

How Can I Delete a User from 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
- User must have 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: Click on Manage account under the Manage Smart Account section.

Step 4: Click on Virtual Accounts in the Dashboard menu.

Step 5: Click on the Virtual Account name to edit the users of that Virtual Account.

Step 6: Click on Users tab.

Step 7: Select the box in front of the users you want to remove.

Step 8: Click Unassign Selected.

Troubleshooting:

1. I am not getting unassign option for particular user? Users with smart account admin or smart account user access cannot be removed from Virtual account.

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](#).