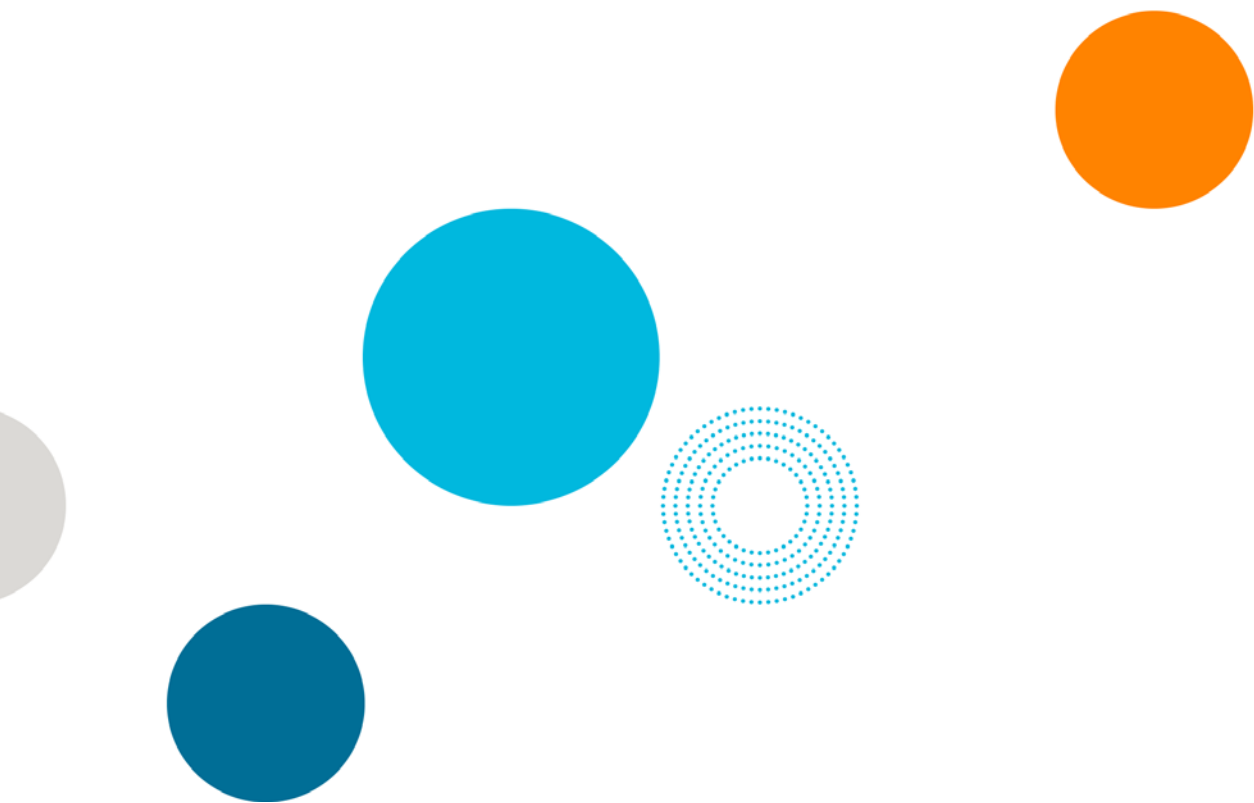


Register and Maintain Your SmartNet Contract



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](#). You can also click the user symbol at the top right of any Cisco.com page and then click **Create an account**.
2. Enter the information requested and click **Register**. The email address that you use must match the primary email address listed on your TechSoup account.
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 in to your Cisco.com account and click **Manage Profile** 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 five weeks after all the products in your Cisco request have been delivered. At that point, it will be displayed in your TechSoup account information.

1. [Log in to TechSoup](#).
2. [View your request history](#).

3. Find your Cisco request in the Request History 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.
4. Click the request number in the request list. The SmartNet contract number will be displayed in the information for each product.

Learn more about the status of your request in the [Donation Request Status Glossary](#).

Add the Contract to Your Cisco Account Profile

1. Go to your [profile management page](#).
Sign in if you have not already done so.
2. Click **Access Management** at the top.
3. Under Services & Support, enter your SmartNet contract number in the **Contract Number** box and click **Add Access**.
4. In the popup window, select **Software Download, support tools, and entitled content on Cisco.com** and click **Go**.
5. On the Send a Request to Your Company Contract Administrator page, enter your contract number in the **Contract Number(s)** box and click **Submit**.

When the contract number is added to your profile, you will receive an email confirmation, usually within 48 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 in the Contacts/Support Cases area 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 Technical Services Guide](#) for additional information on how to get started, enable smart capabilities, access digital resources, and find support assistance.

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 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 Takeback and Recycle Program page](#) for instructions.