Managing enterprises

A Security Cloud enterprise is a trust boundary for Cisco products, users, registered domains, identity providers, and other metadata.
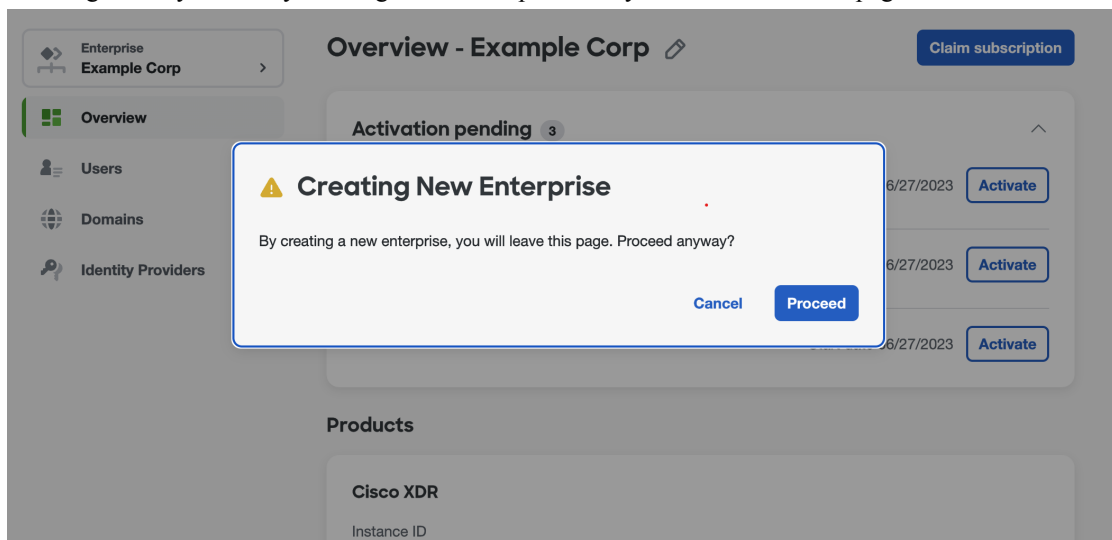
Create an enterprise

You can create multiple enterprise, each with their own set of users, products, and other enterprise data.

Procedure

Step 1   In Security Provisioning and Administration, hover over the **Enterprise** menu at the top of the browser and click **Create new enterprise**.

A dialog warns you that by creating a new enterprise will you leave the current page.

Step 2   Click **Proceed**.

Security Provisioning and Administration reloads with the new created enterprise selected. The enterprise is given a default name, which you can Rename an enterprise.

Rename an enterprise

You can rename an enterprise that you've created. Enterprise names are limited to 50 characters.
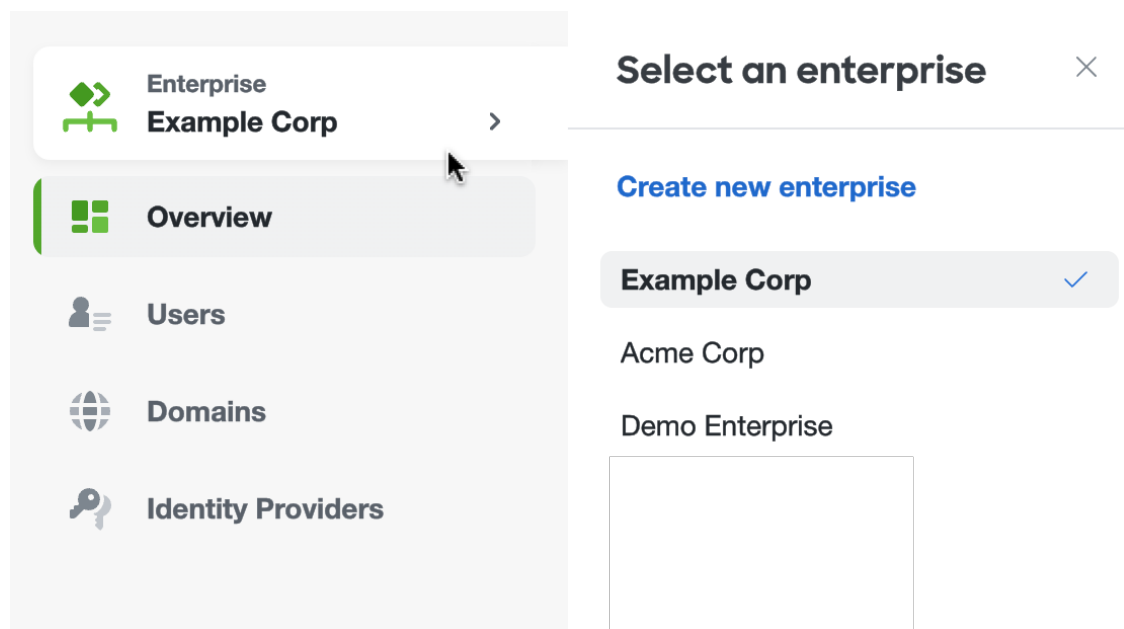
Procedure

Step 1   Switch enterprises that you want to rename from the **Enterprise** menu.

Step 2   Click the pencil icon ✎ next to the enterprise name at the top of Security Provisioning and Administration page.

Step 3   In the **Edit Enterprise Name** dialog box, enter the new enterprise name and click **Save**.

Switch enterprises

All operations you perform in Security Provisioning and Administration, such as creating domains or inviting users, are applied to the currently selected enterprise. The **Enterprise** menu at the top of Security Provisioning and Administration shows the currently selected enterprise. To switch to another enterprise, hover over the **Enterprise** menu and select an enterprise from the fly-out menu. You can also Switch enterprises from this menu.

Procedure

Step 1	Sign in to Security Provisioning and Administration.
Step 2	Hover over the **Enterprise** menu and select the desired enterprise from the fly-out menu.

Security Provisioning and Administration reloads with the selected enterprise.

# Support access to an enterprise

To help the support team diagnose and debug issues more effectively, you can grant the team temporary access to your enterprise. This access is automatically revoked after a specified duration, and can also be disabled anytime after it is no longer needed.
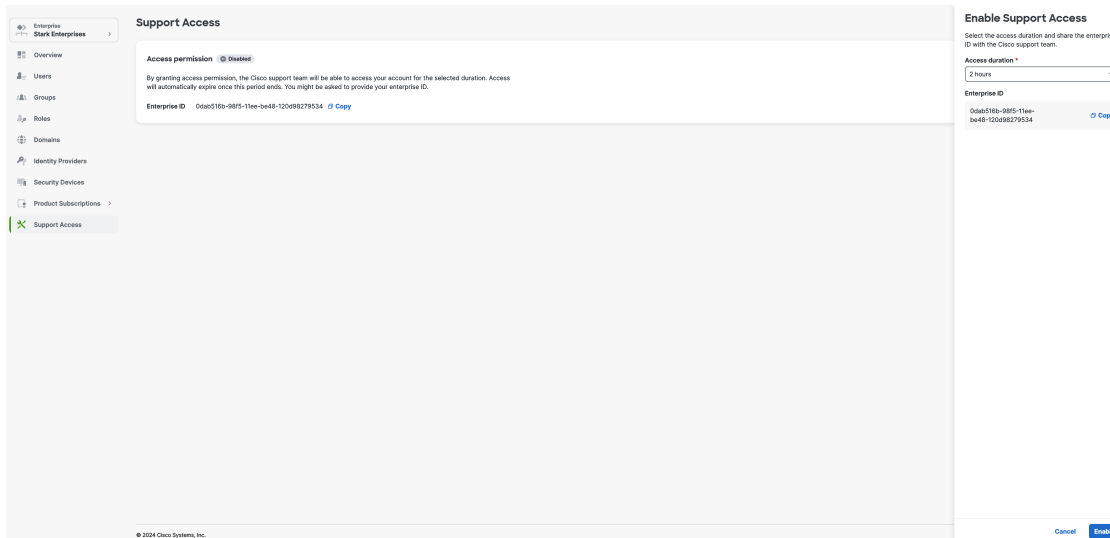
Enable support access

You can grant the support team access to your enterprise for better diagnosis and debugging.

Procedure

Step 1   In the Security Provisioning and Administration window, hover over the Enterprise menu and from the slide-in pane, select the enterprise .

Security Provisioning and Administration reloads with the selected enterprise.

Step 2   Click **Support Access** in the left navigation pane.
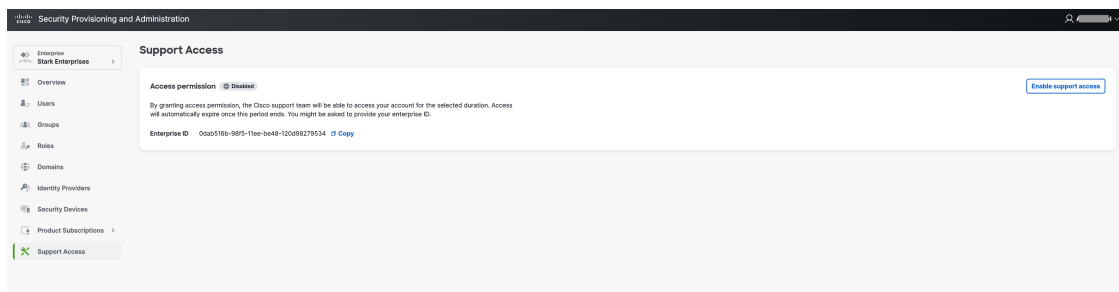
Step 3   In the **Support Access** page, click **Enable support access**.

Step 4   In the **Enable Support Access** slide-in pane, select the duration from the **Access duration** drop-down list.

This is the duration for which the Cisco Support team has access to your enterprise account.

Step 5   Under **Enterprise ID**, click the clipboard icon to copy the number.
   a)   Paste the enterprise ID into a safe text tool.
   b)   When asked, provide the enterprise ID to the Cisco Support team.

Step 6   Click **Enable**.

Access to your enterprise is enabled and the support team can access your enterprise for the duration that you have configured. At the end of this period, access is automatically revoked.

Disable support access

You can revoke the access that is provided to the support team, when needed. Also, after the access duration expires, the access is automatically revoked.

Procedure

Step 1   In the Security Provisioning and Administration window, click **Support Access** in the left navigation pane.

Step 2   Click **Disable Support Access**.

Step 3   In the **Disable Support Access** dialog window, click **Disable access**.

External access to your enterprise is disabled.