

Cisco.com User ID Creation and Access



Prepared for:

Social Security Administration

Prepared by:

Gerard Thompson

Red River Program Manager

Why Create a Cisco.com User ID?

You will need a Cisco.com ID and password to be able to use all the tools and services available.

With your Cisco.com ID you can:

- ❖ Obtain product and user documentation
- ❖ Download required software for Cisco products
- ❖ Open, track, and update your service requests
- ❖ Access the RMA/Service Order tool
- ❖ Use the Error Decoder tool
- ❖ Subscribe to the Product Alert tool
- ❖ Use the Command Lookup tool and more!

Cisco.com is also an excellent online resource for:

- ❖ Technology white papers
- ❖ Design guides
- ❖ Troubleshooting guides

Changes to Login Experience:

As of 4/16/2021, users must use their email address (XXXX@ssa.gov) and password instead of username to log in to their Cisco appliance.



Steps for Creating your new Cisco.com ID:

1. Go to www.cisco.com and click on the "person" icon in the upper right corner of the screen. Select "Create Account"



2. Fill out the required information on the following few screens and submit your request.

***If you are SSA contracted staff and need access to the WPA, your primary or secondary Cisco.com ID email must be a valid @SSA.gov address.**

If you are a full time employee of SSA, for the Company Name Field use this format only:

If you support SSA as a contracted staff, for the Company Field Name, please provide:

"Social Security Administration"

"Contracting company's name"



3. You will receive a confirmation email when your account is created. Follow the email instructions to complete your Cisco ID creation.

Cisco.com: Adding Contracts for New and Existing Accounts

- ❖ Go to Cisco.com, log in, click on “person” icon in the upper right corner of the screen.
- ❖ Click on Customer Profile Manager
- ❖ Click the Access tab and verify which contracts need to be added
- ❖ Click Add Access and enter the contracts you wish to associate to your
- ❖ Cisco.com ID (204827074 is the main WPA contract for the VA)

**Please note that requests to be added to this contract are reviewed and additional steps for approval may be requested via an email*

- ❖ Select the type of contract you will be adding; Full Support is defined by a contract's coverage terms that may include technical support, case management, software downloads, RMAs, tools and viewing entitled contracts on Cisco.com or Downloads Only
- ❖ Press Submit



Modifying Existing Cisco.com ID Accounts:

- ❖ Go to Cisco.com, log in, click on “person” icon in the upper right corner of the screen.
- ❖ Click on Customer Profile Manager
- ❖ Click the Contact tab to add an alternate email address, update your
- ❖ Company Name and Address, and/or Phone Number
- ❖ Please note that if you support Social Security Administration as contracted staff, for the Company Name Field please provide your contracting company’s name. If you are a full-time employee of the SSA , for the Company Name Field use this format only:
Social Security Administration
- ❖ As a reminder, if you are SSA contracted staff and need access to the WPA either your primary or secondary Cisco.com ID email must be a valid @SSA.gov address.
- ❖ Press Save Changes

You cannot change your user ID once it is created

