How to Request a Smart Account

Objective

Cisco Smart Software Licensing is a new way of thinking about licensing. It simplifies the licensing experience across the enterprise making it easier to purchase, deploy, track and renew Cisco Software. It provides visibility into license ownership and consumption through a single, simple user interface.

A Smart Account provides your organization with the ability to manage and control user access to Cisco software licenses and entitlements. By authorizing activation of this Smart Account, you agree that you are authorized to create accounts and manage product and service entitlements, license agreements and user access to accounts on behalf of your organization. Cisco Partners may not authorize account creation on behalf of customers.

The creation of a new Smart Account is a one-time event and subsequent management of users is a capability provided through the tool. This article provides instructions on how to request a Smart Account.

Request a Smart Account

To request a Smart Account, take the following steps:

Step 1. Access https://software.cisco.com using your web browser.

Step 2. Log into an existing account.

Note: If you do not have an account yet, create a new one by clicking **Register Now**.

Create A New Account

There are various levels of access depending on your relationship with Cisco. Review the benefits of registration and find the level that is most appropriate for you.

Register Now

Step 3. Under Administration, click Request a **Smart Account**.

Administration

Request a Smart Account
Get a Smart Account for your organization or initiate it for someone else

Request Access to an Existing Smart Account
Submit a request for access to a Smart Account.

Manage Smart Account
Modify the properties of your Smart Account and associate individual Cisco Smart Accounts with your Smart Account.

Learn about Smart Accounts
Access documentation and training.

Step 4. Choose the type of Smart Account to create.

Smart Account Request

Please provide the following information to authorize creation of a new Customer Smart Account for your company, or to request authorization on behalf of another user or company.

Account Authorization

Will you or someone else authorize the activation of the Smart Account?

○ Yes, I have the authority to represent my company and will **authorize** activation

◉ No, the person specified below should be notified to authorize activation

The options are:

- Yes, I have the authority to represent my company and will authorize activation — Individual Smart Account requiring agreement to represent your company. By creating this Smart Account, you agree to the authorization to create and manage product and service entitlements, users, and roles on behalf of your organization. If this option is chosen, skip to Step 7.
- No, the person specified below should be notified to authorize activation — Create the account on behalf of someone else.

Note: In this example, No is chosen.

Step 5. (Optional) Enter your company email address in the *Email Address* field.

◉ No, the person specified below should be notified to authorize activation

* Email Address: ccoesup@ccoesup.com

Note: In this example, ccoesup@ccoesup.com is used.

Step 6. (Optional) Enter a message to the account creator in the *Message to Creator* field.

* Email Address: ccoesup@ccoesup.com

Special Message: Account request

Note: In this example, Account request is used.

Step 7. (Optional) The account domain identifier is automatically displayed in the Account Domain Identifier area. If you prefer to edit the Account Domain Identifier, click **Edit**.

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. Learn More

* Account Domain Identifier:

ccoesup.com Edit

Step 8. Enter the account name in the *Account Name* field.

* Account Name:

CCO Esup, Inc.

Note: In this example, CCO Esup, Inc. is used.

Step 9. Click **Continue**.

Account Identity Information

The Account Domain Identifier will be used to **uniquely identify the account**. The default Account Domain Identifier is based on the email address of the person specified to authorize activation of the account. Learn More

* Account Domain Identifier:

ccoesup.com Edit

* Account Name:

CCO Esup, Inc.

Continue

If you chose Yes in Step 3, you should receive the Access Request Sent message.

Request Access to an Existing Smart Account

✓ **Access Request Sent**
The Smart Account Administrator will be notified and upon review will determine the outcome of your request. You will be notified by email of the status of your request.

If you chose No in Step 3, you will be redirected to the Company Information (Optional) page.

Step 10. (Optional) Check the **Select to provide this information now** check box to update the company-related information. Otherwise, skip to [Step 17](#).

Smart Account Request

Company Information(Optional)

This information is optional at this time but is required to complete activation of the Smart Account. If you choose to enter it now, the person authorizing activation of the Smart Account will be able to review and change the information if needed.

Enter the legal name and headquarter address of the company / organization that is the administrator of the Customer Smart Account. The company / organization provided must have the right to use the top-level domain name used in the Smart Account Domain Identifier.

☑ Select to provide this information now

The Top-level Domain Name shows your domain identifier.

Step 11. (Optional) Enter the company name in the *Company/Organization Name* field.

Company Information(Optional)

This information is optional at this time but is required to complete activation of the Smart Account. If you choose to enter it now, the person authorizing activation of the Smart Account will be able to review and change the information if needed.

Enter the legal name and headquarter address of the company / organization that is the administrator of the Customer Smart Account. The company / organization provided must have the right to use the top-level domain name used in the Smart Account Domain Identifier.

☑ Select to provide this information now

Top-level Domain Name:

ccoesup.com

* Company/Organization Name:

CCO Esup, Inc.

Note: In this example, CCO Esup, Inc. is used.

Step 12. (Optional) Choose a country from the Country drop-down list.

* Country:

United States ▼

Note: In this example, United States is chosen.

Step 13. (Optional) Enter the address in the *Address* and *Address 2* fields.

* Address:

Cisco Sample Street

Address 2:

Secondary address where company is headquartered

Note: In this example, Cisco Sample Street is used.

Step 14. (Optional) Enter the name of the city in the *City* field.

* City:

Irvine

Note: In this example, Irvine is used.

Step 15. (Optional) Choose a state, province, or region from the State/Province/Region drop-down list.

* State/Province/Region:

CALIFORNIA ▼

Note: In this example, CALIFORNIA is chosen.

Step 16. (Optional) Enter the zip or postal code in the *Zip Code/Postal Code* field.

* Zip Code/Postal Code:

92617

Note: In this example, 92617 is used.

Step 17. (Optional) Click **Continue**.

Company Information(Optional)

This information is optional at this time but is required to complete activation of the Smart Account. If you choose to enter it now, the person authorizing activation of the Smart Account will be able to review and change the information if needed.

Enter the legal name and headquarter address of the company / organization that is the administrator of the Customer Smart Account. The company / organization provided must have the right to use the top-level domain name used in the Smart Account Domain Identifier.

☑ Select to provide this information now

Top-level Domain Name:

ccoesup.com

* Company/Organization Name:

CCO Esup, Inc.

* Country:

United States ▲▼

* Address:

CCO Esup Street

Address 2:

Secondary address where company is headquartered

* City:

Irvine

* State/Province/Region:

CALIFORNIA ▲▼

* Zip Code/Postal Code:

92617

** Note: If state/province and/or zip code/postal code does not apply, please enter 'NA'

Back   Continue

Step 18. (Optional) You can nominate yourself or other users as a Smart Account Administrator. Enter the email address of the user in *the I request access for other users* field.

Smart Account Request

Administrative User Access (Optional)

You can nominate yourself or other persons for access to the account as a Smart Account Administrator. You can also request access later at Cisco Software Central. Learn More

Requests for user administrative access will be sent to the person authorized to activate the Smart Account. Upon authorization, the users will be notified and able to accept or reject access.

I request access for other users:

ccoesup@ccoesup.com

Step 19. (Optional) Check the **I request access for myself** check box if you prefer to be the Smart Account Administrator.

I request access for other users:

ccoesup@ccoesup.com

☑ I request access for myself

Back   Continue

Step 20. Click **Continue**.

Smart Account Request

Administrative User Access (Optional)

You can nominate yourself or other persons for access to the account as a Smart Account Administrator. You can also request access later at Cisco Software Central. Learn More

Requests for user administrative access will be sent to the person authorized to activate the Smart Account. Upon authorization, the users will be notified and able to accept or reject access.

I request access for other users:

    ccoesup@ccoesup.com

☑ I request access for myself

Back   Continue

Step 21. (Optional) Review the information then click **Submit Request**.

Smart Account Request

Account Information

Account Domain Identifier:

ccoesup.com

Account Name:

ccoesup@ccoesup.com

Company Information:

Smart Systems, Inc.

Cisco Sample Street

Irvine, CALIFORNIA, 92617, United States

Administrative User Access Information

Request Type:

Administrative User Access to Smart Account

Requested For:

Smart Account (ccoesup@ccoesup.com)

Person to authorize account activation and user access:

ccoesup@ccoesup.com

Requested By:

Smart Account (ccoesup@ccoesup.com)

Special Message:

Account Autorization Request

When you press "Submit Request", a provisional Smart Account will be created. Orders can be assigned to a provisional Smart Account, however the items purchased cannot be used until the Smart Account is activated. An email will be sent to the person specified to authorize activation with instructions on how to activate their company's Smart Account.

Back   Submit Request

The account request will be pending for an approval of the Account Domain Identifier. A subsequent email will be sent to the requester to complete the setup process.

Smart Account Request

✅ **Smart Account Request Complete**
A provisional smart account has been created for "ccoesup@ccoesup.com". An email has been sent to "ccoesup@ccoesup.com" with instructions on how to activate their company's Smart Account. You will receive an email confirmation once the Smart Account is activated.

You should now have successfully requested for a Smart Account.