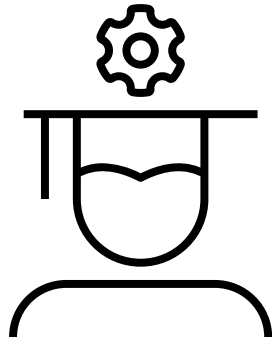




Cisco Software: Smart Account Creation and Setup

Customers



Learn about

- How to get a Smart Account in Cisco Software Central (CSC)
- How to setup your Smart Account in Cisco Software Central (CSC)
- How to get access to an existing Smart Account

Agenda

- 1 [Smart Account Types](#)
- 2 [Create a Smart Account](#)
- 3 [Request Access to an Existing Smart Account](#)
- 4 [Smart and Virtual Account User Roles](#)

Smart Account Types

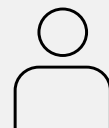
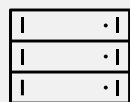
What is a Smart Account?



Customer Smart Account

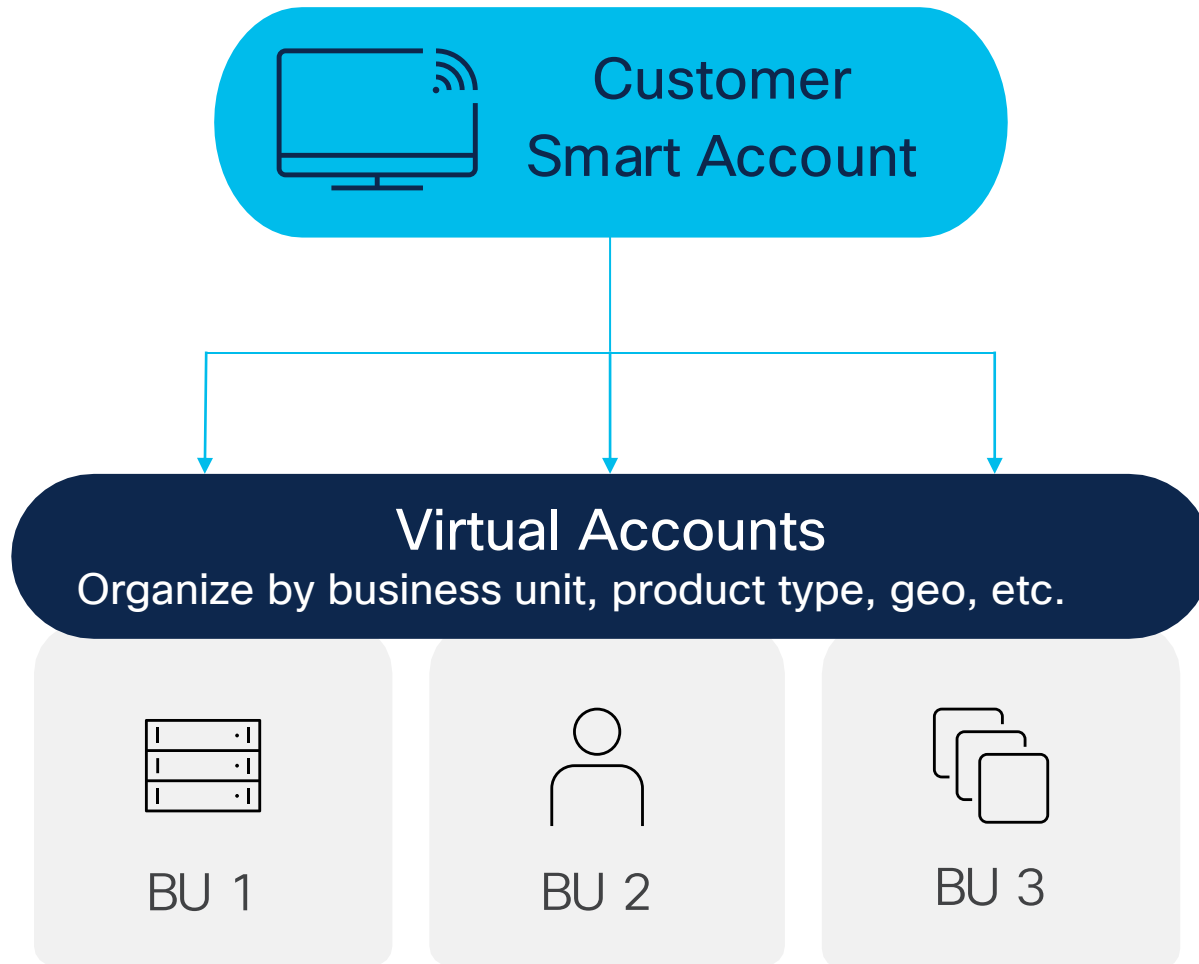
- Where licenses are deposited and managed
- Where devices are registered and tracked for license usage
- Can be managed by customer directly, designated VAR or authorized party through SSM or LRP
- Account Administrators – manages users access and privileges
- Administrator of account can view and make changes to licenses, review logs, track purchases, etc.

Virtual Accounts (Organize by business unit, product type, geo, etc.)



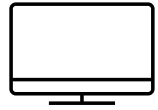
Setting up your Smart Account

Create Asset Pools with your Smart Accounts using Virtual Accounts



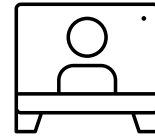
- Organize your licenses the way you want with Virtual Accounts
- Virtual Accounts can be set-up by business unit, product, geography, etc. – you decide what works best for your organization
- The result: Tailoring your VAs will assist with planning and improve utilization of assets.

How to get a Smart Account



Create a Smart Account

- 1 Go to [Cisco Software Central](#) and scroll down to Smart Licensing.
- 2 Select “Create account” and complete the steps
- 3 Automatic email is sent to Customer SA administrator



Request access to an existing Smart Account

- 1 Go to [Cisco Software Central](#) and scroll down to Smart Licensing.
- 2 Select “Submit request”
- 3 Enter Domain to notify SA administrators

Create a Smart Account

[Create a Smart Account](#)

[How to request a Smart Account for a Customer](#)

[Find further documentation on managing Smart Accounts and licensing](#)

Request Access to an Existing Smart Account

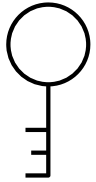
[Request access to an existing Smart Account](#)

[Approve or decline a Smart Account or Virtual Account request](#)

[Find further documentation on managing Smart Accounts and licensing](#)

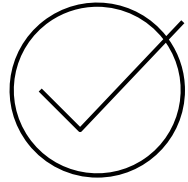
Smart and Virtual User Account Roles

Smart and Virtual Account User Roles



Smart Account Administrator

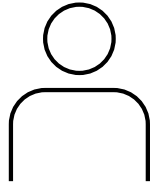
Edit Smart Account properties, add and edit users and Virtual Accounts, view event logs, and manage licenses for the entire Smart Account.



Smart Account Approver

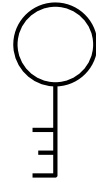
Edit Smart Account properties, view all users, and view event logs. Approvers cannot manage licenses.

Note: This role is used less and less, as Admin and User roles are more preferred.



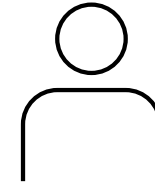
Smart Account User

Access all Virtual Accounts and perform licensing activities but cannot create new Virtual Accounts or manage users.



Virtual Account Administrator

Add and edit users to assigned Virtual Accounts, view event logs for assigned Virtual Accounts, view account agreements, and manage licenses for the assigned Virtual Accounts.



Virtual Account User

Manage licensing for Virtual Accounts they are assigned to, but they cannot add new users.



Smart / Virtual Account Viewer

Access the Licensing tools and view the content or data but may not have the ability to add, delete, transact or modify.

Customer Smart Account Roles

Partner and Customer Smart Account Roles

User Roles	Capabilities in Smart Account	Capabilities in SSM	Capabilities in EA Workspace	Capabilities in LRP	Capabilities in PnP
Smart Account Approver	Only Review Agreements or Notices	No Access	No Access	No Access	No Access
Smart Account Administrator	Edit privileges	Edit privileges	Edit privileges	Edit privileges	Edit privileges
Smart Account User	View Only	Edit privileges	Edit privileges	Edit privileges	No Access
Smart Account Viewer	View Only	View Only	No Access	View Only	View Only
Virtual Account Administrator	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)
Virtual Account User	View Only for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)	Edit privileges for associated VA(s)
Virtual Account Viewer	View Only for associated VA(s)	View Only for associated VA(s)	No Access	View Only for associated VA(s)	View Only for associated VA(s)

Partner Holding Account Questions

Can a Partner have access to a Customer Smart Account and Virtual Accounts?

Role	Access Level	Select this when...
Smart Account Administrator	Partners can view and manage license inventory for the entire Smart Account and can also perform Account management activities.	You can select this option if only one Partner will be managing your entire Smart Account, and if the Partner needs to manage Users and Virtual Accounts on your behalf.
Virtual Account Administrator	Partners can view and manage licenses only in specific Virtual Account(s) for which they have been granted access. Partners can also manage Users in the assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses in specific Virtual Account(s) but not within all the Virtual Accounts. Please note that the Partner will also be able to manage Users for the assigned Virtual Account(s).
Smart Account User	Partners can view and manage license inventory for the entire Smart Account.	You can select this option if the Partner will be managing your entire Smart Account, but you would like to keep control over the Account management activities (adding/ deleting Virtual Accounts and User management).
Virtual Account User	Partners can view and manage license inventory for assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses within a particular Virtual Account, but you would like to keep control over adding or deleting Users within that Virtual Account.
Smart / Virtual Account Viewer	Partners can view the content or data but may not have the ability to add, delete, transact or modify.	You can select this option if the Partner will only need the ability to view the data and contents associated with a Smart or Virtual Account, as they will not be able to perform any transactions.

Resources



**Hardware
support**

<https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>



**Licensing
support**

How to complete over 100 common licensing transactions with step-by-step instructions, 2-minute videos, Guide Me, or open a case.
<https://www.cisco.com/go/scm>. Click [here](#) to learn more!



**Smart Licensing
training and
documents**

[Get licensing support at the Cisco Licensing Hub](#)



The bridge to possible