

How Can I Modify the Users Access Levels on 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 Administrator User 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 Users option in the dashboard menu.

Step 5: Click on the Users tab.

Step 6: Click on the users name you want to change access level for.

Step 7: Click on Assign Account Access.

Step 8: Select the Scope of Access to provide to the user(s).



Note: Choosing selected Virtual Accounts results in a pop-up window to choose the specific Virtual Accounts

Step 9: Choose the User Role to grant from the dropdown selector.

Step 10: Click OK.

Step 11: Review the Users and Account Access for completeness and accuracy.

Troubleshooting:

1. I cannot edit access of a user. Please check your User privileges, ONLY Smart Account admin/Virtual Account admin have the access modification privileges. Smart Account admin can modify the User privileges for the entire Smart Account A and all the Virtual Accounts under that Smart Account and Virtual Account admin can only make modifications to the user privileges to the Virtual Accounts he has admin access to.

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](#).