How to Request Access to an Existing Smart Account

Contents

Introduction

This article describes the process of requesting access to an existing Smart account.
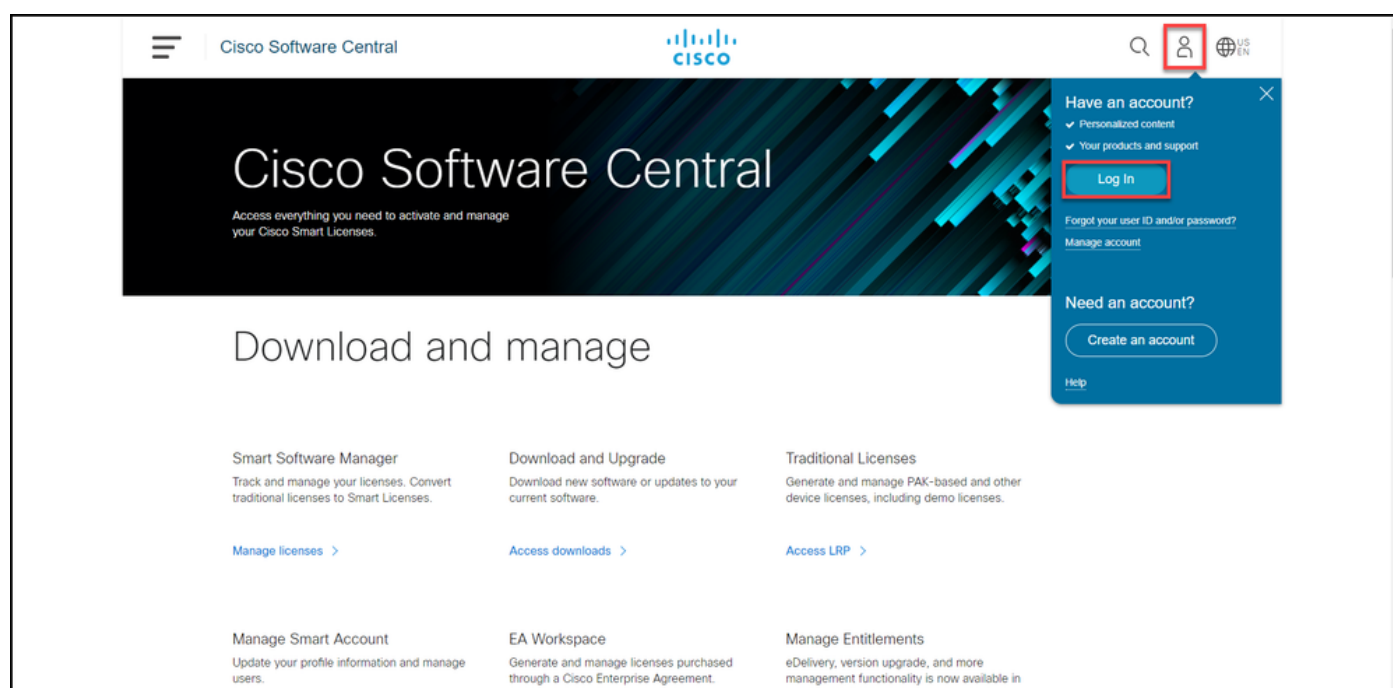
Prerequisites

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

- [Active Cisco.com account](#)

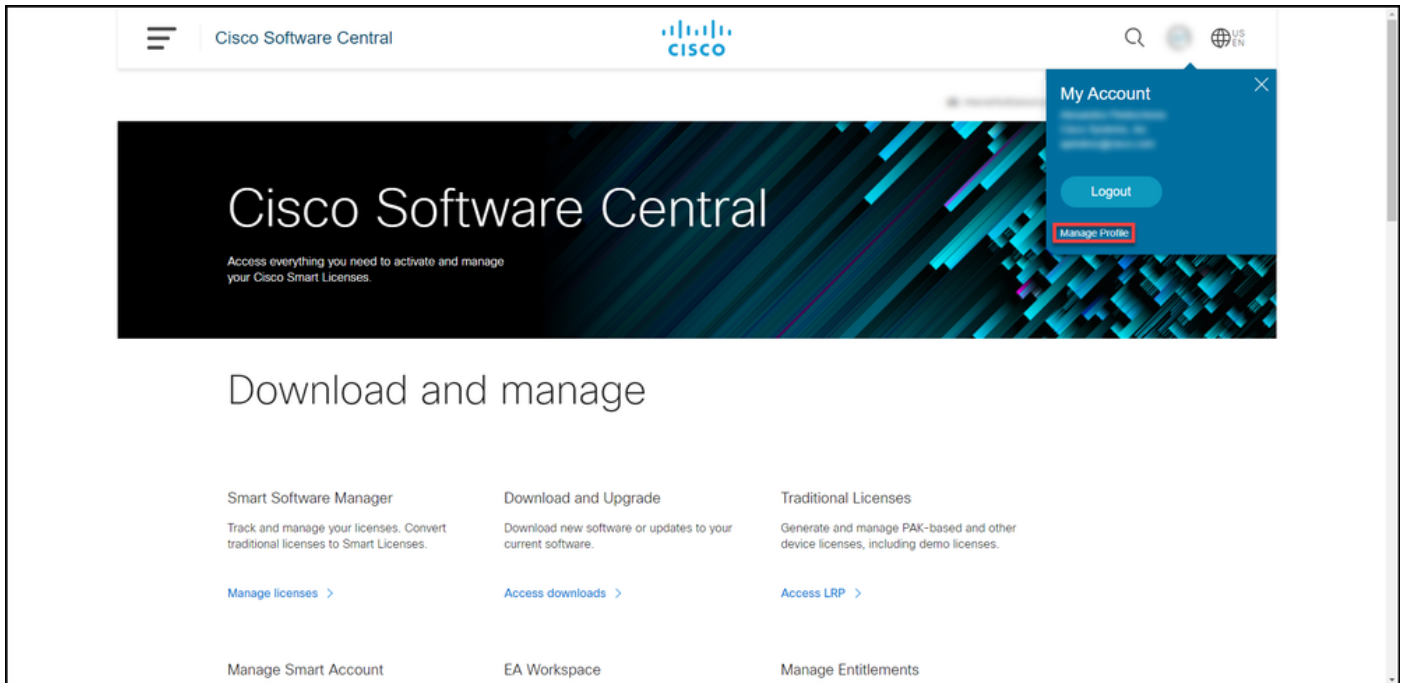## Requesting Access to an Existing Smart Account

Step 1:

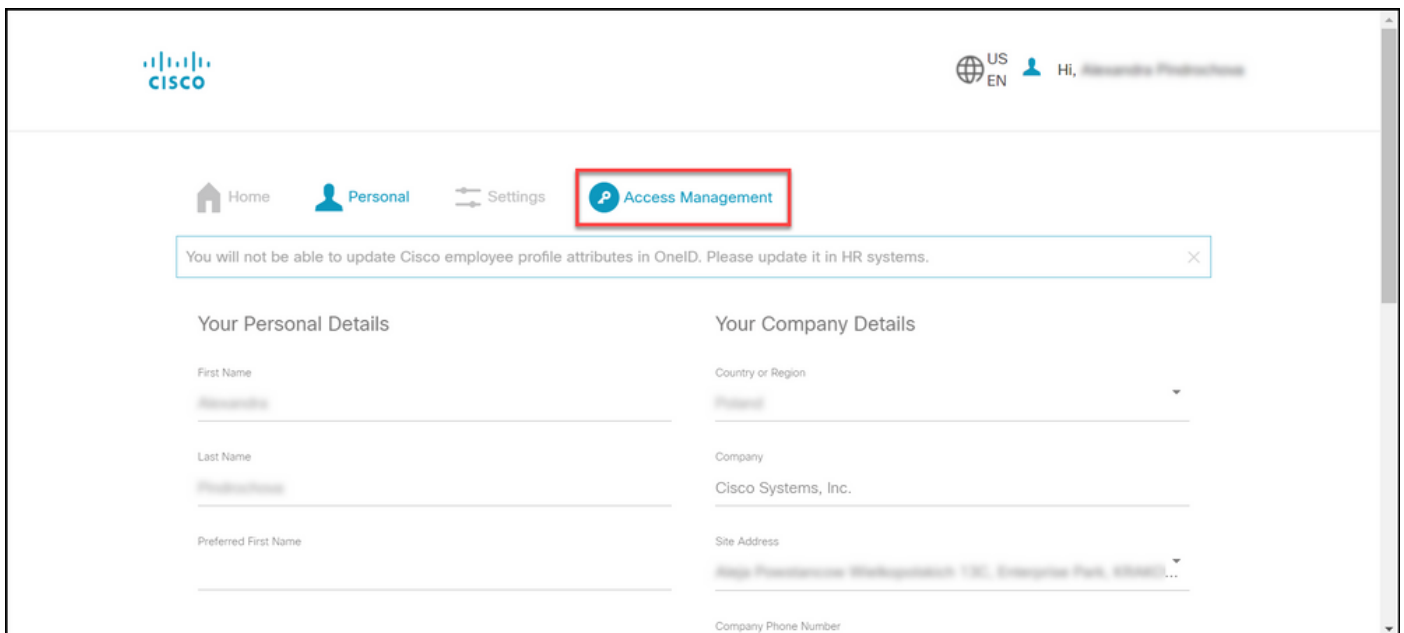Go to [Cisco Software Central](#) and log in with your Cisco.com account.

Step 2:

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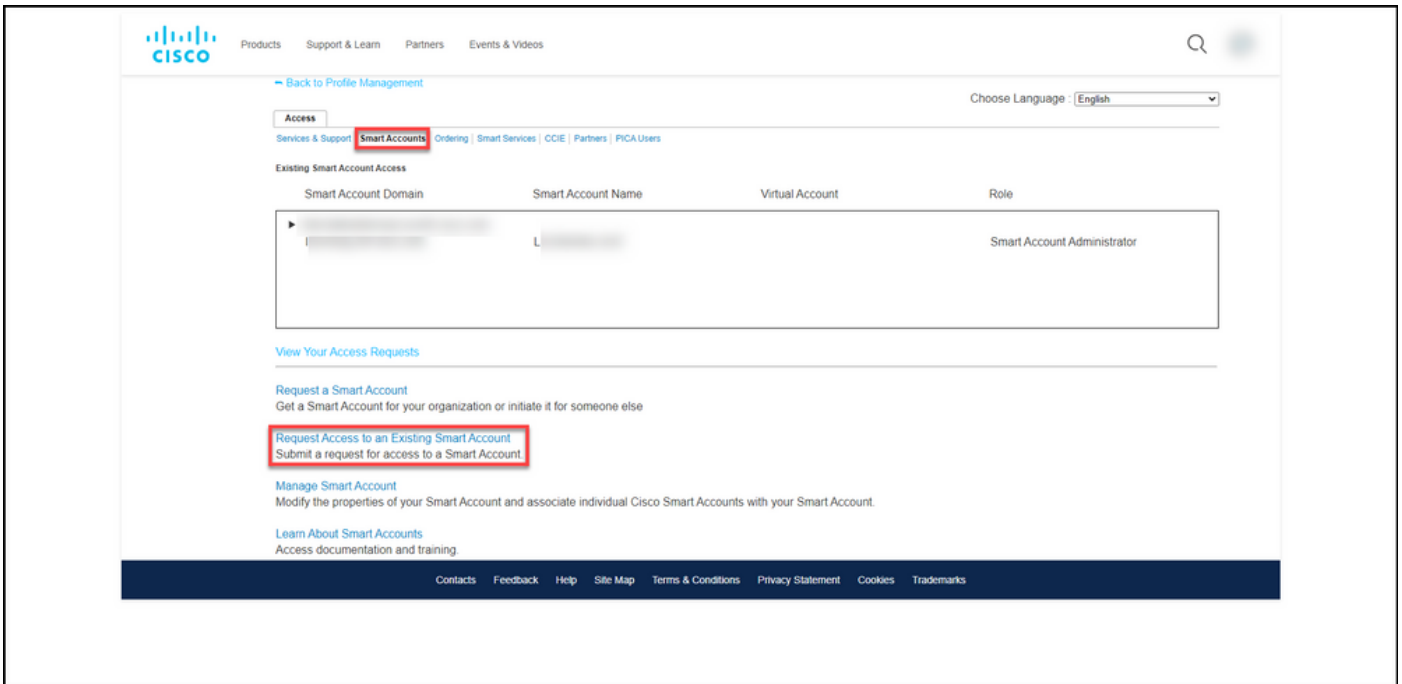

Step 3:

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

Step 4:

On the **Access** tab, click **Smart Accounts**. In the **View Your Access Requests** section, select **Request Access to an Existing Smart Account**.
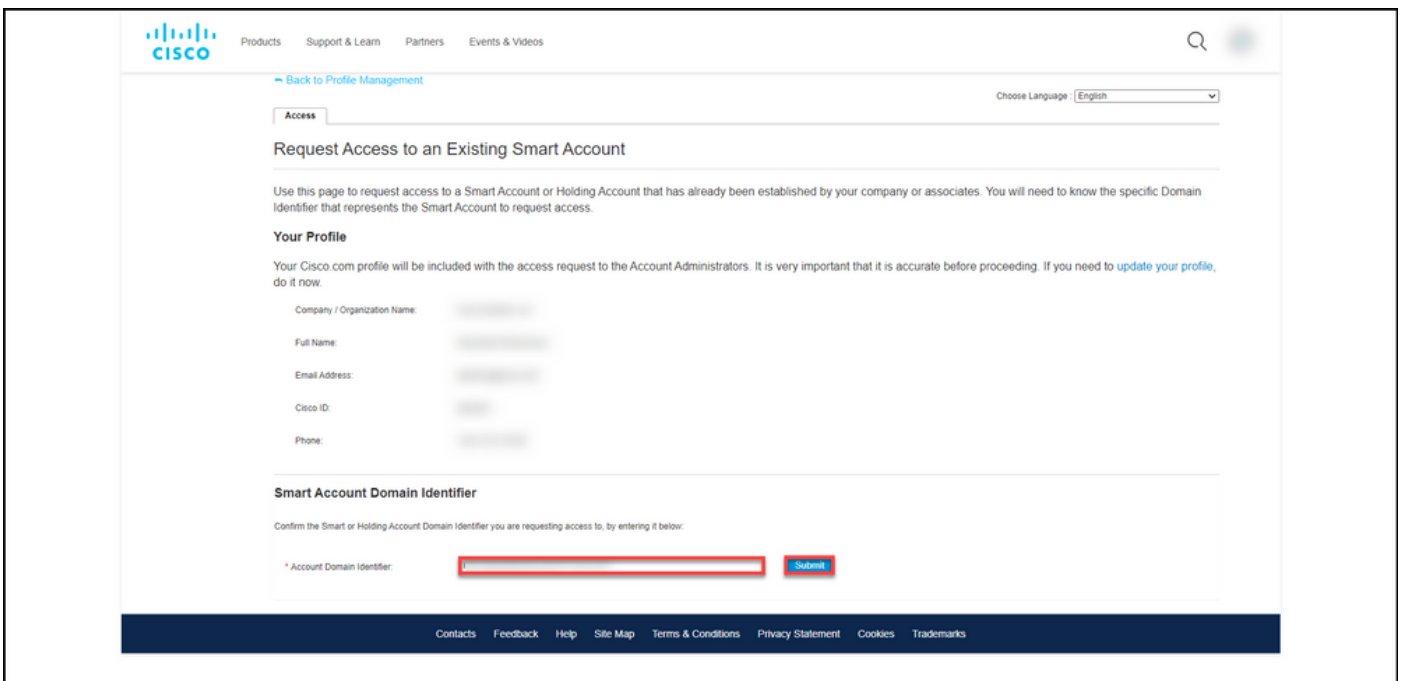
Step result: The system displays the **Request Access to an Existing Account** page.

Step 5:

On the **Request Access to an Existing Smart Account** page, in the **Your Profile** section, ensure that your profile information is correct. In the **Smart Account Domain Identifier** section, in the **Account Domain Identifier** field, enter the account domain identifier to which you need access. Click **Submit**.
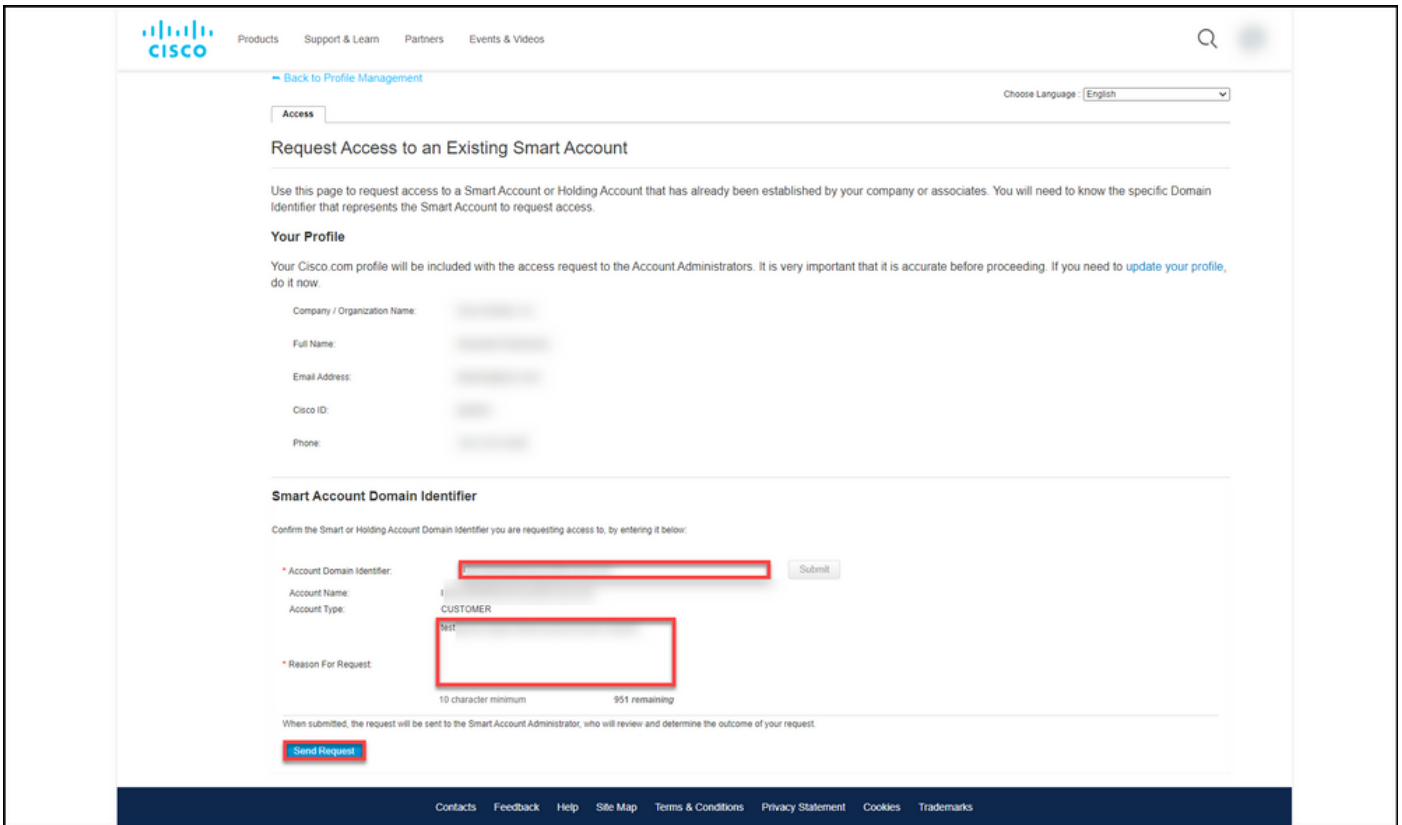
Step result: The system displays the **Reason For Request** field.

Step 6:

In the **Reason For Request** field, enter the reason for requesting access to the Smart account. Click **Send Request**.
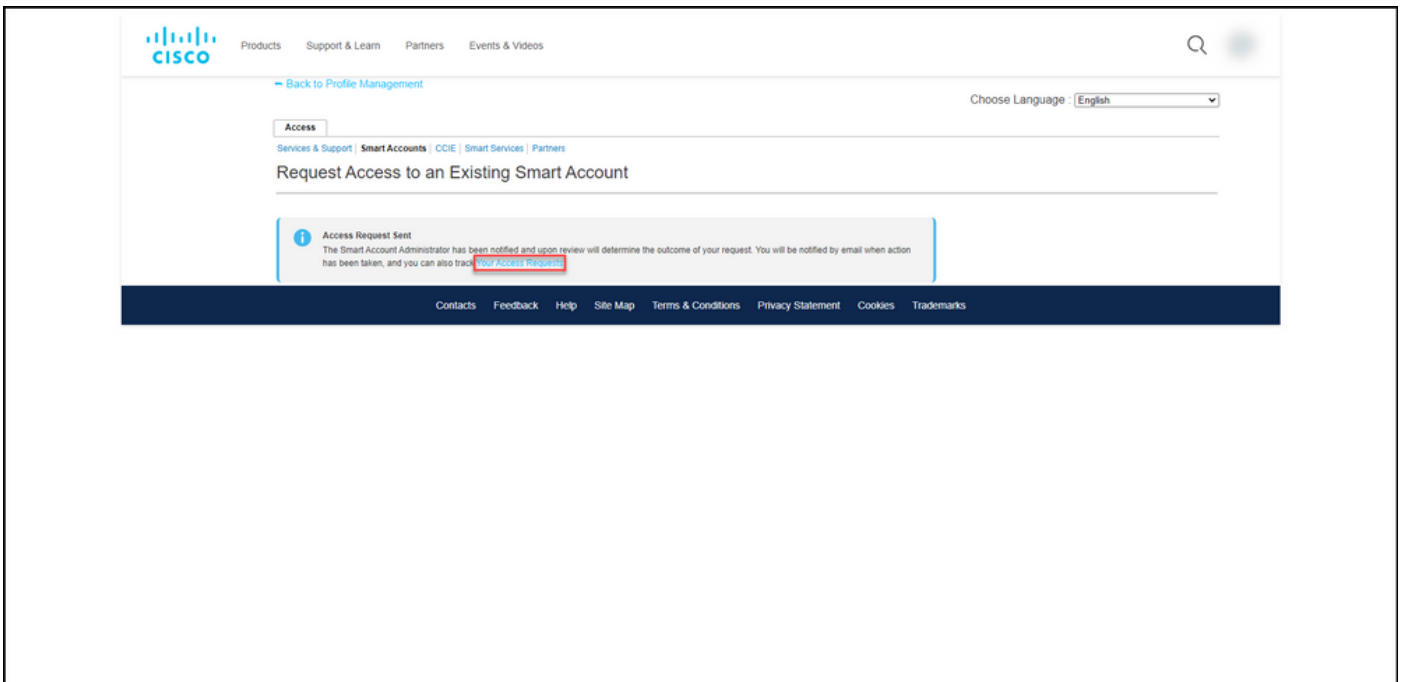
Step result: The system displays a notification message that confirms that your access request was sent.

Step 7:

From the notification message, click **Your Access Requests** to track your access requests.

Step result: The system displays the **Services & Support** tab where you can view the status of your access requests.

Step 8:

On the **Service & Support** tab, on **Your Access Requests** tab, you can check the status of your access request in the **Status** column or send a reminder by clicking **Send Reminder** in the **Actions** column in case your request has been in *Pending* status for a few days.

Note: After you send the access request, a Smart account administrator receives it, and they either approve or decline the request. You receive a confirmation email about the Smart account administrator's action. If you do not receive an email, the Smart account administrator has not taken an action on the access request yet and you can send them a reminder. Alternatively, if you know who the Smart account administrator is for the account that you requested access to, you can contact them directly and ask them to take action on your access request. If you are not familiar with the Smart account administrator and your access request is in *Pending* status despite the fact that you sent a reminder to the Smart account administrator, you can then open a case in Support Case Manager (SCM).
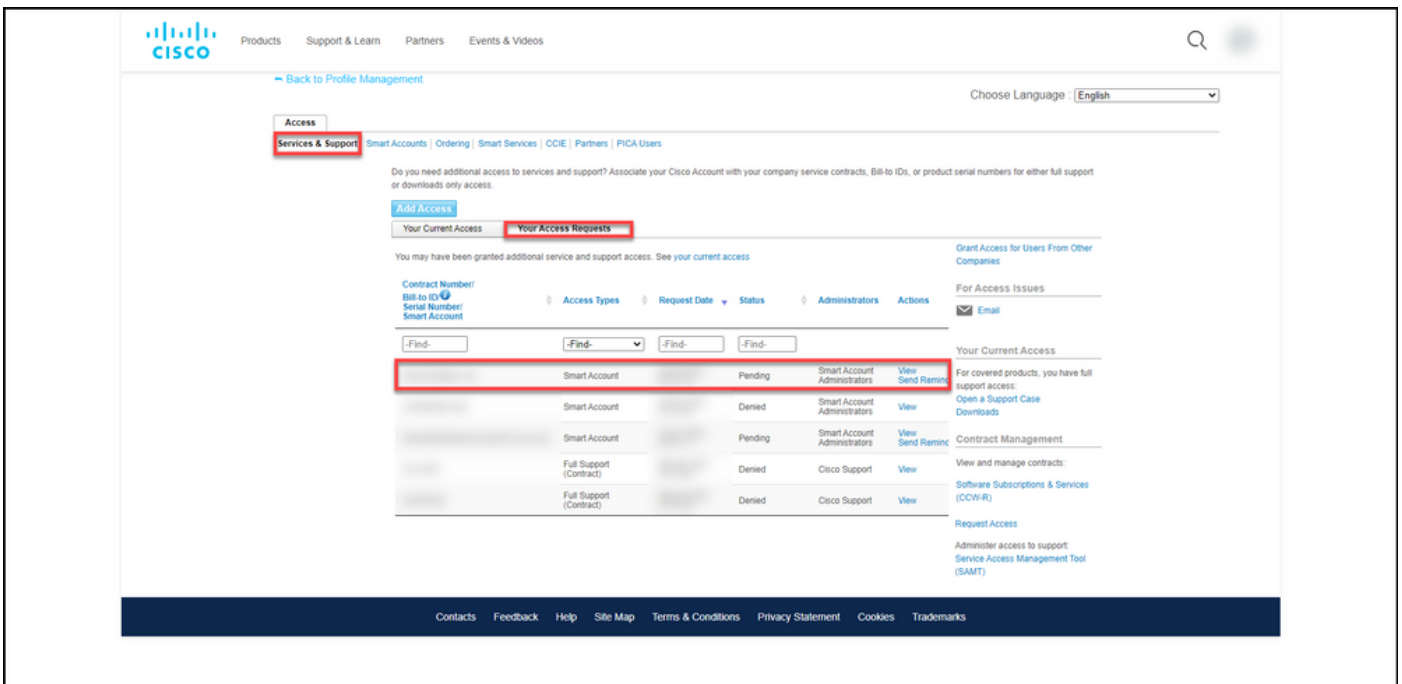
Troubleshooting

If you experience an issue while requesting access to a Smart account, open a case in Support Case Manager (SCM).

Related Information

How to Approve or Decline a Smart and Virtual Account Access Request