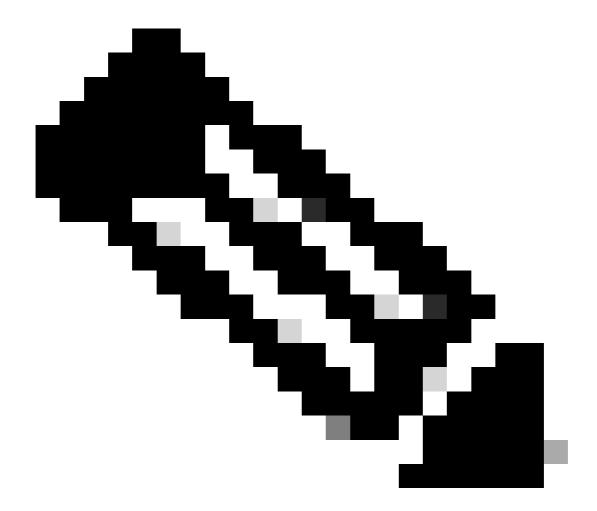# How Can I Manage the Private/Public Access Levels of a Virtual Account?

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 Administrator Role OR Virtual Account Administrator Role
- A Virtual Account other than DEFAULT Virtual Account as the access level of DEFAULT Virtual account cannot be modified

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.

Step 5: Click on the Virtual Account for which access level needs to be set.

Step 6: On the Edit Virtual Account page, choose the desired access level from the dropdown & Click OK.

> **Note**: By setting to Private, this Virtual Account IS NOT searchable by any user in Cisco Commerce Tools

---

Troubleshooting:

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

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