

# ***Cisco Enterprise Agreement (EA) Services Guide***

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



Cisco Systems, Inc  
Corporate Headquarters  
170 West Tasman Drive  
San Jose, CA 95134-1706  
<http://cisco.com>  
Tel: 408-526-400  
TAC: 800-553-2447

## About This Deliverable

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**Author:** Cisco Systems Advanced Services – High Touch Operations Manager (HTOM) Team

**Change Authority:** Cisco Systems Expert Care National (ECN) HTOM

## Review and Approval

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**Author**

**Enterprise Agreement (EA) HTOM Team**

**Change Authority**

**Customer Experience, Cisco Systems**

## 1. Introduction

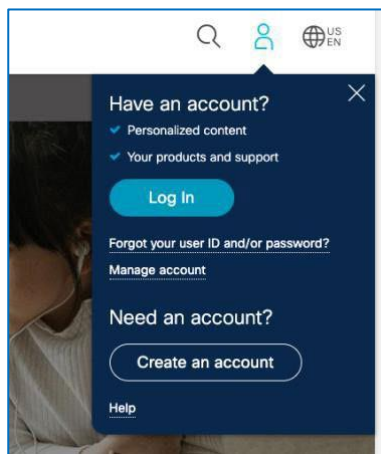
This document provides Cisco Services First contract users with instructions for creating a Cisco profile ID for association with a Services Full Coverage contract.

## 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 light blue border. At the top, the Cisco logo is on the left and a globe icon with "US EN" is on the right. The title "Create Account" is centered, with a link "Already have an account? Sign In" below it. The form contains several input fields: "Email", "First Name", "Last Name", "Country or Region" (with a dropdown arrow), "Company", "Password" (with a "Create a password" link), and "Confirm Password" (with a "Re-enter your password" link). Below these fields is a question: "Would you like updates about Cisco promotions, products and services?" with radio buttons for "Yes" and "No". At the bottom, there is 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." and a blue "Register" button.

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 Team by email.

- *VA-htom@cisco.com*

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