

How to create a Smart Account?

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:

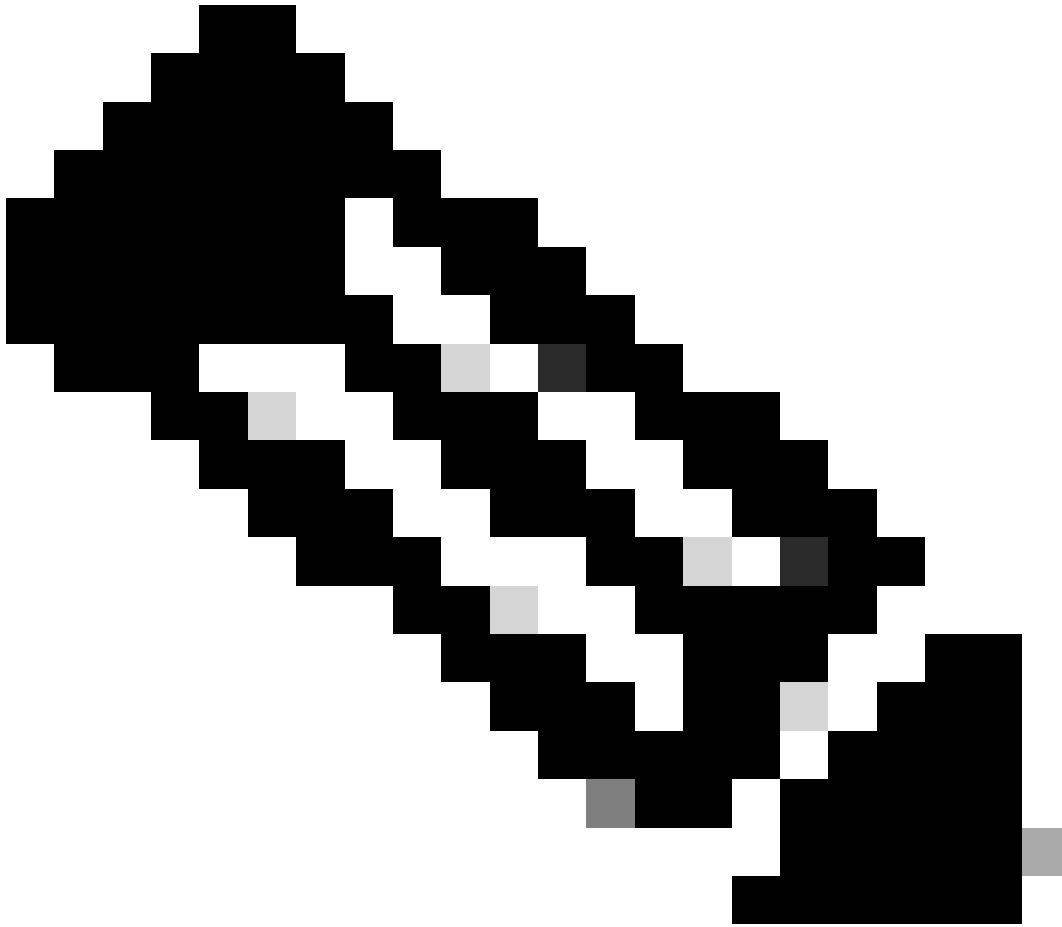
Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.

Step 2: In the Smart Licensing section, under New account, click Create account.

Step 3: On the Create a Smart Account page, confirm your Cisco profile information:

a) Confirm Your Cisco Profile Info:

- Full Name
- Email Address
- Cisco ID
- Phone
- Organization
- Address



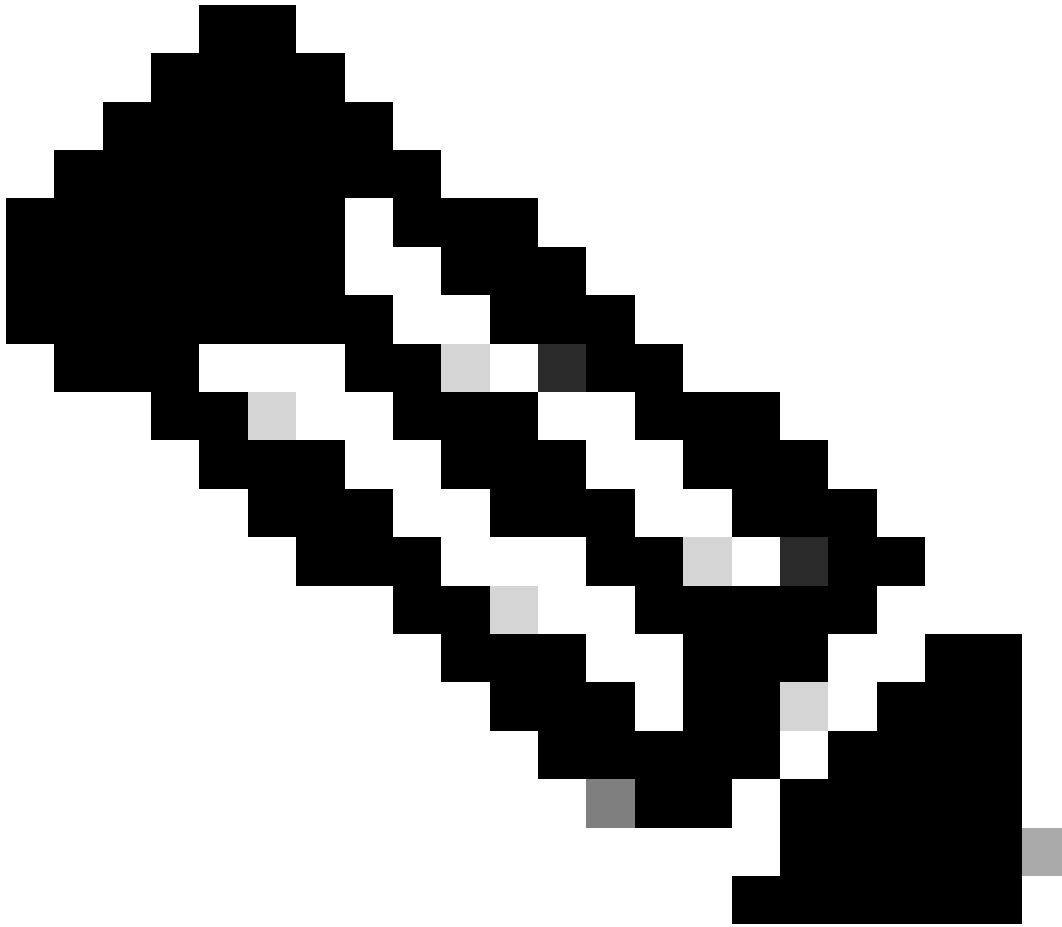
Note: Click Update Profile if any changes are to be made.

b) Choose an account name and address:

- Account Name
- Account Domain. If you would like to change the Account Domain, please click on Edit.
- Account Visibility

Step 4: Click Create Account.

Step result: The system performs a check to see if the Smart account already exists for your given domain. If your domain is available, the system creates a Smart account and you will receive a confirmation notification to the email address associated with your Cisco.com profile. If a Smart account already exists for your organization and you would like to create another Smart account, click Edit and either chose to add a prefix to the domain or use a completely different domain. This option requires review and approval by the Smart Account Administrator of the domain or Cisco.



Note: If your company does not have a specific company email domain and uses a generic domain such as Gmail or Yahoo, then the system prompts you to create a Limited Use Smart Account.

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](#) .