



Smart Account Roles Overview

Partners & Customers



Learning Objectives

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Learn about Smart Account Roles for Customers and for Partners

Smart Account Roles

Customer Smart Account Roles

Smart Account Approver	Smart Account Administrator	Virtual Account Administrator
Can only approve Smart Account legal agreements on behalf of the Account Owner. Includes no User or Administrator privileges.	Manages all aspects of the Smart Account and its Virtual Accounts. The Smart Account Administrator can view and manage license inventory for the entire Smart Account, and also perform Account management activities.	Similar to the Smart Account Administrator, but limited to selected Virtual Accounts. Can perform license management activities and also User management for selected Virtual Accounts.

Smart Account User	Virtual Account User
Similar to a Smart Account Admin, this role allows access to all Virtual Accounts. A Smart Account User can perform licensing activities, but cannot create new Virtual Accounts or perform User management activities.	Similar to a Smart Account User, but is limited to the Virtual Account the User is assigned to – they can perform license management activities, but cannot add new users to their assigned Virtual Account.

Customer Smart Account Roles

Partner and Customer Smart Account Roles

User Roles	Capabilities in CSC (Cisco Software Central)	Capabilities in SSM (Smart Software Manager)
Smart Account Approver	<ul style="list-style-type: none"> Edit/View Account Properties View Users at Smart Account & Virtual Account Level View Notifications View Event Logs 	<ul style="list-style-type: none"> No access
Smart Account Administrator	<ul style="list-style-type: none"> Edit / View Account Properties Add / Edit / Delete Virtual Accounts Add / Edit / Delete Users (at SA and VA level) View Notifications View Event Logs 	<ul style="list-style-type: none"> Can perform all activities in Smart Software Manager at Smart Account Level and Virtual Account Level
Smart Account User	<ul style="list-style-type: none"> View Account Properties View Virtual Accounts View Users (at SA and VA level) View Notifications View Event Logs 	<ul style="list-style-type: none"> Can perform all activities in Smart Software Manager at Smart Account Level and Virtual Account Level
Virtual Account Administrator	<ul style="list-style-type: none"> View Account Properties View Assigned Virtual Accounts Add / Edit / Delete Users (capability to add Virtual Account Admins or Virtual Account Users) View Notifications View Event logs (restricted to assigned VAs) 	<ul style="list-style-type: none"> Can perform all activities in SSM for the Virtual Accounts they have access to
Virtual Account User	<ul style="list-style-type: none"> View Account Properties View Assigned Virtual Accounts View Users (only those linked to assigned VAs) View Notifications 	<ul style="list-style-type: none"> Can perform all activities in SSM for Virtual Accounts they have access to

Grant Partner Access to Manage Smart Account

You can grant Partners access to manage your Smart Account and your licenses by adding them as a User.
There are 4 user roles that you can assign Partners to:

Role	Access Level	Select this when...
Smart Account Administrator	Partners can view and manage license inventory for the entire Smart Account; and can also perform User and Account management activities under this access level.	You can select this option if only one Partner will be managing your entire Smart Account, and also if the Partner needs to manage Users and Virtual Accounts on your behalf.
Virtual Account Administrator	Partners can view and manage licenses only in specific Virtual Account(s) for which they have been granted access. Partners can also manage Users in the assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses in specific Virtual Account(s) but not within all the Virtual Accounts. Please note that the Partner will also be able to manage Users for the assigned Virtual Account(s).
Smart Account User	Partners can view and manage license inventory for the entire Smart Account.	You can select this option if the Partner will be managing your entire Smart Account, but you would like to keep control over the Account management activities (adding/ deleting Virtual Accounts and User management).
Virtual Account User	Partners can view and manage license inventory for assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses within a particular Virtual Account, but you would like to keep control over adding or deleting Users within that Virtual Account.

Please note that by authorizing a Partner User to access your Smart Account, you implicitly acknowledge that it will enable the Partner User to access all the information within the Smart Account that includes Licenses, Devices, etc.

In addition, please note that as a Customer you are responsible for all the actions performed by your Partners, which includes any licensing transactions as well.

