

How to Approve or Decline a Smart and Virtual Account Access Request, in License Central (LC)?

Introduction

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

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 Admin
 - Virtual Account Admin

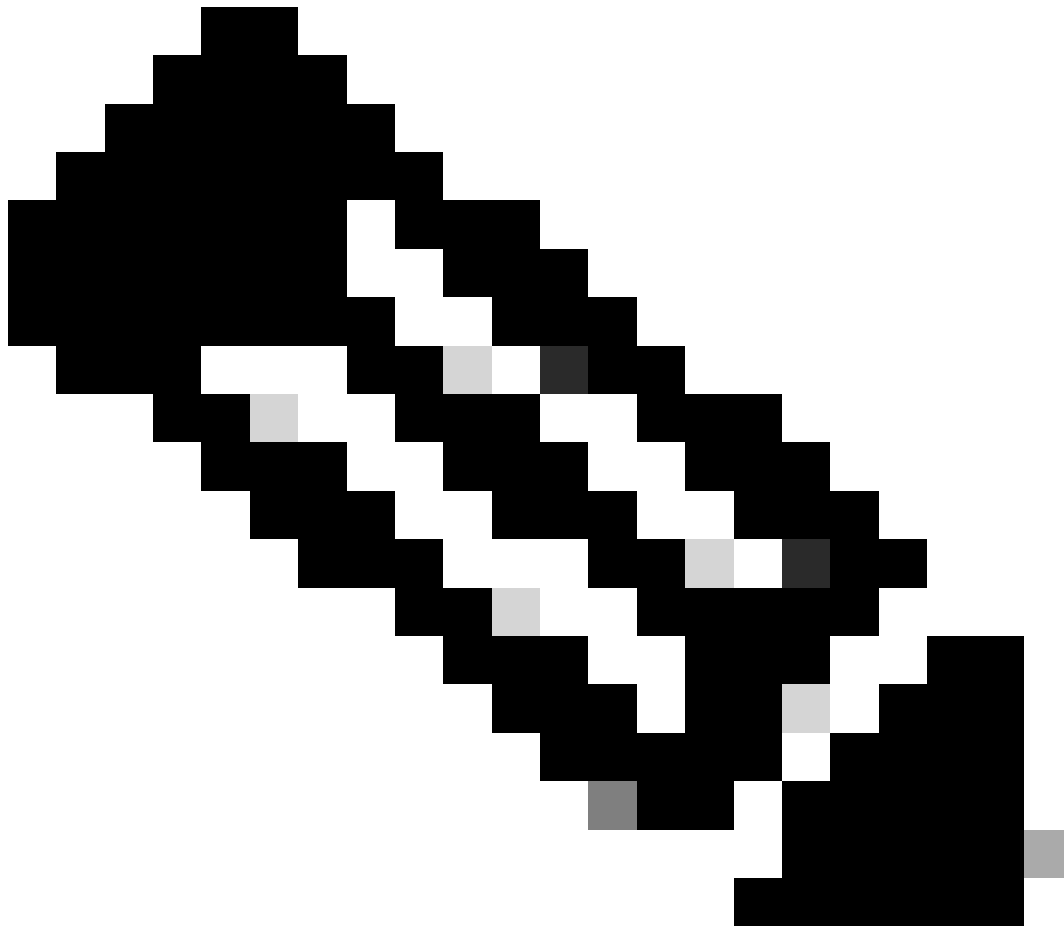
Steps:

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 "Pending Access Requests" under "Smart Account Management"



Note: The admin will be able to view a timer (number of pending requests).

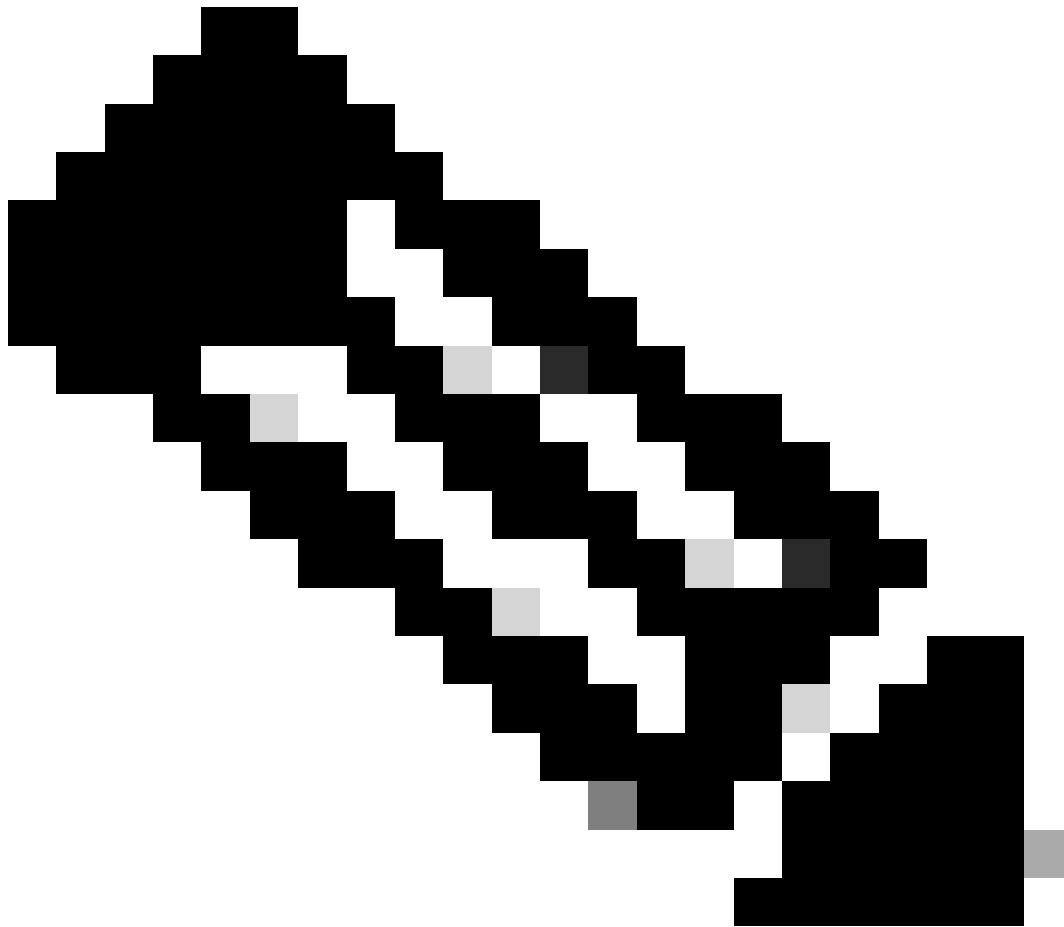
Step 5: Scroll right on the dashboard to the Status Column and click on Pending in front of the Requesters name.

Step 6: Click

- Decline
- OR Next

Step 7: Select Scope of Access and User Role

Click Approve.



Note:

- User can click on the Access request Automation settings tab on the Access Requests dashboard and save their settings for the incoming requests.
- 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.

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.