

How to request a Smart Account for a Customer?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the following action themselves to resolve the issue. If the customer / partner runs into issues following 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 the following data:

- Active Cisco.com account

Please follow the steps below:

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.

Step 2: In the Smart Licensing section, under New customer accounts, click Request smart account.

Step 3: On the Request a Smart Account for Your Customer page:

- a) In Identify the Account Name and Customer section, please provide below information:
 - Account Name
 - Customer Email: email address of the person who will approve the creation of the account.
 - Account Domain
 - Note to Customer
- b) In Add Users to the Account section, please provide below information:
 - User Emails: provide the email addresses of the people who should have access to this account.
 - Note to Added Users

Step 4: Click Send Request.

Step result: The system displays the Review Request dialog box.

Step 5: In the Review Request dialog box, review the request details, and then click Send Request.

Step result: The system displays the Smart Account Request Complete notification message that informs you about the creation of your provisional Smart account.

Step 6: The customer receives an email with instructions on how to activate the company's Smart account. Once the customer activates the Smart account, you will receive an email confirmation.



Note: Cisco regularly performs Smart account system checks for security purposes. Your Smart account will be created in pending status, awaiting acceptance by the customer. If the customer does not accept the request within 90 days, it will lapse, and Cisco will notify the customer by email at the address provided here. When your customer is ready, you can simply request a new Smart account for your customer.

Troubleshooting:

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

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