



Anleitung zur Vertragszuordnung.

1. Auf Cisco Account Login – Profile Manager for Customers & Partners – Cisco gehen.

2. Einloggen.

3. Auf den Link „Customer Profile Manager“ klicken.

The screenshot shows the Cisco.com Account page. At the top, there is a navigation bar with links for Products and Services, Solutions, Support, Learn, Partners, How to Buy, and EN US. Below the navigation bar, the page title is "Cisco.com Account". On the left, there is a "Customer Profile Manager" section with a blue circular icon and a list of four bullet points: "Edit your customer profile", "Request access to services and support", "Register as a CCIE or CCDE or begin the Partner Registration process", and "Update your security information". An orange arrow points to the "Customer Profile Manager" link, which is highlighted with a red box. On the right, there is a "Partner Self-Service Portal" section with a blue circular icon and a list of eight bullet points: "Request access to Cisco tools and applications", "Manage your profile, contacts, roles, company details (including location management), access requests, and more", "View and download reports of assigned contacts and their access to specific applications", "Ensure that you are properly set-up to conduct business with Cisco", and "Locate your Cisco representative and Channel Account Manager (CAM) with the help of 'Cisco Sales Contact'".

4. Auf „Access Management“ klicken.

If you need to change your email address, please do so in [Partner Self Service \(PSS\)](#).

Your Personal Details		Your Company Details	
First Name	Country or Region	Germany	
Last Name	Company		
Preferred First Name	Street Address		
Email Address (business email preferred)	Company Phone Number		
CCOID	Job Role	System / Sales Engineer	Job Level
		Individual Contributor	
	Job Title		

5. Auf „Add Access“ klicken.

Choose Language : [English](#)

Access		For Access Issues	
Services & Support Smart Accounts Ordering Smart Services CCIE Partners		Email Your Current Access For covered products, you have full support access: Open a Support Case Downloads	
Back to Profile Management Add Access		Grant Access for Users From Other Companies Contract Management View and manage contracts: Software Subscriptions & Services (CCW-R) Request Access Administer access to support: Service Access Management Tool	
Contract Number Bill-to ID Administrators - Find Access - + Find Access -		Contract Administrators Contract Administrators	
<p>Showing 1 to 9 of 9 entries</p>			

6. Partner Support (der erste Radio Button):

„Software-Downloads, Support-Tools und Inhalte auf Cisco.com, auf die Sie Anspruch haben“ auswählen.

Smartnet (der zweite Radio Button):

„Erstellung von TAC- und RMA-Tickets, Software-Downloads, Support-Tools und Inhalte auf Cisco.com, auf die Sie Anspruch haben“ auswählen.

Add Access

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.

entri **Go**

7. Auf „Go“/„Los“ klicken.**8. Vertragsnummer oder Seriennummer eingeben und auf „Senden“ klicken.**

CISCO Products Support & Learn Partners Events & Videos

Downloads that require a service contract must be approved by your company contract administrator. If the terms of the contract allow you to get technical support directly from Cisco, you can [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.

9. Fertig. Die Replizierung kann bis zu 48h in Anspruch nehmen.