Frequently Asked Questions

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If I signed in with my CSA account, how do I invite users to SecureX?

If you're a CSA administrator, go to the appropriate URL for your regional cloud:

- North America: https://castle.amp.cisco.com

- Europe: https://castle.eu.amp.cisco.com

- Asia: https://castle.apjc.amp.cisco.com

Click **Users** to add or edit user access.

If I signed in with my Secure Malware Analytics account, how do I invite users to SecureX?

In Secure Malware Analytics, click **Help** > **Using Secure Malware Analytics Online Help** > **Managing Secure Malware Analytics Users**.

If I signed in with my SecureX account, how do I invite users to SecureX?

In SecureX, click **Administration** > **Manage Users** > **Invite Users**.

What if I'm not yet a Cisco Security customer?

You need to activate a Cisco Security product in order to use SecureX, which requires no purchase because it is built in. Try our products for free.

If I sign in with my Cisco Security Account, which I use with Secure Endpoint, does that mean I can't integrate SecureX with all my other products?

No matter how you sign in to SecureX, you can integrate it with all your products by connecting to their cloud APIs or onboarding connections to their on-prem devices. For example, if you're using Threat Response, keep using the same account to sign in to SecureX. All your Threat Response integrations will be there and waiting in SecureX. If you're not using Threat Response, you can use a SecureX sign-on account to sign in to your

SecureX, Secure Endpoint, Cisco Defense Orchestrator, Cloudlock, Meraki, Secure Cloud Analytics, and Umbrella dashboards (with more to come).

What if I have more questions?

Check out the SecureX support topics in Cisco Community, or open a support case.

Additional resources?

Please refer to these resources for additional information:

- Cisco SecureX Help Center
- Cisco SecureX product page
- Cisco SecureX support documentation