



Access the Cisco Catalyst SD-WAN Portal

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Workflow for Smart Account and Virtual Accounts for Provisioning the Controllers

The following is the workflow for creating a Smart Account, a Virtual Account, and associating the Cisco DNA subscription with your Virtual Account.

1. Create a Smart Account for your organization on [Cisco Software Central](#).
2. Create a Virtual Account associated with your Smart Account.
For information on how to create a Virtual Account, see [Create a Virtual Account Associated with Your Smart Account](#).
3. Purchase a Cisco DNA subscription on the [Cisco Commerce Workspace](#).



Note A Cisco DNA subscription should be associated with one of the Virtual Accounts under the respective Smart Account.

Typically, an account manager or a Cisco sales representative places the order on the behalf of the customer.

4. Choose the DNA cloud subscription product identification (PID) as the license.
The selection of the DNA cloud subscription PID triggers the automatic association of the Virtual Account with the SD-WAN-capable attribute for provisioning of the controllers.
5. When the order is complete, the Virtual Account is available on the Cisco Catalyst SD-WAN Portal for controller provisioning.



Note The Virtual Account should contain the device serial numbers that were added on the Cisco Plug and Play (PnP) portal. Once the overlay is created through the Cisco Catalyst SD-WAN Portal, see the **Controller Profile** tab on the Cisco PnP portal to view the mapping of the device serial numbers with their respective controllers. The mapping of device serial numbers to the controllers provides the necessary information for adding the devices to Cisco SD-WAN Manager or performing zero-touch provisioning (ZTP). View the **Controller Profile** tab in the Cisco PnP portal to confirm that the controllers were provisioned as part of the Cisco Catalyst SD-WAN overlay creation process using the Cisco Catalyst SD-WAN Portal.

For more information, see [Cisco Network Plug and Play Connect Capability Overview](#).

Create a Virtual Account Associated with Your Smart Account

Before You Begin

- Create a Smart Account.

For information on creating a Smart Account, see [Workflow for Smart Account and Virtual Accounts for Provisioning the Controllers](#).

Create a Virtual Account

1. In [Cisco Software Central](#), choose **Manage account** under **Manage Smart Account**.
2. Click **Virtual Accounts**.
3. Click **Create Virtual Account**.
4. Click **Review Notice**, and after reviewing the notice, click **I Have Reviewed the Notice**.
5. Enter the requested information for the required fields.



Note The **Parent Account** field is autopopulated with **At Top Level**. You may retain this selection.

6. Click **Next**.
7. (Optional) Assign users to the Virtual Account.
8. Click **Next**.
9. Click **Create Virtual Account**.

Your newly created Virtual Account appears in the list of Virtual Accounts.

Workflow for Certified Overlays

Workflow for Certified Overlays for New Customers

1. If you are a new Cisco Catalyst SD-WAN customer or partner, place an order on the Cisco Commerce Workspace.
2. Choose the **Certified Hosting Infra for vManage PID** subscription option.
3. Follow the same steps as for any other order.



Note Ensure that you select the correct PID that corresponds to the certified overlay.

Workflow for Certified Overlays for Existing Customers

1. If you are an existing Cisco Catalyst SD-WAN customer or partner, place an order on the Cisco Commerce Workspace with an existing Virtual Account.
2. Choose the **Certified Hosting Infra for vManage PID** subscription option.
3. Create a ticket in [Cisco One](#).

Include the following information in the ticket:

- Virtual Account
- Organization Name
- Order Number
- Region

4. The Cisco CloudOps team confirms the order number and upgrades an existing overlay as a certified overlay.

Access the Cisco Catalyst SD-WAN Portal for the First Time

When you log in to the Cisco Catalyst SD-WAN Portal for the first time, a guided workflow is presented. This workflow provides you the option to configure some features and create your first Cisco Catalyst SD-WAN overlay network.

You must be a Smart Account administrator to log in to the Cisco Catalyst SD-WAN Portal for the first time and for subsequent log-ins if you are not using an identity provider (IdP).

If you are using an IdP, access to the Cisco Catalyst SD-WAN Portal is based on user access provided by the IdP.



Note You cannot log in to the Cisco Catalyst SD-WAN Portal using Virtual Account administrator-level access as you can with other Cisco portals such as software.cisco.com. The Cisco Catalyst SD-WAN Portal does not accept Virtual Account administrator-level access.

Log in to the Cisco Catalyst SD-WAN Portal

When you log in to the Cisco Catalyst SD-WAN Portal, you must use your Cisco credentials.

1. Navigate to the [Cisco Catalyst SD-WAN Portal URL](#).
2. Enter your Cisco login credentials.
3. When prompted, set up or enter your MFA credentials.

Configure Additional MFA Options or Update an Existing MFA Option

You can add an additional MFA option or update an existing MFA option using the [Cisco SD-WAN portal](#).

Before You Begin

Ensure that you can log in successfully to the Cisco Catalyst SD-WAN Portal.

Add or Update an MFA Option

1. After having successfully logged in to the [Cisco SD-WAN Self-Service Portal](#), navigate to [Cisco SD-WAN SSO](#).
2. On the SSO page, you will see Cisco Catalyst SD-WAN Portal under the **Work** tab.
3. From the drop-down list by your name in the right-hand corner of the page, click **Settings**.
4. In the **Extra Verification** section, add an MFA option or update an existing MFA option.