to the right of the Users name and click on the three horizontal dots, click Remove.

**Step Results** – Caution Dialogue Box: click Remove access.

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**Note:** Internal users should submit a case to the Licensing support team to fix the customer view issue with orders in License Central. There are no checks for internal users with a Cisco support role to prevent unauthorized transactions from the Orders tab.

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## Troubleshooting

If you experience an issue during the process explained in this document, 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.