

Cisco Service Contract Center— 1-Tier Partner Access Checklist



Note: Having had access previously to Service Contract Center (SCC) does not mean you have automatic access to Cisco Service Contract Center. You must be a registered user with a registered partner to access Cisco Service Contract Center. The entire registration process can take up to two weeks.

2-Tier Shared Support Partners cannot get access to Cisco Service Contract Center at this time.

Section 1: Gaining Access to Cisco Service Contract Center

Step	Instructions	How to get support for this step
1. Your company must be a registered partner with Cisco.	a. Your company must be a Cisco Registered Partner to access Cisco Service Contract Center. Partner registration is completed once for a company by a single individual at: www.cisco.com/go/partnerregistration .	Take web-based training on getting access and registering contracts. Get details on how to register at: http://www.cisco.com/warp/public/765/tools/registration/userguide.shtml or access the quick reference guide at:

Step	Instructions	How to get support for this step
	<p>Check to see if your company has already been registered by going to http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp</p> <ol style="list-style-type: none"> 1. If your company is already registered, go to Step 2. 2. If your company is not registered, complete the process by using the steps as outlined on the website, and then move to Step 2. 	<p>http://www.cisco.com/warp/public/765/tools/registration/reference_guide.shtml.</p> <p>If you are having trouble with this process, log a case with the Partner Relationship Team: http://tools.cisco.com/WWChannels/IPA/welcome.do.</p>
<p>2. Each individual user must have a Cisco.com password.</p>	<p>To obtain an individual Cisco.com ID:</p> <ol style="list-style-type: none"> a. From the Cisco Registered Partner page at (www.cisco.com/go/partnerregistration), b. Click New User (this action takes you to the Cisco.com Registration page: http://tools.cisco.com/RPF/register/register.do). c. In the “Register for Additional Access” section, check the Cisco Channel Partner box. d. When you have finished answering all the questions, click Submit at the bottom of the page. 	<p>Details on how you can obtain your individual partner-level user access are on page 5 of the Cisco Channel Partner Program – User Guide for the Partner Self Service Tool: http://www.cisco.com/warp/public/765/tools/pss/pss_userguide_english.pdf</p> <p>If you are having trouble completing this process, log a case with the Partner Relationship Team: http://tools.cisco.com/WWChannels/IPA/welcome.do</p>
<p>3. If you've forgotten your password ...</p>	<ol style="list-style-type: none"> 1. Send an e-mail to cco-locksmith@cisco.com to get a CCO ID and a new password. 2. You should receive a new password within a few minutes. 3. Note: Do not add content in the e-mail body because doing so will prevent the e-mail from bouncing back with CCO ID and Password. 	

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<p>4. Associate (or link) your Cisco.com ID and password to your partner company.</p>	<p>To complete the association, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Partner Central at: http://tools.cisco.com/WWChannels/GETLOG/login.do. 2. Launch Partner Self Service using your CCO ID and password. 3. Search for your company by choosing a value from the Country drop-down list, enter your company name, and click Next. (It is recommended that you select the country where your company's headquarters are located.) 4. From the result(s), choose your company and click Next. 5. You are asked to choose a specific location if your company has multiple office locations. Find your location and click Next. 6. The Profile Information page appears. On this page, you can perform updates to your user information such as contact phone number. Once you are satisfied that the information is accurate, click Submit. 7. An e-mail will be sent to your company's Cisco Administrator to approve your request. Upon approval, the Association will be completed within 48 hours. 	<p>If you have any difficulty completing the association, open a support case at: http://www.cisco.com/web/partners/tools/help/online/index.html.</p>

Step	Instructions	How to get support for this step
5. Bookmark Cisco Service Contract Center launch page.	<p>Bookmark the Cisco Service Contract Center website where you can get updates and news at www.cisco.com/go/csc or http://www.cisco.com/web/partners/services/resources/csc/index.html.</p> <p>Or, you can bookmark the application itself: http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction</p>	
6. Log in to Cisco Service Contract Center.	<ol style="list-style-type: none"> 1. Go to www.cisco.com/go/csc. 2. Click Login. 3. Enter your CCO ID and password. 4. If you are able to successfully log in to Cisco Service Contract Center, then move to Section 2 to make sure you have access to the correct contracts. 5. If you are still having problems logging in, log a case with Service Support Center. 	Log a case with Service Support Center at http://www.cisco.com/go/scc .

Section 2: Getting Access to Contracts

Once you have access to Cisco Service Contract Center, follow these steps during your first session. These initial steps will improve the speed of your contracts the next time you use Cisco Service Contract Center.

Step	Instructions	How to get support for this step
<p>7. Set default "Bill to ID" in user preferences.</p>	<ol style="list-style-type: none"> 1. From the Dashboard, navigate to the top, right corner of the screen and click Preferences. 2. When the Preferences pop-up window appears, choose the Estimates/Quotes tab. 3. Choose General and Financial from the list on the left. 4. In the Bill To field, enter your Bill To ID if you know it. 5. If you don't know your ID, you can click the plus sign and search for Bill To ID by company name and then choose the ID you want. 6. Click Save Preferences. 7. Log out of Cisco Service Contract Center when prompted. 	<p>From inside Cisco Service Contract Center, in the upper, right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc.</p>

Step	Instructions	How to get support for this step
<p>8. Set your default service level preferences.</p>	<ol style="list-style-type: none"> 1. Log back in to Cisco Service Contract Center after completing Step 7 in the section above (you will only have to do this once when getting started). 2. From the Dashboard, navigate to the top right-hand corner of the screen and click Preferences. 3. When the Preferences pop-up window appears, choose the Estimates/Quotes tab. 4. Click Service Level & Co-Term. 5. To set your default service levels, click the drop-down arrow next to Hardware Service Level and Software Service Level and choose the appropriate service level from the drop-down lists. Click Save Preferences. 6. Log out when prompted, and then log back in. <p>Note: You must complete number 7 first for Step 8 to be effective.</p>	<p>From inside Cisco Service Contract Center, in the upper ,right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc.</p>
<p>9. Run the Online Contract Management Assignment Report to see what contracts you have access to in Cisco Service Contract Center.</p>	<p>From inside Cisco Service Contract Center:</p> <ol style="list-style-type: none"> 1. Mouse over the General tab, and click the Reports menu. 2. Under Step 1: Choose a Report, choose User Contract Registration Report from the drop-down list. 3. Under Step 2: Specify Report Options, choose the e-mail report format and ensure the correct e-mail ID is listed in the Send Email to field. 4. Click the Run Report button. 5. You will receive the report in your e-mail inbox shortly after clicking Run Report. 	<p>From inside Cisco Service Contract Center, in the upper, right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc.</p>

Step	Instructions	How to get support for this step
10. Compare the list of contracts you should have access to with the contracts you see on the Contract Management Assignment Report.	<ol style="list-style-type: none"> 1. If you see all of the contracts you need to work with, then you are ready to start using Cisco Service Contract Center. 2. If you don't see all of your contracts, go to Step 8. 	
11. Auto-register Bill To ID.	<ol style="list-style-type: none"> 1. Log a case requesting access to one or many Bill To IDs. 2. Within 24 to 48 hours, you should see all of the contracts associated with the Bill To IDs you requested. 3. If you forgot to include a Bill To ID during this process, or if you need faster access to a specific contract, go to Step 12. 	From inside Cisco Service Contract Center, in the upper, right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc .
12. Request association to specific contracts.	<ol style="list-style-type: none"> 1. Mouse over the Administration tab and click Register Contracts. 2. Enter the contract numbers of the contracts you need access to (maximum 300 at one time) and click the Register button. 3. You will get a list at the top of the screen in red text telling you which contracts were successfully added and which failed. <p>Note: This process automatically grants access to contracts (without opening a support case). It takes about 15 to 20 minutes to propagate the system and then 24 to 48 hours to show up in Partner Opportunity Manager.</p>	Take web-based training on getting access and registering contracts. From inside Cisco Service Contract Center, in the upper, right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc .

Step	Instructions	How to get support for this step
13. If you see contracts you should not see...	Some partners have reported seeing incorrect contracts. If this happens, log a case with Service Support Center.	From inside Cisco Service Contract Center, in the upper, right corner, click Feedback/Open a Case or go directly to Service Support Center at http://www.cisco.com/go/scc . When you log a case, include the contract numbers that are inaccurate.



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