

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

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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:

- Active Cisco.com account
- Smart Account Administrator User Role

Please follow the steps below:

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: On the Manage Smart Account page, click Requests tab, and then click Access Requests.

Step 5: In the Status column, click Pending.

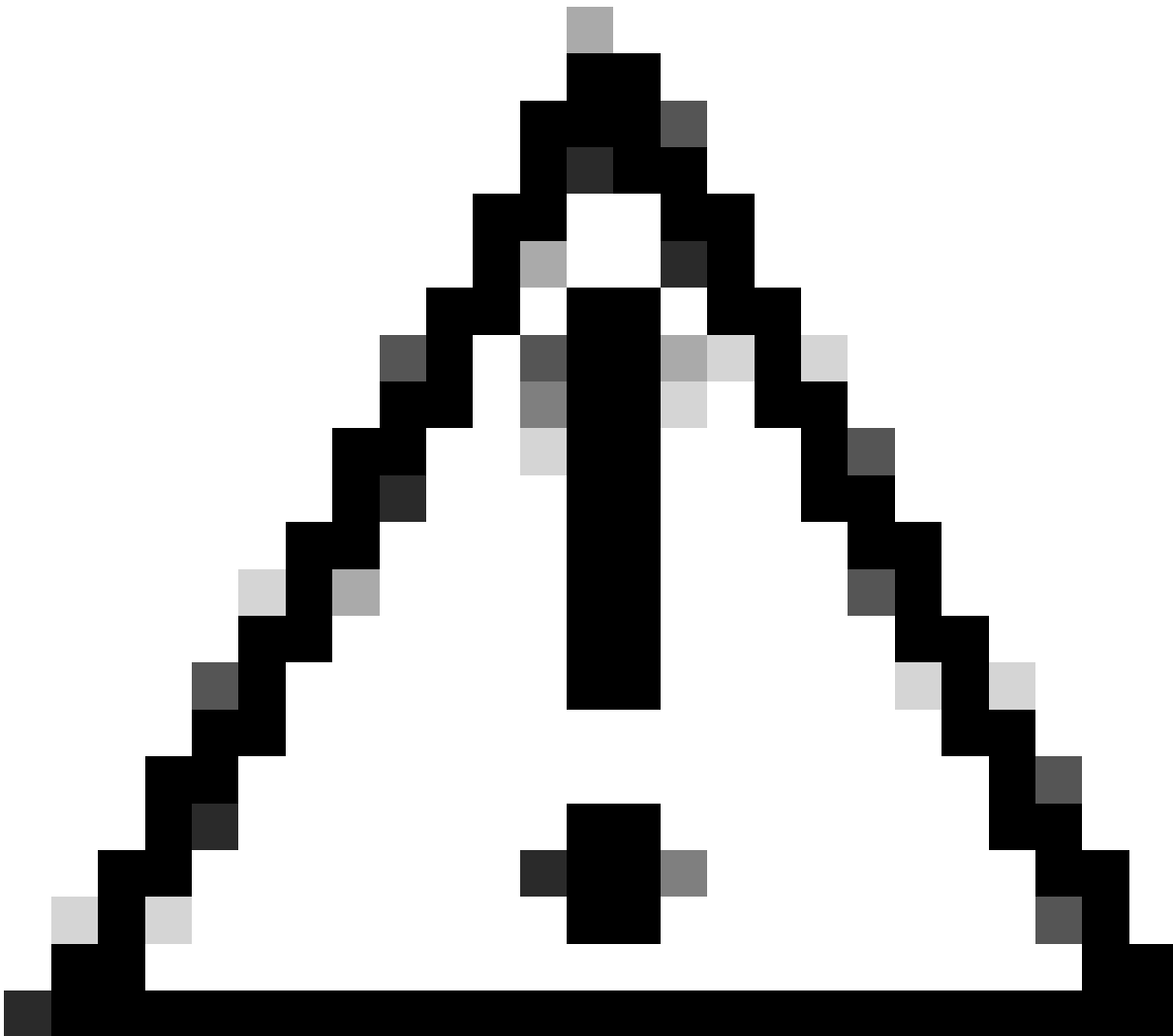
Step 6: To decline an access request, in the **Available Actions**, click the **Decline** radio button. You can optionally add a reason for declining an access request. Click **Submit**.

**Step result:** The system displays a notification message that confirms that the access request is declined, and an email will be sent to the requesting party.

Step 7: To approve an access request, in the Available Actions section, click the Approve radio button.

a) From Scope of Access, select one of the following options:

- **Entire Smart Account**
- **Selected Virtual Accounts**



**Caution:** The system displays the available Virtual accounts that you can assign to the user only after you select the user role first.

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b) From the **User Role** drop-down list, select:

- For Smart Account

- **Smart Account Approver**
- **Smart Account Administrator**
- **Smart Account User**
- **Smart Account Viewer**

-For Virtual Account

- **Virtual Account Administrator**
- **Virtual Account User**
- **Virtual Account Viewer**

**Step result:** The system displays a notification message that confirms that the access request is approved, and a confirmation email will be sent to the requesting party.

**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](#) .