

Register and Maintain Your SMARTnet Contract



Cisco donations include a five-year 8x5xNext Business Day SMARTnet contract to help organizations install and maintain their systems. To take advantage of the SMARTnet benefits, you must be registered at Cisco.com and add the contract numbers in your Cisco account profile. This document provides instructions for these procedures and information about maintaining the contract information and accessing SMARTnet benefits.

Register at Cisco.com

Register your SMARTnet contract through your Cisco.com account. If you do not already have an account, follow these steps to create one.

1. Display the registration page at <http://tools.cisco.com/RPF/register/register.do>. You can also click the **Register** link at the top of any Cisco.com page.
2. Enter your Login, Contact, and Security information as required and click **Submit**. The email address cannot be associated with any other Cisco.com profile.
3. Within 24 hours, you will receive an email from Cisco. Click the link in the email to activate your account.
4. When your account is activated, Cisco displays a list of next steps. At this point, it is a good idea to log into your Cisco.com account and select **Update my account** to review and confirm your account information.

Note: If you have any problems with the registration process, review Cisco's [Registration Help FAQ](#).

Find Your SMARTnet Contract Number

Your SMARTnet contract is activated within three weeks after all the products in your Cisco request have been shipped. At that point, it will be displayed in your TechSoup account information.

1. Log in to [TechSoup](#).
2. Click the **My Account** link that appears at the top of most pages.
3. Click **Donation Request History/Status**.
4. Find your Cisco request in the Donations Request list. Unless the request was within the current month, you must use the Search Options to search for it by request number or date range.
5. Click the request number in the Donations Request list.
6. The SMARTnet contract number will be displayed in the information for each product.

Add the Contract to Your Cisco Account Profile

1. Go to the [Cisco.com Profile Manager](#).
2. Click the **Additional Access** tab at the top.
3. Under Obtain Additional Access, click **Add service contract numbers to profile for support access**.
4. Enter your SMARTnet contract number in the **Service Contract Number** box, and click **Submit**.
5. When the contract number is added to your profile, you will receive an email confirmation, usually within six hours.

Using the SMARTnet Benefits

For installation support and hardware replacement, you will need to open a case. You may open a case online or find phone contact information at the Contacts/Support Cases tab of Cisco's [Support and Downloads](#) page.

Many of the SMARTnet benefits can be used just by logging in to the Support and Downloads page.

See the [Cisco Global Technical Services Quick Start Guide](#) for additional information on how to get support, return damaged products, download software, and access other benefits.

Updating Contract Information

The contract lists each product covered by serial number. If the list changes, for example if a damaged item was replaced with a new one, you should go to the Service Contract Center, available through your Cisco.com account, to update any inaccurate details of your support contract.

What to Do When the Contract Expires

The contract information on the Donation Request History page in your TechSoup account includes the expiration date.

Cisco recommends that you extend your Cisco SMARTnet coverage before this date by contacting a Cisco reseller of SMARTnet service. Use the [Partner Locator](#) to find a reseller in your area. You are strongly encouraged to renew annually for as long as your organization owns the equipment or until that equipment is declared end-of-life (EOL) and is no longer supported by Cisco.

Note: All donated Cisco equipment no longer in use must be returned to Cisco via Cisco's Takeback and Recycle program. Organizations receiving product grants are not allowed to sell, exchange, or otherwise dispose of the donated property (or any portion thereof). Go to the [Cisco product take-back and recycling page](#) for instructions.