

How to Add a Cisco Service Contract Access to a Cisco.com Account

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Introduction

This article describes the process of adding a Cisco service contract access to Cisco.com account.

Prerequisites

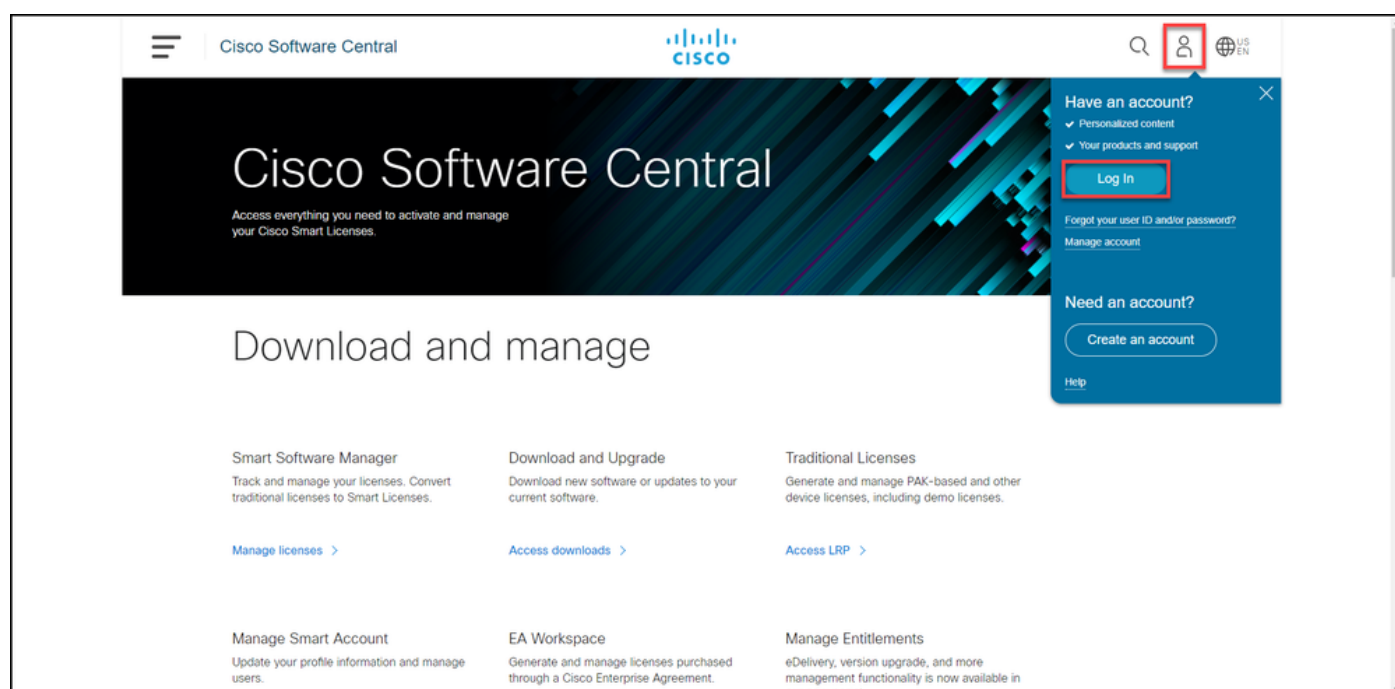
Before you start, ensure that you have the following data at your disposal:

- [Active Cisco.com account](#)
- [Contract Number](#)

Adding a Cisco Service Contract Access to a Cisco.com Account

Step 1:

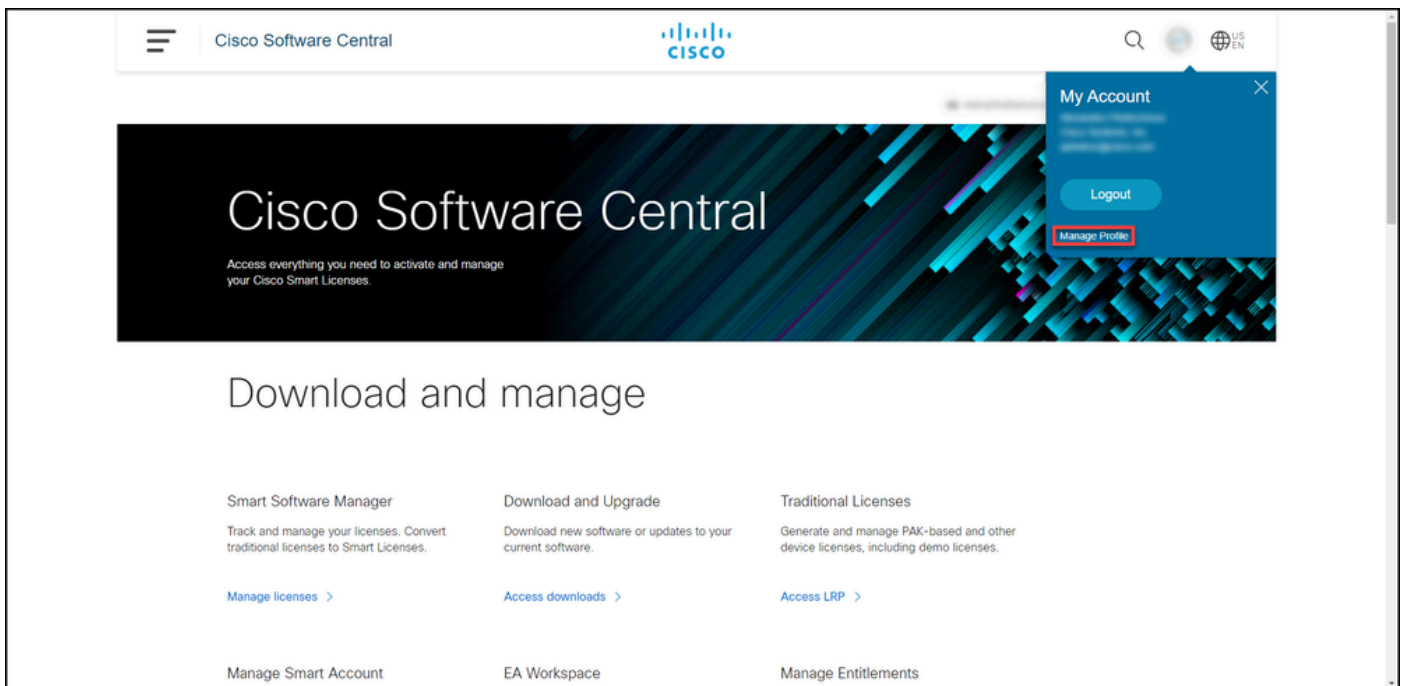
Go to [Cisco Software Central](#) and log in with your Cisco.com account.



The screenshot displays the Cisco Software Central website. The header includes the Cisco logo and navigation icons. A user profile icon in the top right corner is highlighted with a red box, and a dropdown menu is open, showing options like 'Log In' (also highlighted with a red box) and 'Create an account'. The main content area features a large banner for 'Cisco Software Central' with the tagline 'Access everything you need to activate and manage your Cisco Smart Licenses.' Below the banner, there are several sections for managing licenses, downloads, and accounts.

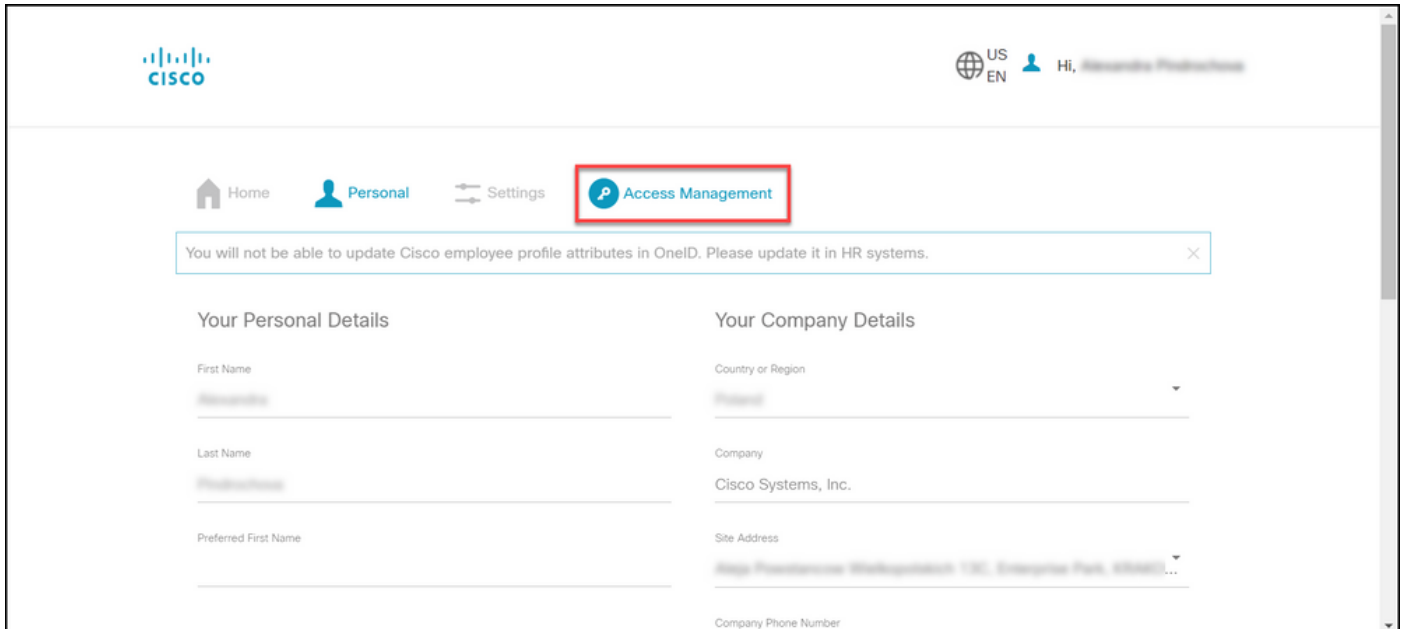
Step 2:

Click the profile button, and then select **Manage Profile**.




Step 3:

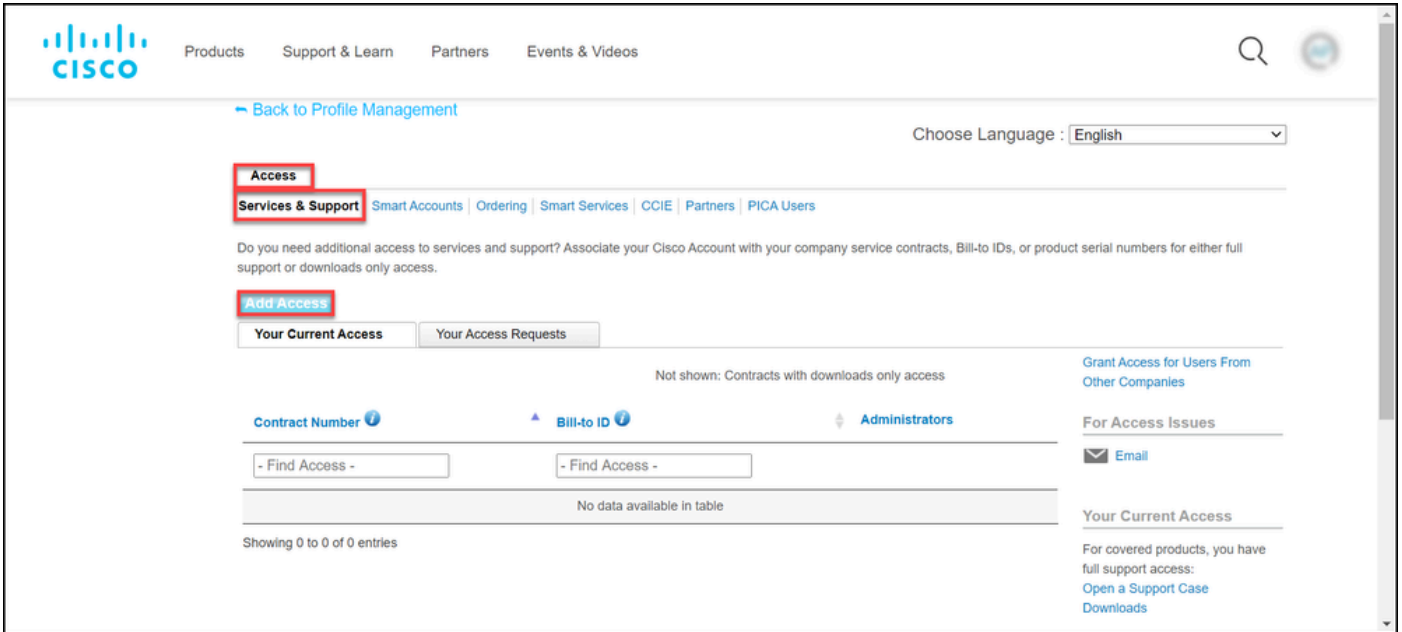
On the **Profile Management** page, click **Access Management**.



Step 4:

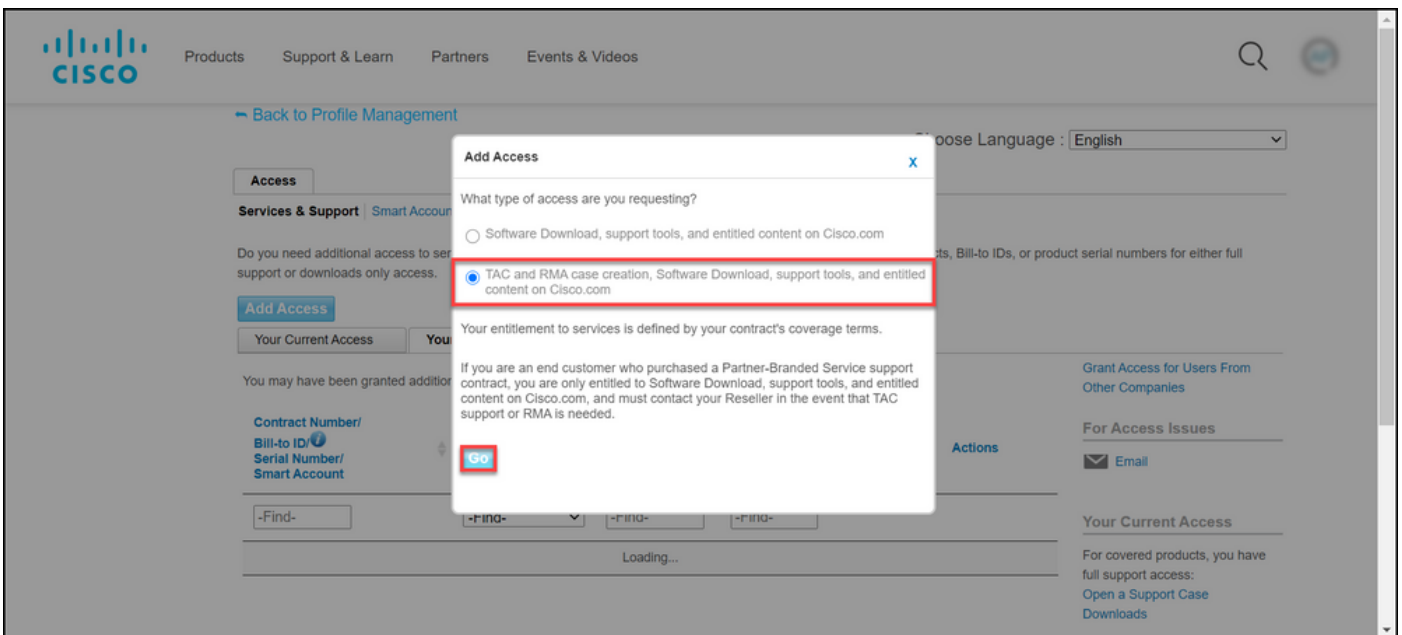
On the **Access** tab, under **Services & Support**, click **Add Access**.

 **Note:** If your service contract(s) is already associated with your Cisco.com account, you can find your current contract(s) on **Your Current Access** tab. If you have already requested your service contract(s) to be associated with your Cisco.com account, you can find your access requests on **Your access requests** tab.



Step 5:

In the **Add Access** dialog box, select **TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com**, and then click **Go**.



Step 6:

Select the **Specific Contract(s)** radio button, and then select **By Service Contract Number(s)** and enter the service contract number(s) in the field next to it. Click **Submit**.

Step result: If the information on your contract (for example, a company name) matches the information on your Cisco.com account, then the contract is automatically added to your Cisco.com account. If the automation fails due to the information mismatch, then the entitlement needs to be further verified manually. If that's the case, you will be contacted by Cisco for further clarification within the next two hours.

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In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.

Bill-to ID(s)

Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID.

OR

Specific Contract(s)

Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts.

By Service Contract Number(s)

Enter service contract number(s) if you have it.

OR

By Serial Number

If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.

All submitted requests will be reviewed by an administrator.

Submit

Troubleshooting

To manage the contracts associated with your account, visit https://rpfa.cloudapps.cisco.com/rpfa/profile/edit_entitlement.do. If you need further assistance with your contracts, send an email to web-help-sr@cisco.com.

Related Information

[How to Convert a Fulfilled PAK to a Smart License for CUCM](#)