



Cisco.com User ID Creation and Access

Department of Veterans Affairs

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Why Create a Cisco.com User ID?

You will need a Cisco.com ID and password to be able to use all the tools and services available to you

- With your Cisco.com ID you can:
 - ❖ Obtain product and user documentation
 - ❖ Download required software for Cisco products
 - ❖ Open, track, and update your service requests
 - ❖ Access the RMA/Service Order tool
 - ❖ Use the Error Decoder tool
 - ❖ Subscribe to the Product Alert tool
 - ❖ Use the Command Lookup tool and more!
- Cisco.com is also an excellent online resource for:
 - ❖ Technology white papers
 - ❖ Design guides
 - ❖ Troubleshooting guides

Changes to Login Experience

As of April 16th, 2021, users must start using their email address (XXXXXXX@va.gov) and password instead of username to log in to their Cisco applications.

Steps for Creating your new Cisco.com ID:

1. Go to www.cisco.com and click on the “person” icon in the upper right corner of the screen. Select “Create Account”



2. Fill out the required information on the following few screens and submit your request.

*If you are VA contracted staff and need access to the CEIAESA either your primary or secondary Cisco.com ID email must be a valid @va.gov address

Only @va.gov email addresses are allowed for VA access

If you are a full-time **employee of the US Dept of Veterans Affairs**, for the Company Name Field use this format only:

• “US Dept of Veterans Affairs”

If you support the US Dept of Veterans Affairs as a **contracted staff**, for the Company Name Field please provide...

• Contracting company's name

3. You will receive confirmation that your user ID is created. Follow the email instructions to complete your Cisco.com ID creation.

Cisco.com: Adding Contracts for New and Existing Accounts



- ❖ Go to Cisco.com, log in, click on “**person**” icon in the upper right corner of the screen.
- ❖ Click on **Customer Profile Manager**
- ❖ Click the **Access** tab and verify which contracts need to be added
- ❖ Click Add Access and enter the contracts you wish to associate to your Cisco.com ID (206257318 is the CEIAESA contract for the VA)

**Please note that requests to be added to this contract are reviewed and additional steps for approval may be requested via an email*
- ❖ Select the type of contract you will be adding; **Full Support** is defined by a contract’s coverage terms that may include technical support, case management, software downloads, RMAs, tools and viewing entitled contracts on Cisco.com or **Downloads Only**
- ❖ Press **Submit**



You can also reach directly out to the va-htom@cisco.com alias. The HTOM team will submit the request to the VA

Modifying Existing Cisco.com ID Accounts:

- ❖ Go to Cisco.com, log in, click on “**person**” icon in the upper right corner of the screen.
- ❖ Click on **Customer Profile Manager**
- ❖ Click the **Contact** tab to add an alternate email address, update your Company Name and Address, and/or Phone Number
 - ❖ Please note that if you support the US Dept of Veterans Affairs as a contracted staff, for the Company Name Field please provide your **contracting company's name**. If you are a full-time employee of the US Dept of Veterans Affairs, for the Company Name Field use this format only: **US Dept of Veterans Affairs**
 - ❖ As a reminder, if you are VA contracted staff and need access to the CEIAESA either your primary or secondary Cisco.com ID email must be a valid @va.gov address.
- ❖ Press **Save Changes**



You cannot change your user ID once it is created

Additional Assistance:

Your HTOM team (va-htom@cisco.com)



