

CCO ID Add Access Services

Managed Services
Professional



Table of Contents

1 Cisco Profile Manager	2
1.1 Click on Customer Profile Manager and log in with your CCO ID.....	2
2 Adding access to SW libraries (SW download) or access to service coverage based on an active service contract number (the access privilege is based on the type of the service contract)	2
2.1 Adding / requesting the access – Adding access to SW libraries (SW download) based on an active service contract number (the access privilege is based on the type of the service contract).....	3
2.2 Adding / requesting the access – Adding access to service coverage based on an active service contract number (the access privilege is based on the type of the service contract)	4

1 Cisco Profile Manager

- Cisco Account Login – Profile Manager for Customers & Partners:
<https://www.cisco.com/c/en/us/about/account.html>

1.1 Click on Customer Profile Manager and log in with your CCO ID

Cisco.com Account



Customer Profile Manager

- Edit your customer profile
- Request access to services and support
- Register as a CCIE or CCDE or begin the Partner Registration process
- Update your security information

2 Adding access to SW libraries

(SW download) or access to service coverage based on an active service contract number (the access privilege is based on the type of the service contract)

- Click on the Access Management tab



Home



Personal



Security

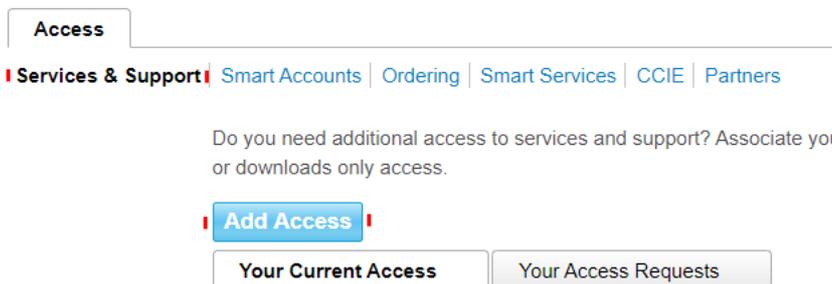


Settings



Access Management

- Choose the Services & Support segment
- If the user already has an access to any service contracts, a list of these will appear in the given column
 - Access to specific contracts (Contract Number, Your Current Access tab) – intended for End users and Cisco partners (resellers)
 - Access to all contracts according to the contract bill to id (Bill-To ID, Your Current Access tab) – intended for Cisco partners (resellers) **only**
 - Click on Add Access



2.1 Adding / requesting the access – Adding access to SW libraries (SW download) based on an active service contract number (the access privilege is based on the type of the service contract)

- Click on the Downloads Only option
- Click the Go button

Add Access
X

What type of access are you requesting?

Software Download, support tools, and entitled content on Cisco.com

TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com

Your entitlement to services is defined by your contract's coverage terms.

If you are an end customer who purchased a Partner-Branded Service support contract, you are only entitled to Software Download, support tools, and entitled content on Cisco.com, and must contact your Reseller in the event that TAC support or RMA is needed.

Go

- A dialogue with two options will open – fill out either a Contract number or a Product serial number

Downloads that require a service contract must be approved by your company contract administrator. If the terms of the contract do not allow for this, please [request full support access](#) instead.

Enter up to 10 contract numbers or one product serial number to associate with your Cisco Account.

We will check for an assigned company contract administrator.

Contract Number(s)

OR

Product Serial Number

Submit

By clicking Submit you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#)

- Enter the necessary data and click Submit – Cisco will automatically evaluate whether the access can be granted or not:
 - If the outcome is positive, the system will assign the contract to the profile, enabling access to the SW libraries and downloads
 - If the outcome is negative, the request is denied
 - If the outcome is not 100% clear, the system will send comprehensive info to the service contract admin, who will decide whether to grant or not

2.2 Adding / requesting the access – Adding access to service coverage based on an active service contract number (the access privilege is based on the type of the service contract)

- Choose the TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com
- Click the Go button

Add Access X

What type of access are you requesting?

Software Download, support tools, and entitled content on Cisco.com

TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com

Your entitlement to services is defined by your contract's coverage terms.

If you are an end customer who purchased a Partner-Branded Service support contract, you are only entitled to Software Download, support tools, and entitled content on Cisco.com, and must contact your Reseller in the event that TAC support or RMA is needed.

Go

- A dialogue with two options will open – fill out either a Bill to ID or a Contract number or Serial number
- In 99% of cases, the Contract number is used -> access to TAC, RMA and SW libraries (eligible only for specific contracts)

- **Bill-To ID is for Cisco partners only and is not intended for End users**

In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.

Bill-to ID(s)

Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID.

OR

Specific Contract(s)

Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts.

By Service Contract Number(s)

Enter service contract number(s) if you have it.

OR

By Serial Number

If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.

All submitted requests will be reviewed by an administrator.

By clicking Submit you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#)

- **Enter the necessary data and click Submit – Cisco will automatically evaluate whether the access can be granted or not:**
 - If the outcome is positive, the system will assign the contract to the profile, enabling access to the SW libraries and downloads
 - If the outcome is negative, the request is denied
 - If the outcome is not 100% clear, the system will send comprehensive info to the service contract admin, who will decide whether to grant or not