



Secure Case Tracking Portal (SCTP) – Requesting Access

Tool used for tracking Cisco Expert Care National
High Touch Technical Support (ECN HTTS)
Service Requests

Department of Veterans Affairs



SCTP Access



Requesting Contract Association to VA SFC Contract

CEIAESA – Contract 206257318

- If you're a new VA User follow the Cisco 'Login and Account Help' guide to create a Cisco Account

[New User Guide and Account Help \(Link\)](#)

- Any issues navigating this process please reach out to va-htom@cisco.com



Email VA HTOM Team to request access to CEIAESA Contract

From: Kimberly Cobb (kicobb) (kicobb@cisco.com) ▾

To: [va-htom\(mailer list\)](#)

Subject: Contract Request: Your CCO ID

Aptos (Body) 12 A B I U S X² X₂ ☰ ☷ ☹

Good afternoon,

Please submit a request for contract access to CEIAESA 206257318.

Requestor: Kimberly Cobb
CCOID: [kicobb](#)
Company/Org Name: Cisco
Email: kicobb@cisco.com

Thank you,

[**VA-HTOM@CISCO.COM**](mailto:VA-HTOM@CISCO.COM)



Requesting Access to SCTP

Expert Care National HTTS (ECN HTTS) customers gain access to SCTP by processing a request through the portal: <https://sctp.cisco.com>

- Users who do *not* have access will be prompted with a button to request access
- SCTP admins will receive an email and process the access request
- Once completed, the user will receive a notification stating access to SCTP has been granted

After receiving the approval email, customers can access the portal using the same link and then begin processing Service Requests



You are accessing an information system (IS) (which includes any device attached to this IS) that is provided for authorized use only. This system contains Controlled Unclassified Information (CUI). All activities performed on this system are logged and failure to abide by these terms may result in revoked or suspended privileges and other disciplinary action.

Log into your CISCO account

Email Address

Next

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[Trademarks](#)

Requesting Access to SCTP



- Go to <https://sctp.cisco.com>
- Users who do not have access will be prompted with a button to request access (You must be associated with the VA Contract 206257318)
- Cisco SCTP Administrators will receive an email and process the access request

Request Access

Access to this application must be approved by a Secure Case Tracking Portal administrator. You will be notified via email once this process has been completed.

[Submit](#) or [Log out](#)

Application version 3.1

- User access requests and provisioning will be completed by SCTP Administrators
- Once completed, the user will receive a notification stating access to SCTP has been granted

Request Submitted

Message:

Access has been requested for user [ccousers4].

Thank you for your access request. Your details will be reviewed and you will be contacted by a Cisco representative at the email address provided. [Log out.](#)

Application version 3.1

