

# Log Into Secure Trials Console, Umbrella Partner zConsole, or MSSP Console

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## Introduction

This document describes how to log into Cisco Secure Trials Console (STC), Umbrella Partner Console (UPC), or Umbrella MSSP Console.

When an Umbrella user has been added to STC, UPC, or Umbrella MSSP Console, they must log in to Umbrella using their Cisco ID and password. The user's Cisco ID email address must match their Umbrella email address.

## Methods of Logging Into Umbrella

Either of these two methods can be used to log into Umbrella Partner / MSSP Consoles.

### First Method

- Log into <https://id.cisco.com/> with your Cisco account email address and Cisco password.
- Browse to <https://login.umbrella.com/sso>.
- Enter the same Cisco account email address.

### Second Method

- Browse to <https://login.umbrella.com/sso>.
- Enter your Cisco account email address.
- You are redirected to a Cisco login page (<https://id.cisco.com/signin> or <https://sign-on.security.cisco.com> or <https://cloudsso.cisco.com/idp/SSO.saml2> or something similar).
- Enter your Cisco password on that Cisco login page.

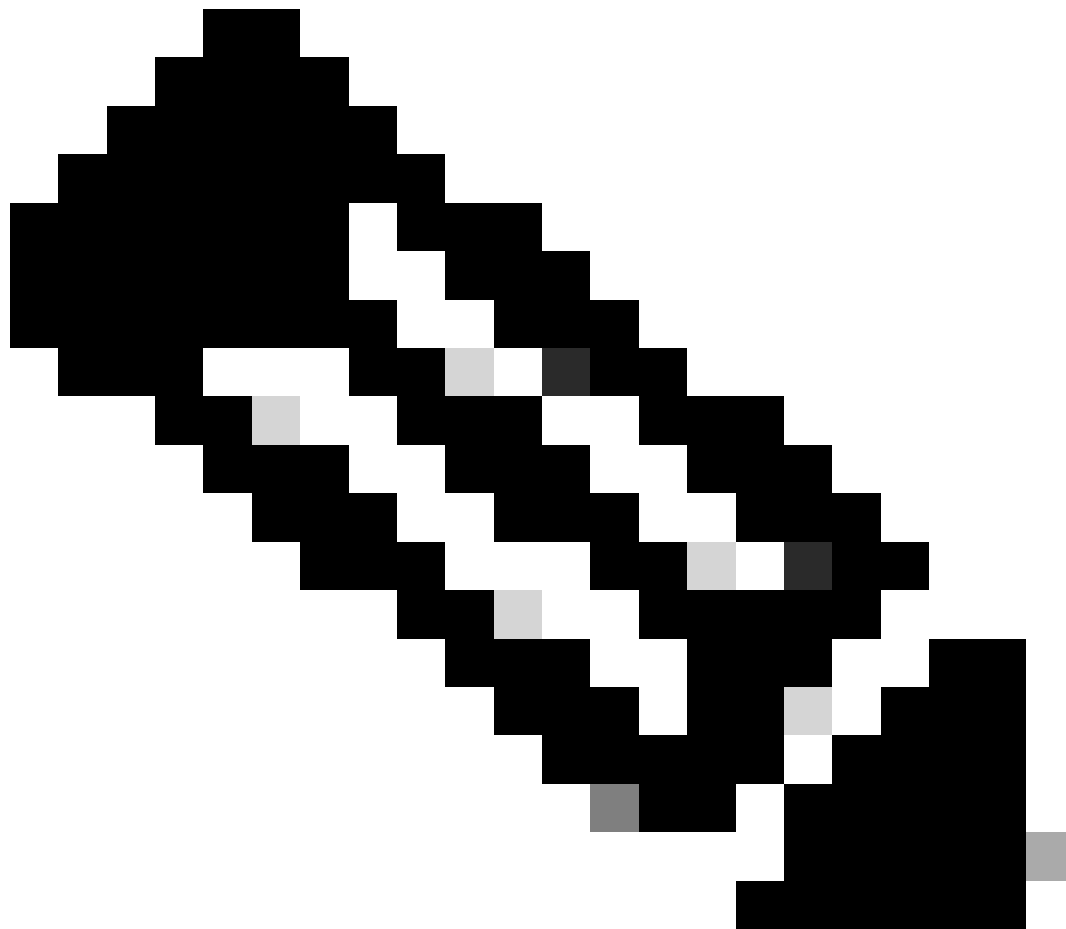
Both of these methods are equivalent.

### To log in to an STC

- Browse to <https://dashboard.ciscosecure.com/>.
- Enter your Cisco account email address.
- You are redirected to a Cisco login page (<https://id.cisco.com/signin> or <https://sign-on.security.cisco.com> or something similar).

[on.security.cisco.com](https://on.security.cisco.com) or <https://cloudsso.cisco.com/idp/SSO.saml2> or something similar).

- Enter your Cisco password on that Cisco login page.
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**Note:** You must have an STC dashboard provisioned for your organization in order to login. To request an STC dashboard, please visit our [Partner Communities Hub- Secure Trials Console](#).

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## Notes

- For users who belong to an STC, UPC, or MSSP Console, SSO SAML is enforced by Cisco OneIdentity (id.cisco.com) and is a mandatory requirement that cannot be changed.
- Your Umbrella user ID must NOT belong to any Umbrella organizations that have SAML enabled. (Any other SAML could conflict with the Cisco OneIdentity SAML.)
- If you forget your Cisco password, it can be reset via <https://id.cisco.com/signin/forgot-password>.
- If your Cisco account is locked, it can be unlocked via <https://id.cisco.com/signin/unlock>.
- Two-step verification (also known as two-factor authentication or multi-factor authentication) cannot be configured in Umbrella for your Umbrella account, but can be enabled in Cisco for your Cisco account. For more information, please see this knowledge base article which describes how to [Enable Multi-Factor Authentication for MSSP and UPC Administrators](#).
- If you do not have a Cisco account that has the same email address as your Umbrella account yet,

please use the steps in the "Create Account" section on

<https://www.cisco.com/c/en/us/about/help/login-account-help.html> to create a Cisco account. You must be able to log into <https://id.cisco.com/> before you can use the same email address to log into an STC / Umbrella Partner / MSSP Console.

- If you belong to multiple Umbrella Partner / MSSP Consoles, when logged into one console you can see and navigate to the other console(s) by using the drop down menu at the top right hand side. That menu is labelled *Search for organization name and address (for example, ACME, New York)*.

## Help and Support

- If you are unable to log into <https://id.cisco.com/> and/or <https://www.cisco.com/> with your Cisco account email address and password, please review <https://www.cisco.com/c/en/us/about/help/login-account-help.html>, or contact the Cisco account support team via <https://www.cisco.com/site/us/en/about/contact-cisco/index.html> for further assistance.
- For more information about Cisco accounts, please see <https://www.ciscolive.com/on-demand/help.html?dtid=ossdc000283>.
- If you have confirmed that user is able to log into <https://id.cisco.com/> but still cannot log into the STC / UPC / MSSP Console using the same account email address, please review [https://stchelp.ciscosecure.com/#!/t\\_add-new-user.html](https://stchelp.ciscosecure.com/#!/t_add-new-user.html) (for STC) or <https://docs.umbrella.com/managed-services/docs/msc-add-admin> (for UPC/MSSP) or reach out to Umbrella support ([umbrella-support@cisco.com](mailto:umbrella-support@cisco.com)).