How to Create a Smart Account, in Cisco License Central (CLC)?

Introduction

The following steps describe how to create a Smart Account in Cisco License Central (CLC).

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: Navigate to the left Menu bar click on the *Smart Account name*, click on *Your Smart and Virtual Account access* under *Smart Account*.

Step 4: On the *Access Directory dashboard*, user can identify if a Smart Account already exists.

✎ **Note**:

- Directory view will list Smart Account where email domain=Smart Account Domain and Smart Account where the User is a member. Restricted SA rules are applicable.
- This will eliminate creation of duplicate Smart Account. User can request access to existing Smart Account.
  - View Smart Account Admin email address and contact them via their email client to help gain access to the Smart Account.
  - View present status of SA.

Step 5: Click on *Create Smart Account* from the top right corner.

Step 6: Under the Create a Smart Account section, enter Smart Account details:

- Smart Account Name.
- Smart Account domain-
    - Default user domain displayed.
    - Edit: to create enter new domain id as per the requested Smart Account name.
- Note to the approver.
- Headquarters: User can change the HQ by clicking in the Change link.
    - CLC will open the Change HQ Pop up
    - If no Address matches, than user can create a new HQ Address by clicking on the *add a HQ Address*
- Smart Account search visibility:
    - Unrestricted: Smart Accounts and Virtual Accounts with unrestricted visibility will be searchable and listed in Smart Account and Virtual Account selectors in Cisco License Central and Commerce ordering tools.
    - Restricted: Smart Accounts and Virtual Accounts with restricted visibility will not be searchable or listed in Smart Account or Virtual Account selectors in any Cisco portals. To assign an order, device, license, contract, or subscription to a restricted Smart Account or Virtual Account, the user must provide the exact Smart Account or Virtual Account name

Step 7: User clicks Create Account.

Step 8: User lands on the Pending Smart Account information dashboard. Click Close.

Step Results: Header Message: Your Smart Account request is pending approval. The Smart Account is pending approval. You'll receive a confirmation email, and a *Company name* admin will review your request.

Step 9: User is directed back to the Directory Page with the Requested Smart Account listed as *Pending Status*.

Note:

- Automated account activation when the Top-Level Domain (TLD) partially matches and no active Smart Account exists for that TLD.
- User can create a SMB Account following the same process.
- To convert a SMB Account to a Standard Smart Account, users need to update their profile. Domain mismatch needs Cisco support.
- To Create a Smart Account, please go to: How to create a Smart Account?

Troubleshooting

1. How to Approve or Decline a Smart and Virtual Account Access Request, in Cisco License Central (CLC)?
2. How can I view Smart Account, Virtual Account hierarchy directory, and admin contacts, in Cisco License Central (CLC)?

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.