Simple Steps to Continue your Cisco Data Feeds in Netformx Apps

Adhering to Cisco's evolving security polices and procedures will require a change to the way we gather data on your behalf. **We need your immediate assistance** in changing the email and CCO ID account we use to collect your company-specific data. The modifications, detailed below, will ensure Netformx maintains seamless access to the Cisco data sources used throughout our applications.

Key Participants

These are the stakeholders & elements needed to complete the revised onboarding process.

- **Your Netformx Contact**: Netformx Individual responsible for overseeing your onboarding process
- **Netformx Data Collection Email**: Netformx email account receiving Partner reports
- **Partner Contact**: Person responsible for your Netformx business relationship & related activities
- **Your IT Department**: Technical resource who can create a new email account
- **Partner Self Service (PSS) Admin**: Individual that allocates required Cisco/CCO access rights

Steps to Onboard with New Email

1. **Partner Contact** requests **Your IT Department** to create a new email account
   a. We suggest data_collection@[Partnerdomain].com or apidata@[Partnerdomain].com (or something similar – please do not reference Netformx in the name)
   b. **Your IT Department** assigns the **Partner Contact** as the primary owner of the email account
   c. **Partner Contact** obtains credentials and accesses the new mailbox
2. **Partner Contact** logs in to the new mailbox and creates an auto-forward rule for all emails received, sending to:
   a. **Partner Contact** to monitor all email activities
   b. **Netformx Data Collection Email**: Similar to this format (partnername@netform.com), **Your Netformx Contact** will supply you with the actual email address built to receive all Cisco reports
3. **Your Netformx Contact** hosts a call with **Partner Contact** and **PSS-Admin** to
   a. Create a new CCO account & password
   b. Align CCO account to the Partner's Corporate profile
   c. Allocate PSS-Admin assigned rights to the new Cisco profile for access to Partner data sources
   d. Input the new CCO account credentials into ChannelXpert Cisco-All settings UI
4. **Your Netformx Contact** tracks the backend Cisco onboarding workflow to confirm data source access
   a. Synchronization of access rights can take 24 to 72 hours
   b. **Your Netformx Contact** updates **Partner Contact** verifying all is ready for data collection
5. **Your Netformx Contact** notifies the **Partner Contact** (and your Netformx Account Manager) confirming recommencement of data collection with updated information appearing in all applications

These steps will ensure your organization continues to have access to all of your current Cisco data. We recommend making this adjustment as soon as possible to help you reliably manage your Cisco Business. If you have questions, please reach out to your account manager or sales@netformx.com.