

How Can I Remove Users from My Smart 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 admin role for the entire Smart Account & all VA and Va admin Role for specific VA user has access to.

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 Users option in the dashboard menu.

Step 5: Select the box in front of the users you want to remove.

Step 6: Click Remove Selected.

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](#).