How can I remove users from my Smart Account, in Cisco License Central (CLC)?

Introduction

This document outlines the steps to remove users from your Smart Account in Cisco License Central to manage access and maintain account security.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- The user accessing the Cisco License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Account Management" tab, and select “Users” under “Smart Account Management”

Step 5: Use the Search function to search for a User CCOID/name.

Step 6: Scroll to the right of the Users name and click on the three horizontal dots, click Remove.

Step Results:

⚠ **Caution**:

The user will lose access to the entire Smart Account, and they will be removed from any user groups that are associated with this Smart Account.

- You can send email notification to the User
- Remove User

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.