

# How Can I Modify the Access Levels of a User in a Virtual Accounts?

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**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
- Access to a active Smart Account with either Smart account administrator or Virtual Account administrator 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: Go to Manage Smart Account and click on Manage Account

Step 4: Go to Users tab

Step 5: Click on the User whose access needs to be modified

Step 6: Click on Assign Account Access

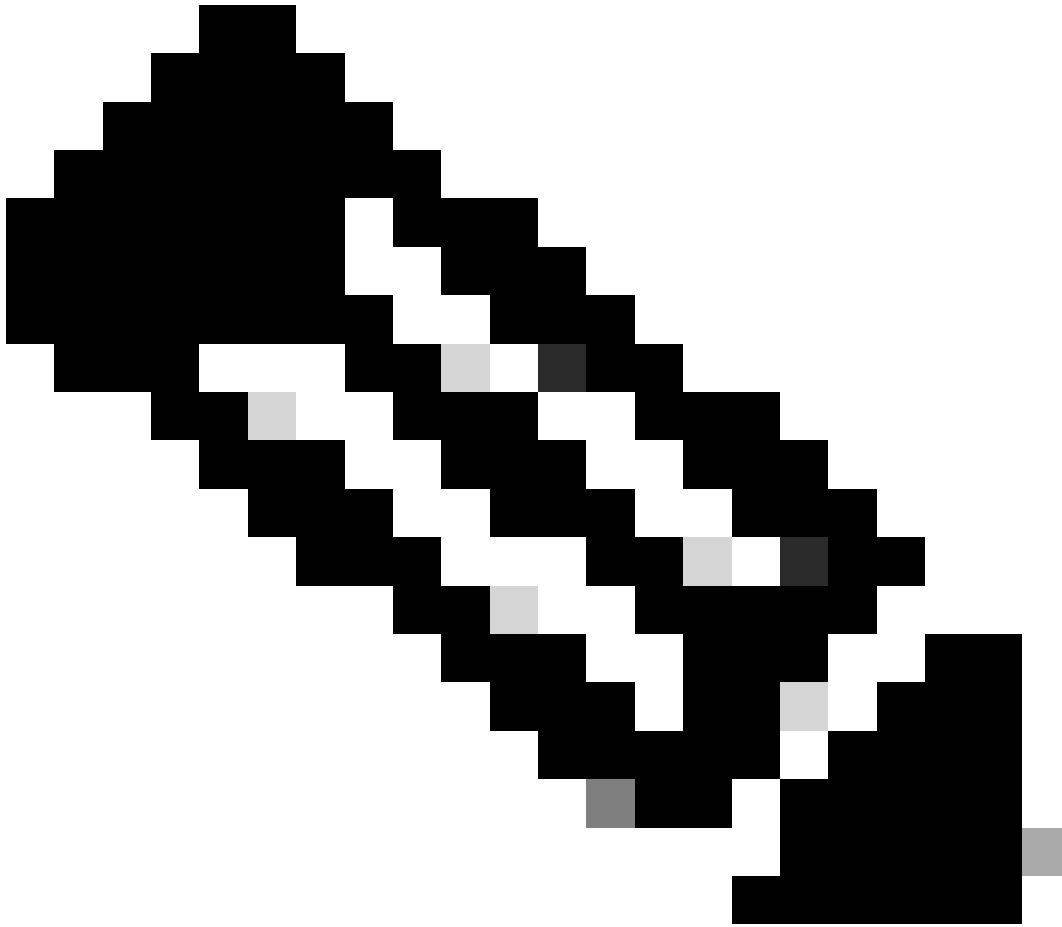
Step 7: Choose 'Selected Virtual Accounts' radio button

Step 8: Choose desired User role for the user from the 'User Role' drop down and click 'Ok'

Step 9: From the displayed wizard select the Virtual Accounts on the left-hand side for which the selected access role for the user needs to be enabled

Step 10: Make a selection based on access need of the user and click either:

- 'Assign Account Only' in case the access is required for the selected virtual account
- 'Assign Account and Children' in case the access is required for both parent and associated children account(s)



**Note:** "Unassign Selected" & "Unassign All" can be used to undo the selection of virtual accounts on the wizard

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Step 11: Once all is set on the wizard per requirement commit the changes by clicking Ok

**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.

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](#).