

How can I request access to an existing Smart Account, in License Central (LC)?

Introduction

This Document explains how a user can request access to an existing Smart Account in 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 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:

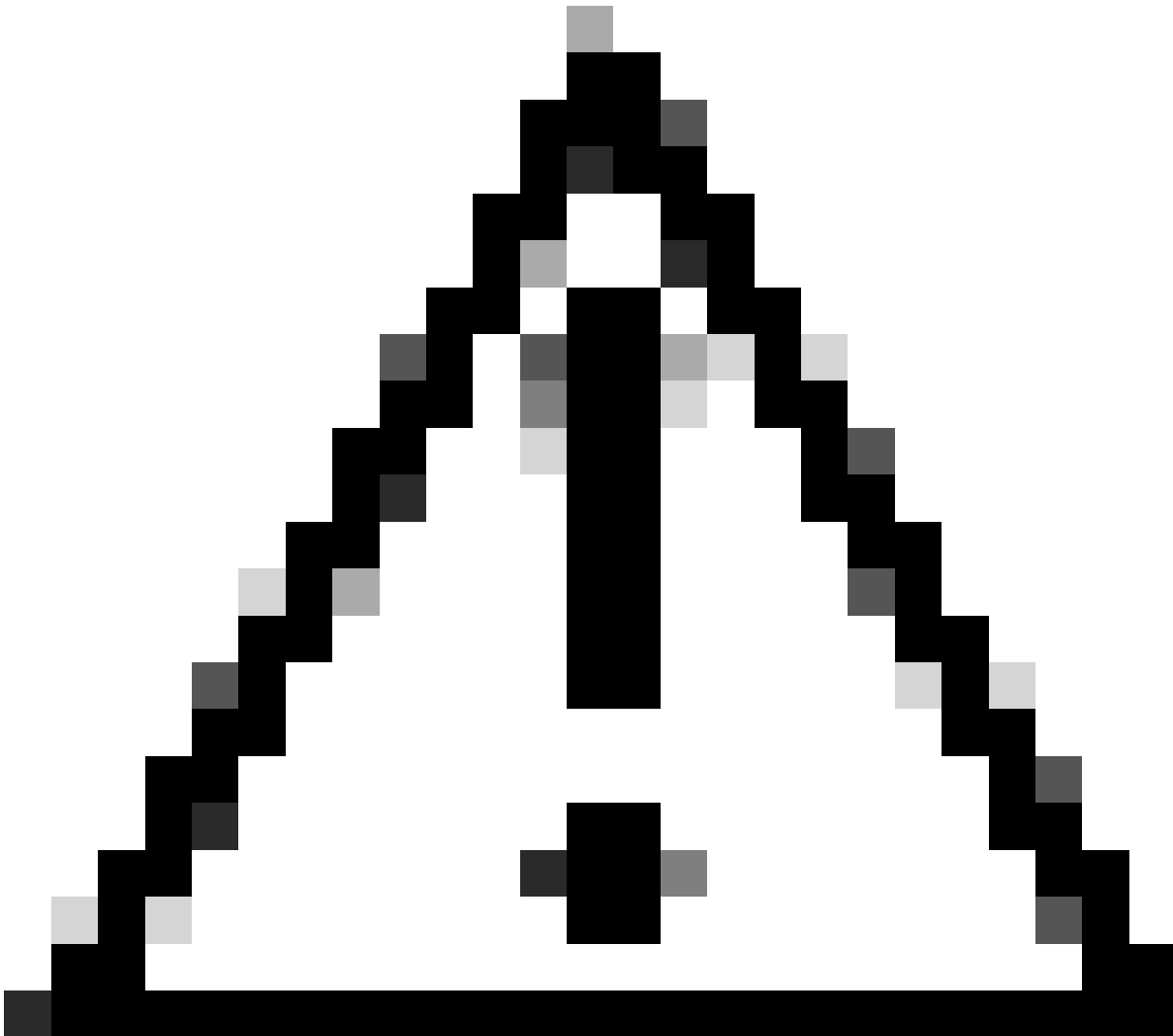
- Navigate to the left Menu bar click on the "Smart Account name", and click on "Your Smart and Virtual Account access" under "Smart Account".
- OR navigate to the top right corner of the screen and click on your Name and assigned Smart Account and click on "Your Smart and Virtual Account access" under "View profile".

Step 5: On the Access Directory dashboard, user can view a list of all the Smart Accounts and their administrator related to the user and their organization with ability to view and request access to any existing Smart or Virtual Account.

Step 6: To request access to a Smart Account when:

- **A. User's email domain matches the requested Smart Account Domain**
 - Use the search function to search for the Smart Account name/Smart Account domain identifier.
 - On the Your access column, click on Request access for that particular Smart Account.
 - On the Request Access dashboard select:
 - Scope of access
 - User role

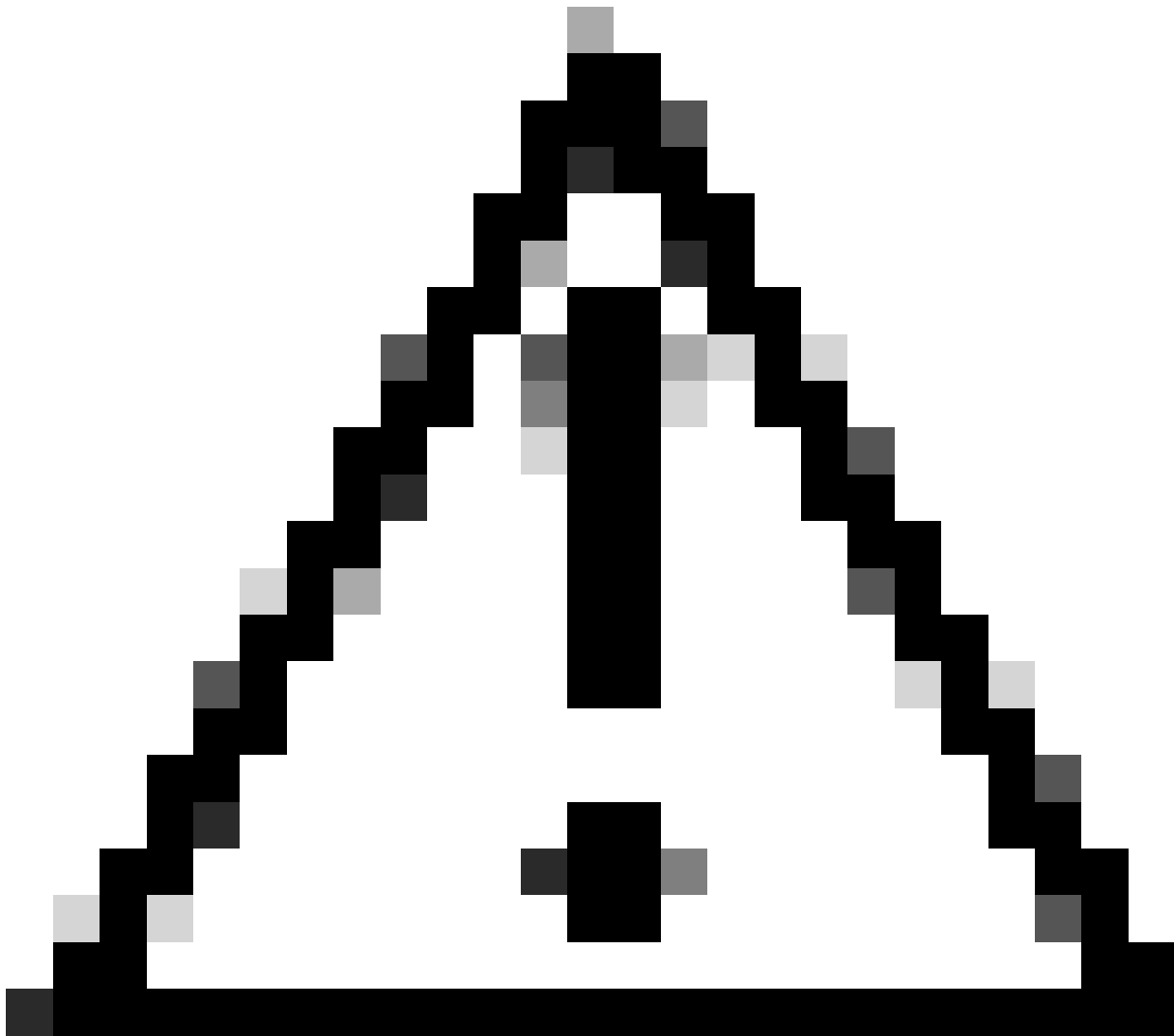
Click Next.



Caution: If user selects Scope of access: Selected Virtual Accounts, then upon clicking Next, the system guides user to the Available Virtual Accounts dashboard, where they can select the desired Virtual Accounts access and click Submit.

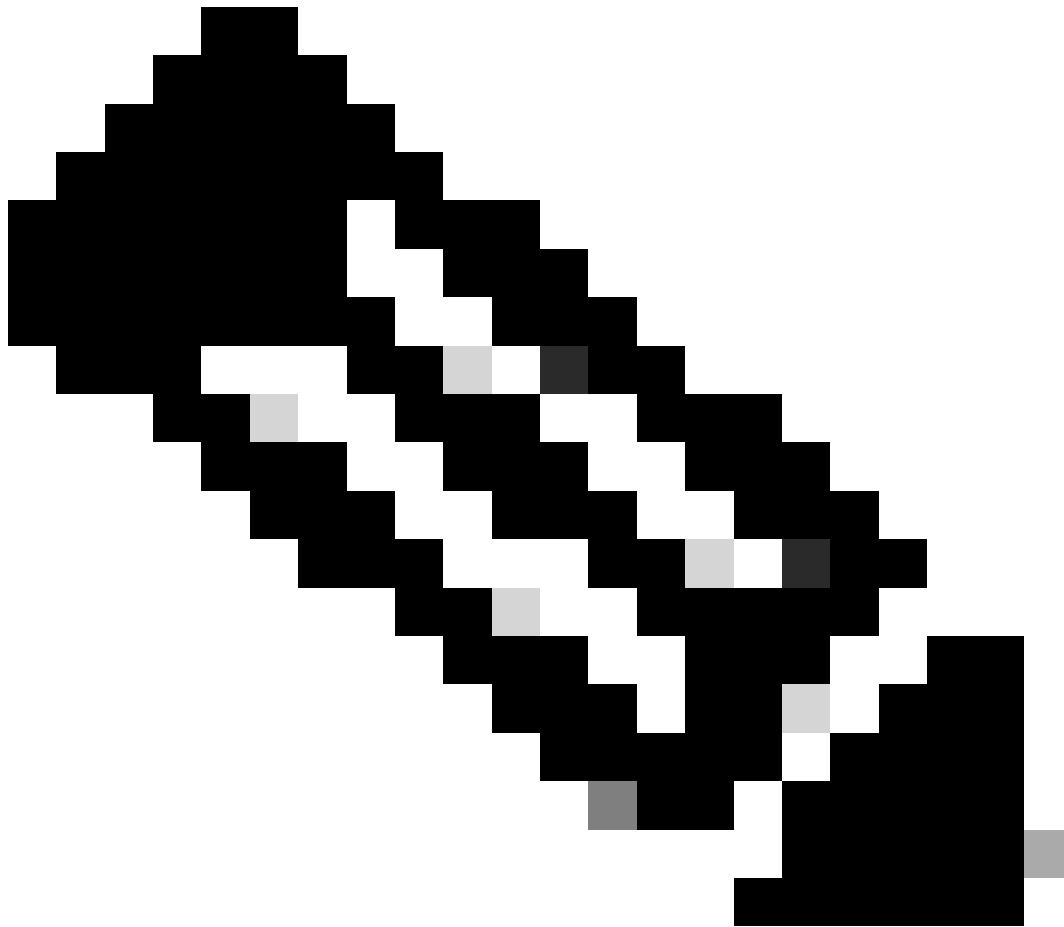
- **B. User's email domain does not match the requested Smart Account Domain**
 - On the top right, click on Request access to Smart Account not listed below.
 - Type in the Smart Account name identifier in the Account domain identifier search function, click Submit.
 - Reason for request: mandatory field.

Click Request Access



Caution:

- Your access Column will display Access Requested against the Smart Account name for 30 days, post which status will be updated to Access expired, and user will have to follow the request access steps again.
 - Admin name and email will be greyed out till Smart Account Access is approved.
-



Note:

- To Request access to an existing Smart Account, please go to: [How can I request access to an existing Smart Account?](#)
- 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.