



Anleitung zur Vertragszuordnung.

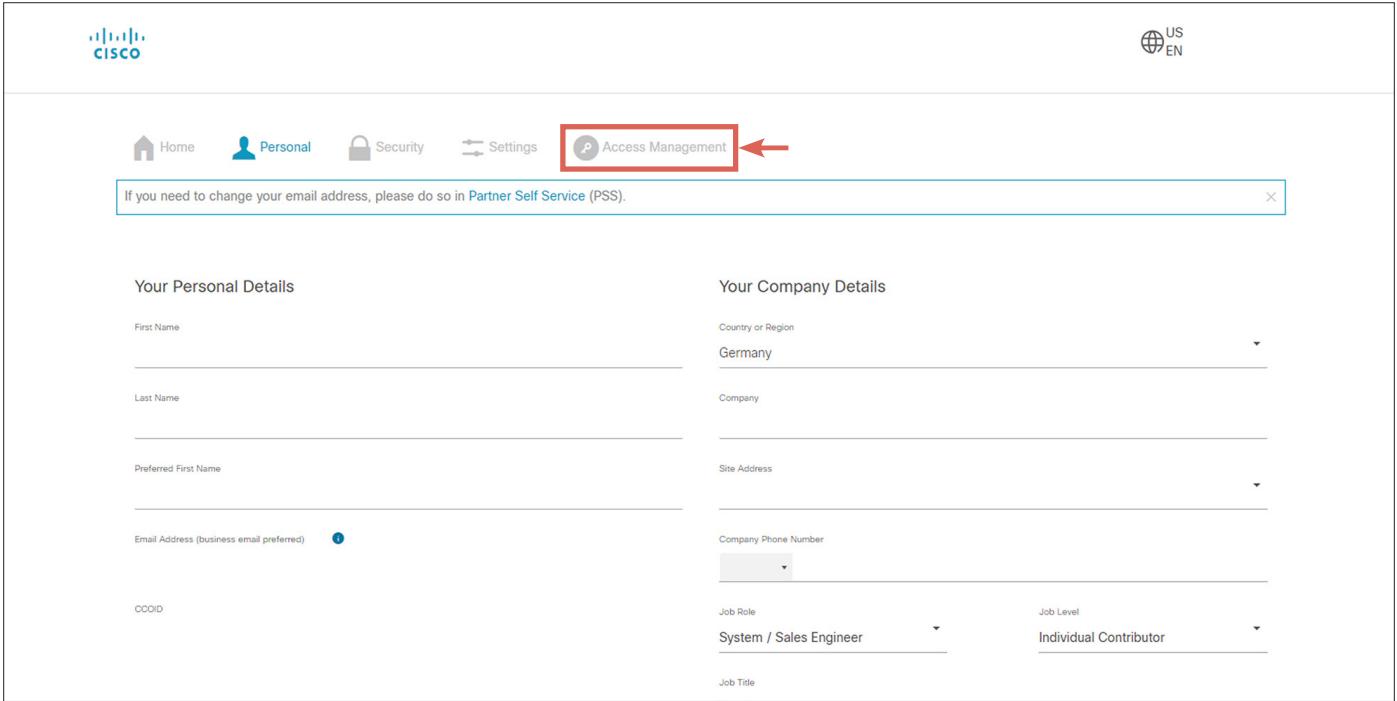
1. Auf Cisco Account Login – Profile Manager for Customers & Partners – Cisco gehen.

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 a language selector (EN US). Below the navigation bar, the page title is "Cisco.com Account". There are two main sections: "Customer Profile Manager" and "Partner Self-Service Portal". The "Customer Profile Manager" section features a blue circular icon with a person and a cloud, and a list of 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". The "Partner Self-Service Portal" section features a blue circular icon with a computer monitor displaying charts, and a list of 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'". A red arrow points to the "Customer Profile Manager" link, and a red box highlights the entire link.

4. Auf „Access Management“ klicken.



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

Your Personal Details

First Name

Last Name

Preferred First Name

Email Address (business email preferred) [?](#)

CCOID

Your Company Details

Country or Region

Company

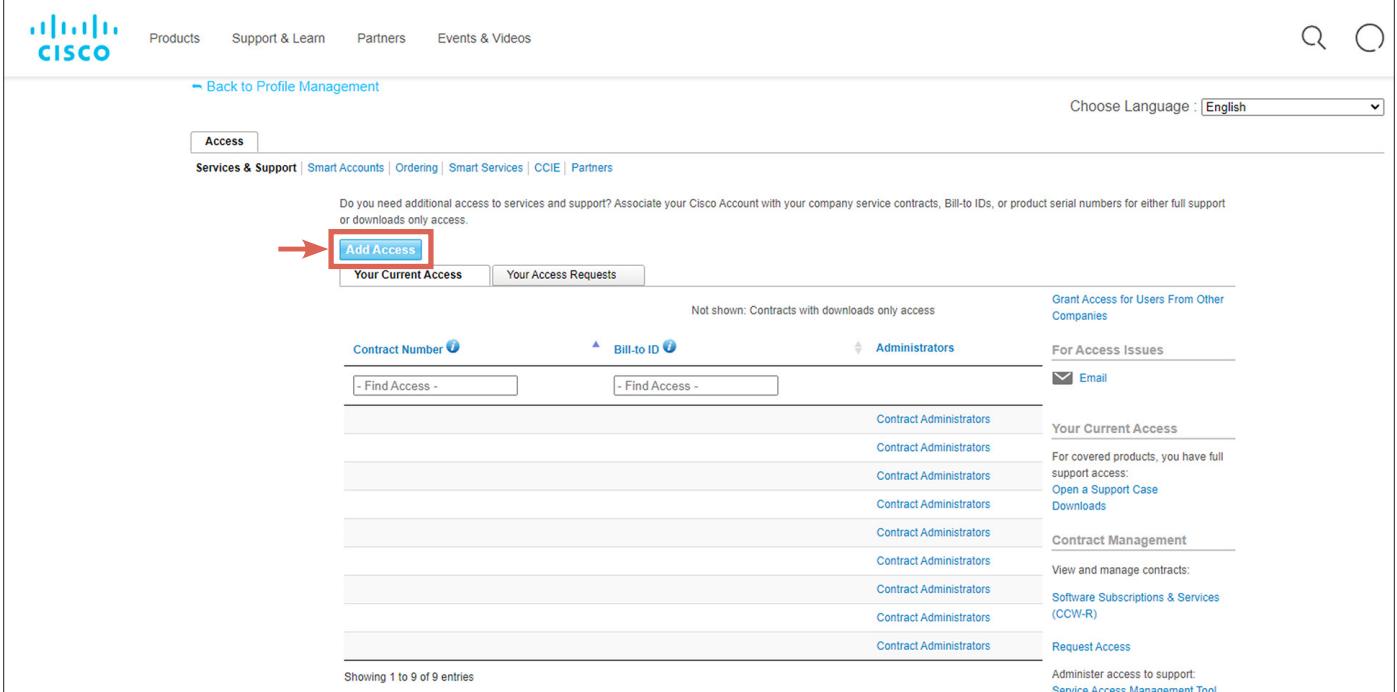
Site Address

Company Phone Number

Job Role

Job Level

5. Auf „Add Access“ klicken.



Choose Language : [English](#)

[Back to Profile Management](#)

Access

[Services & Support](#) | [Smart Accounts](#) | [Ordering](#) | [Smart Services](#) | [CCIE](#) | [Partners](#)

Do you need additional access to services and support? Associate your Cisco Account with your company service contracts, Bill-to IDs, or product serial numbers for either full support or downloads only access.

Add Access

Contract Number ?	Bill-to ID ?	Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators
<input type="text"/>	<input type="text"/>	Contract Administrators

Not shown: Contracts with downloads only access

Grant Access for Users From Other Companies

For Access Issues Email

Your Current Access

For covered products, you have full support access:
[Open a Support Case](#)
[Downloads](#)

Contract Management

View and manage contracts:
[Software Subscriptions & Services \(CCW-R\)](#)

Request Access

Administer access to support:
[Service Access Management Tool](#)

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.