

# How can I request access to an existing Smart Account?

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**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:

(The completion of these steps will also allow you to view Smart Account in , License Registration Portal, Smart Software Manager, EA, MCE, PnP(SA/VA admin))

- Active Cisco.com account
- The domain of the active SA for which access is needed

## Requesting Access to an Existing Smart Account

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

Step 2: Click the three horizontal bars at top left corner to enter the Menu (Hamburger Menu icon).

Step 3: Click on Administration under the Software Home menu.

Step 4: Under Smart Account Management click on Request Access to an Existing Smart Account.

Step 5: On the Request Access to an Existing Smart Account page, ensure that your profile information is correct and complete.

Note: If you need to make changes click update your profile.

Step 6: In the Smart Account Domain Identifier section enter the domain you are requesting access to in the Account Domain Identifier field. Click Submit.



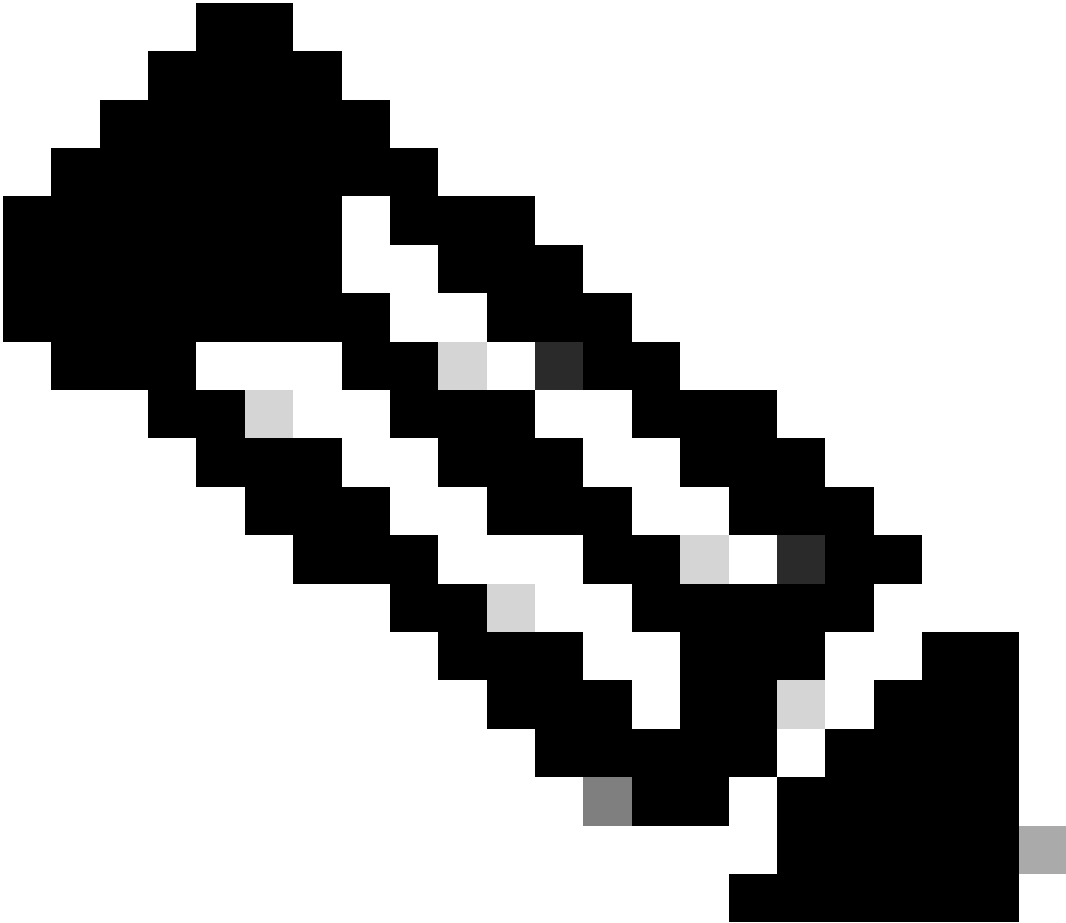
**Note:** If more than one smart account is available for the domain entered, a pop up will appear with all available Domains, select the required Domain and click Ok.

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Step 7: In the Reason For Request text box, enter the reason for requesting access to the Smart Account. Click Send Request.

Step 8: A notification message will appear on the screen. This confirms the access request was sent.

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**Note:** The access request is sent to the Smart Account administrator. You will receive a confirmation email when the Smart Account administrator approves or declines the request.

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### **Troubleshooting:**

1. I have requested for Smart Account access, but still I do not have access to the Smart Account?

On [Cisco Profile Manager](#), click on the Services & Support tab, then click on Your Access Requests. For each access request the Status will

appear. Under the Actions you can Send Reminder. This will remind the Smart Account Administrator of your access request.

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

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