

# *Cisco DOD Services Guide*

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## *How to Create a Cisco Profile ID for Association to a Services Full Contract*



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## 1. Introduction

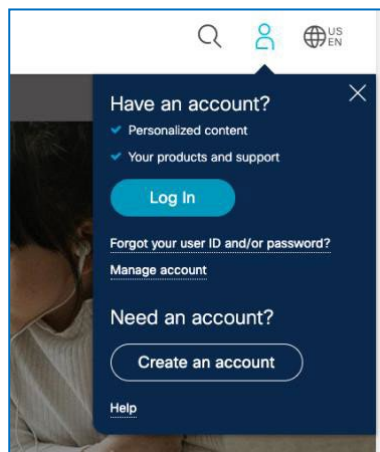
This document provides Cisco Services First contract users with instructions for creating a Cisco profile ID for association with a Services Full Coverage contract.

## 2. Creating a Cisco User Profile

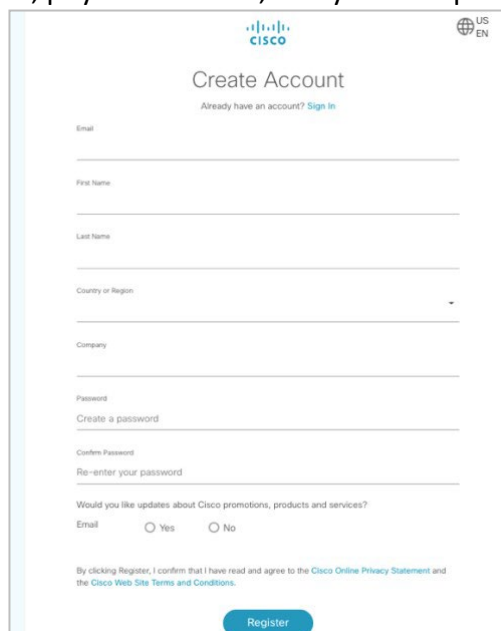
*If you do not have a Cisco user Profile, you will need to register for a new Cisco user Profile associated to the contract (Service Agreement). **If you have a Cisco user Profile and are on contract, skip to page 6.***

In a web browser, navigate to [www.cisco.com](http://www.cisco.com)

1. Click on **Create an Account** at the right of the screen as shown below:



2. Enter the required business contact information. You will need to be sure to include your work Organization, physical address, and your compliant email address.

A screenshot of the Cisco 'Create Account' registration form. The form is white with a blue header containing the Cisco logo and a globe icon with 'US' and 'EN' labels. The title 'Create Account' is centered, with a link 'Already have an account? Sign In' below it. The form fields include: 'Email', 'First Name', 'Last Name', 'Country or Region' (with a dropdown arrow), 'Company', 'Password' (with a 'Create a password' label), 'Confirm Password' (with a 'Re-enter your password' label), and a checkbox for 'Would you like updates about Cisco promotions, products and services?'. Below the checkbox are radio buttons for 'Yes' and 'No'. At the bottom, there is a 'Register' button and a small disclaimer: 'By clicking Register, I confirm that I have read and agree to the Cisco Online Privacy Statement and the Cisco Web Site Terms and Conditions.'

4. Once you have created the required fields, click the blue REGISTER button.
5. The “Complete Registration” screen will be displayed.
6. You will be directed to your email account to activate your registration with Cisco.com.
7. Check the email account you registered with for an email with the subject “Cisco.com Registration: Action required.”
8. Click on the Cisco.com account activation link in the email or cut and paste it into a browser address window.
9. The “Successful Registration” screen will be displayed.
10. You will receive a Cisco.com registration confirmation email with your user ID. After clicking on the confirmation link, your account is confirmed. You may then reach out to your High Touch Operations Manager (HTOM) to get your Cisco.Com user account associated with the Service Agreement (Contract). *You will need to provide your Cisco.Com Username—the one which is associated to your compliant .mil email address).*

### **3. Getting Help**

If you still have issues opening the Service Request ---or have any questions about support on your contract, please reach out to your HTOM by email.

**The following emails will reach your respective HTOM:**

**Air Force – [afhtom@cisco.com](mailto:afhtom@cisco.com)**

**Army – [armyhtom@cisco.com](mailto:armyhtom@cisco.com)**

**Marines – [usmchtom@cisco.com](mailto:usmchtom@cisco.com)**

**Navy – [donhtom@cisco.com](mailto:donhtom@cisco.com)**

**DISA / JSP – [hzanzi@cisco.com](mailto:hzanzi@cisco.com)**

**DAU / DCAA / DMA / DoDEA / JSF - [travrich@cisco.com](mailto:travrich@cisco.com)**

**DCSA / DFAS / DLA / DTRA / NDU – [mjowers@cisco.com](mailto:mjowers@cisco.com)**

**DeCA - [jonleona@cisco.com](mailto:jonleona@cisco.com) / [sarwalte@cisco.com](mailto:sarwalte@cisco.com)**

**DPAA / DTIC - [jlucien@cisco.com](mailto:jlucien@cisco.com)**

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