

FAQ: Licensing and Account Provisioning

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Introduction

This document describes an FAQ for licensing and account provisioning.

Overview

Here are some common questions about user licensing and account provisioning:

Q: Which Umbrella package do I have?

A: Log in to your Umbrella dashboard and click **Admin > Licensing** in your left-hand side navigation menu. You'll see your current package type, license start and end dates and number of seats, as well as how to contact support (this depends on the support package chosen when you started your Cisco Umbrella subscription).

Once you know your package, check which features you have access to in our [package comparison](#).

Q: My account says I'm still in trial mode even though I purchased a subscription.

A: If you have already been in touch with a Customer Success Manager, please reach out to them directly to solve this problem.

If you do not have a Customer Success Manager, email our Support Team at umbrella-support@cisco.com and include your organization ID.

Q: When I log in with my account credentials, I don't see the right dashboard.

A: You can have multiple Umbrella accounts. Click on your name on the left hand-side menu and if you have access to any other organizations they appear in a list.

If you don't have multiple accounts (or you shouldn't have multiple accounts), email our Support Team at umbrella-support@cisco.com and include your organization ID.

If you have already been in touch with a Customer Success Manager, please reach out to them directly instead of the Support Team.

Q: I'm unable to log in to the Umbrella dashboard even though I'm a user on the account.

A: If you're a user on the account in question and using the email address associated with your account user role, go to the [Umbrella login page](#) and click **Forgot password?** to reset your password. If the problem persists, email our Support Team at umbrella-support@cisco.com

If you have already been in touch with a Customer Success Manager, please reach out to them directly to solve this problem.

Q: I'm receiving your emails but I'm not listed as a user on the dashboard and therefore can't log in.

A: If you have already been in touch with a Customer Success Manager, please reach out to them directly to solve this problem.

If you do not have a Customer Success Manager, email our Support Team at umbrella-support@cisco.com and include your organization ID.

Q: How do I add another admin or user to my Umbrella account?

A: Log in to your Umbrella dashboard and go to **Admin > Accounts**. Click **New** and enter the user's email and user role. You can choose from [default user roles](#) or [customize your own](#).

Q: I have a licensing or account issue that hasn't been answered here. Who do I contact?

A: If you have already been in touch with a Customer Success Manager, please reach out to them directly to solve this problem.

If you do not have a Customer Success Manager, or are unsure if you have a Customer Success Manager, email our On-Demand Success Team at cloudsecurity-csm@cisco.com and include your organization ID (learn how to find your ID [here](#)). You can also contact our Support Team at umbrella-support@cisco.com.

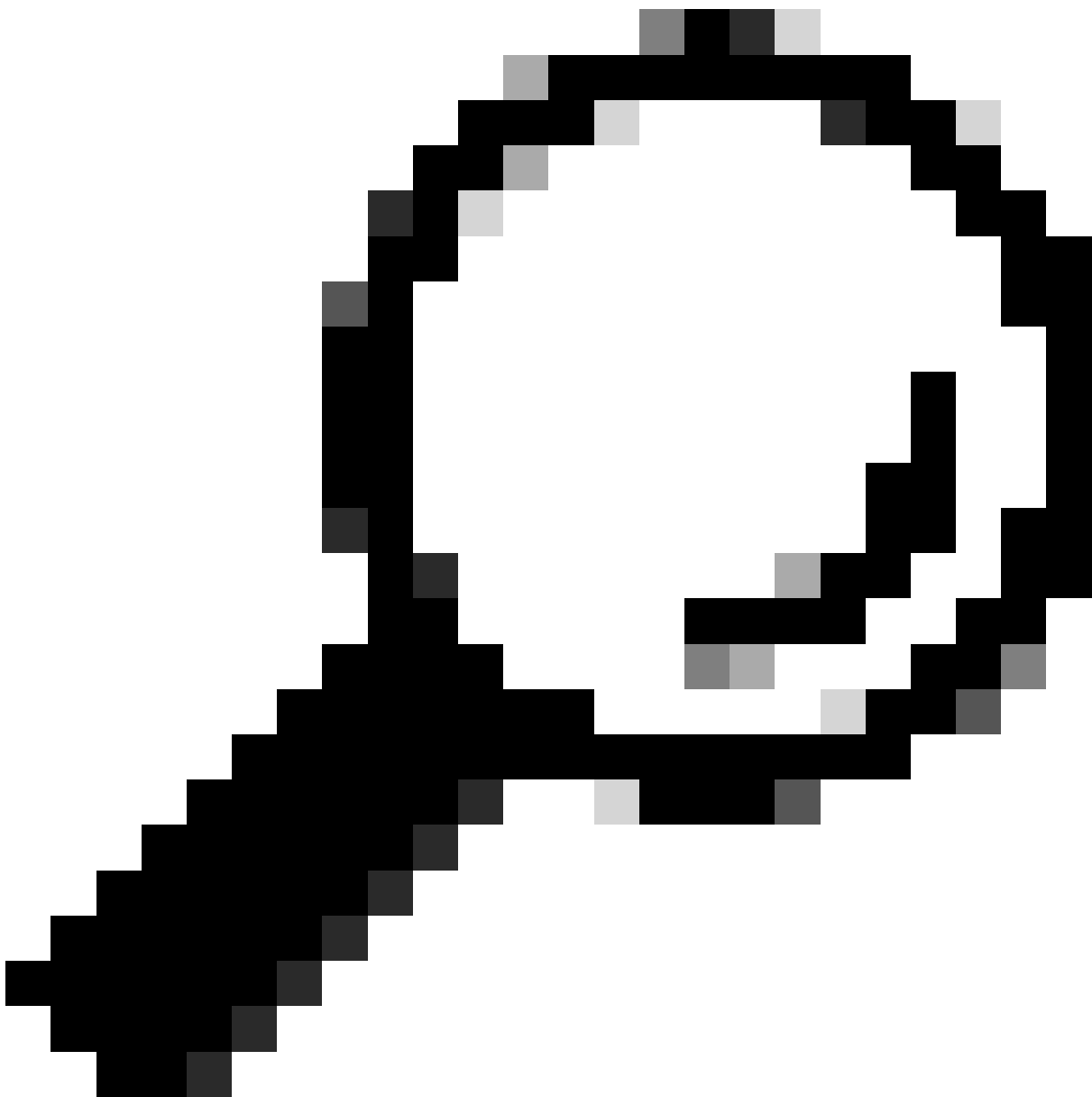
Q: I have a technical product issue. Who do I contact?

A: Our support team.

Q: How do I contact support?

A: Your support options depend on the support package you chose when you started your Cisco Umbrella subscription. View our support package options [here](#). If you have access to phone support, the phone numbers are listed in your Umbrella dashboard under **Admin > Licensing**.

Regardless of package, you are always able to email our support team at umbrella-support@cisco.com. You can also submit a support request [here](#).



Tip: Run this diagnostic before contacting our support team to speed up the support process.

Q: Where do I find information on...

How to use the product:

- For technical deployment information, reference our [documentation](#).
- For frequently asked questions and troubleshooting, reference our Knowledge Base.
- For educational videos and webcast recordings, log in to the [Learning Hub](#) (use your Cisco Umbrella credentials to access).

How to sign up for customer webinars:

- Register for customer webinars [here](#).

What's new with the product:

- Our team posts announcements on new features, software release notes and more to our Services Updates Page.

You can receive email notifications when an article is posted to a specific section (that is ‘Announcements’ or ‘Release Notes’) by navigating to your desired section and selecting **Follow**. If you’re not seeing the **Follow** option, sign in with your Umbrella credentials. We also update our [What’s New page](#) when we make big product announcements.