

## Cisco Service Contract Center—Direct Customer Access Checklist



### Section 1: Gaining Access to Cisco Service Contract Center

**Note:** If you do not have a Cisco.com user ID, you will be unable to access Cisco Service Contract Center. Having had access to Service Contract Center (SCC) does not mean that you have automatic access to Cisco Service Contract Center.

Step	Instructions	How to Get Support for this Step
1. Each individual user must have a Cisco.com password.	<p>If you do not have a Cisco.com ID and password, follow these steps to obtain one:</p> <ol style="list-style-type: none"> <li>Go directly to the Cisco.Com Registration page at <a href="http://tools.cisco.com/RPF/register/register.do">http://tools.cisco.com/RPF/register/register.do</a> .</li> <li>After you answer all the questions on the registration form, click <b>Submit</b> at the bottom of the page.</li> <li>After you submit your registration, an activation email that contains your Cisco.com user ID and password is automatically generated and delivered to your email inbox.</li> <li>After you receive your Cisco.com user ID and password, go to Step 4 in this section.</li> </ol>	<p>If you are having trouble completing this process, go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
2. If you have forgotten your password follow these steps.	<ul style="list-style-type: none"> <li>a. Go to <a href="http://tools.cisco.com/RPF/passwordreset.do">http://tools.cisco.com/RPF/passwordreset.do</a> to obtain a Cisco.com ID and a new password.</li> <li>b. You should receive a new password within a few minutes of your request.</li> </ul>	<p>Go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
3. Bookmark the Cisco Service Contract Center launch page.	<ul style="list-style-type: none"> <li>a. Use your Cisco.com ID and password to access the <a href="#">Cisco Service Contract Center front page</a> where you can get updates and news about Cisco Service Contract Center.</li> <li>b. Bookmark this page for convenient access.</li> <li>c. Or, you can bookmark the application itself: <a href="http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction">http://tools.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction</a></li> </ul>	<p>Go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
4. Log in to Cisco Service Contract Center.	<p>a. To access the Cisco Service Contract Center solution, you must first log in to the <a href="#">Cisco Service Contract Center front page</a> on Cisco.com. Click the front page link above and use your Cisco.com user ID and password to gain access. When you click the link, you will see the Customer Log In Site.</p> <p>b. From the Log In Site, Under “Existing User” enter your Cisco.com ID and password.</p> <p>c. Click <b>Login</b> to access the Cisco Service Contract Center front page.</p> <p>d. From the front page, click the Log In button under Access, Support and Training to enter the Cisco Service Contract Center application.</p> <p>e. Enter your Cisco.com ID and password.</p> <p>f. If you are able to successfully log in to Cisco Service Contract Center, then go to <b>Section 2</b> for information about how to access your contracts.</p> <p>g. If you are not able to login successfully, you will be automatically directed to a page titled, “Having trouble logging in?” At the bottom of this page is a link that you can use to Log a Support Case with the Service Support Center (SSC). If you are not directed to this page and you still cannot access Cisco Service Contract Center, please see the column to the right under “How to Get Support for this Step” for guidance on how to open a case with the SSC.</p>	<p>Go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p> <p>To ensure that appropriate access levels are granted, be sure to inform the agent that you are a Direct Customer who purchases services directly from Cisco rather than through a Cisco partner.</p>

## 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 at which your contracts are accessed the next time you use Cisco Service Contract Center.

Step	Instructions	How to Get Support for this Step
5. Set default "Bill-to ID" in user preferences.	<ul style="list-style-type: none"> <li>a. From the Dashboard, navigate to the top, right corner of the screen and click <b>Preferences</b>.</li> <li>b. When the Preferences pop-up window appears, choose the <b>Estimates/Quotes</b> tab.</li> <li>c. Choose <b>Customer and Sites</b> from the list on the left.</li> <li>d. To enter the <b>Bill-To</b> ID in the <b>Bill-To</b> field, click the plus sign, search for Bill-To ID by entering either the <b>Bill-To</b> ID or the company name, and then choose the ID you want.</li> <li>e. Click <b>Save Preferences</b>.</li> <li>f. Log out of Cisco Service Contract Center when you are prompted.</li> </ul>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
6. Set your default service level preferences.	<ul style="list-style-type: none"> <li>a. Log back in to Cisco Service Contract Center after completing Step 5f in Section 2.</li> <li>b. From the Dashboard, navigate to the top, right corner of the screen and click <b>Preferences</b>.</li> <li>c. When the Preferences pop-up window appears, choose the <b>Estimates/Quotes</b> tab.</li> <li>d. Click <b>Service Level &amp; Co-Term</b>.</li> <li>e. 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 list. Click <b>Save Preferences</b>.</li> <li>f. Log out when prompted, and then log back in.</li> </ul>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
7. Run the Online Contract Management Assignment Report to see what contracts you have access to in Cisco Service Contract Center.	<p>From inside Cisco Service Contract Center follow these steps:</p> <ol style="list-style-type: none"> <li>Mouse over the <b>General</b> tab, and click the <b>Reports</b> menu.</li> <li>Under <b>Step 1</b>: Choose <b>User Contract Registration Report</b> from the drop-down list.</li> <li>Under <b>Step 2: Specify Report Options</b>, choose the email report format and ensure that the correct email ID is listed in the <b>Send Email to</b> field.</li> <li>Click the <b>Run Report</b> button.</li> <li>You will receive the report in your email inbox shortly after clicking Run Report.</li> </ol>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
8. 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"> <li>If you see all of the contracts you need to work with, then you are ready to start using Cisco Service Contract Center. For additional training access the <a href="#">Role Based Training</a> page on Cisco.com and click the Direct Customer tab.</li> <li>If you do not see all of your contracts, go to Step 9 in this section, or register your contacts in the profile manager.</li> </ol>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
9. File a case with the Service Support Center.	<ol style="list-style-type: none"> <li>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</li> <li>Please inform the agent about your business relationship with Cisco. Specifically, the agent needs to know that you are a Direct Customer who purchases services directly from Cisco. This information will help the agent to obtain the approvals that are required to grant you access to your contract</li> <li>Go to Step 10 to review important information that you should request when you open your Case with the Service Support Center.</li> </ol>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>

Step	Instructions	How to Get Support for this Step
10. Auto-register Bill-to ID.	<ul style="list-style-type: none"> <li>a. <a href="#">Open a case</a> requesting access to one or many Bill-to IDs.</li> <li>b. Within 24 to 48 hours, you should see all the contracts associated with the Bill-to IDs you requested.</li> <li>c. 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 11.</li> </ul>	<p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>
11. Request association to specific contracts.	<ul style="list-style-type: none"> <li>a. Mouse over the Administration tab and click <b>Register Contracts</b>.</li> <li>b. Enter the contract numbers of the contracts that you need access to (maximum 300 at one time) and click the <b>Register</b> button.</li> <li>c. You will see a list at the top of the screen in red text telling you which contracts were successfully added and which failed.</li> </ul> <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 appear in Partner Opportunity Manager.</p>	<p>Refer to the <a href="#">web-based training</a> for details on getting access and registering contracts.</p> <p>From inside the Cisco Service Contract Center, in the upper right corner, click <b>Open a Case</b>, or go directly to Service Support Center at <a href="http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php">http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php</a>.</p> <p>US/Canada Service Support Center phone#: 1-800-go-cisco</p>



#### Americas Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

#### Asia Pacific Headquarters

Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

#### Europe Headquarters

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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