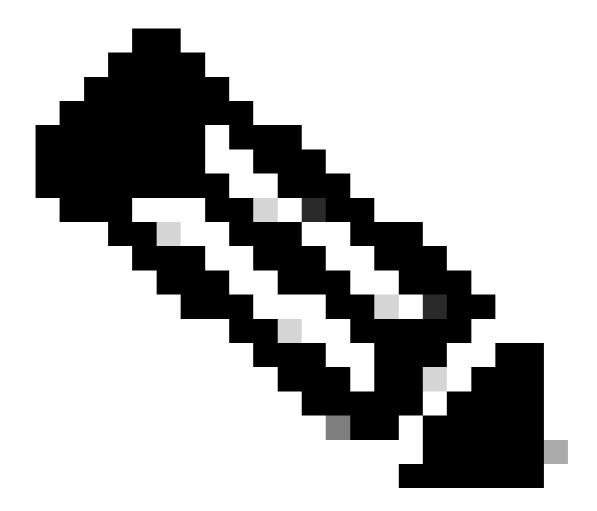# How Can I Set Up a Nested Virtual Account?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active Cisco.com account
- Smart account access with either Smart Account Administrator Role OR Virtual Account Administrator Role

Step 1: Go to **Cisco Software Central** and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Go to Manage Smart Account and click on Manage Account.

Step 4: Go to Virtual Accounts tab & Click on "Create Virtual Account".

Step 5: Enter required information on "Account Settings" tab and click Next.

> **Note**: Virtual account chosen in the "Parent Account" drop down would be the top level virtual account in the nested virtual account

Step 6: On the Assign Users Page, Users and Users group can be added. Once done, click Next.

Step 7: On the Review page, click Create Virtual Account.

Troubleshooting:

1. If there are several subfolders under the Virtual account, than how are the devices (for example WLC) treated within the Virtual account? The user must select each Virtual Account (parent/child) independently to view assets in each individually. CSSM does not show up any roll up view of assets for nested Virtual Accounts.

If you experience an issue with this process, that you cannot address, please open a case in [Support Case Manager (SCM)](#).

For feedback on the content of this document, please submit [here.](here)