



SERVICE ADMINISTRATOR ACTION LIST

Your Role as Service Administrator

This document outlines important tasks that must be completed by the Service Administrator. By completing them, you optimize the onboarding experience for you and your organization. You also ensure the successful implementation and ongoing use of your Cloud service.

- As the Service Administrator, you are the initial user of your Cloud application, and until you assign other users, you are the only one with service access.
- Please communicate the status of the implementation and ongoing use of your Cloud Service to your organization's stakeholders. Review this [Overview of Service Administrator Tasks](#).
- If you cannot fulfill the Service Administrator Role, immediately follow these [instructions](#) to reassign it.
- If you are also the Account Administrator, review this [Overview of Account Administrator Tasks](#). Account Administrators manage and monitor the status of services for an entire account across multiple data centers and identity domains.

Important: Your temporary password will expire within 60 days of receiving the Welcome email, so at a minimum, you must sign-in to your new application and change your password.

Step 1 – Verify Access to Your Application and Retain Sign-in Details

As the primary Service Administrator, you received a Welcome email containing your new application URL, username, and temporary password plus other sign-in details required to access and administer your Cloud Service application. For each environment, or identity domain, you will receive a separate email with unique sign-in details. Oracle recommends that you save the Welcome emails. If needed, follow these instructions to ask Oracle to [resend the original Welcome email](#) to the original Service Administrator.

Use the application URL and login details from the Welcome email to verify access to your new application. Use a browser from Oracle's [recommended configuration](#) when signing in to your application.

Note: At your first login attempt, the system will prompt you to change your temporary password. Retain your new password to access both your application and Oracle Cloud Console.

Single Sign-on (SSO): To simplify Administrator use of the Cloud, Oracle enables SSO between Oracle Cloud Console and your application. Sign in to Oracle Cloud Console with the same username and password that you use to access your application. We recommend that you leverage SSO to maintain one password for both Oracle Cloud Console and the application associated with the same identity domain.

Step 2 – Register Your New Customer Support Identifier in My Oracle Support

Visit [My Oracle Support \(MOS\)](#) and create a new account, or sign in to your existing account. If you already have a MOS account, you still need to add your new Customer Support Identifier (CSI) to it.

The first person to request access to a CSI is validated by Oracle to ensure that the domain of the email address matches the domain associated with the CSI. Once validated, the user will be made the “administrator” of that CSI and can approve all subsequent requests from others to use that CSI.

Step 3 – Verify Access to Administrator Portals and Add Backup Administrators

If you are unable to perform the role of Service Administrator, [create a new Service Administrator](#) immediately. Oracle provides two applications for managing and monitoring your Cloud service subscriptions.

1. **Oracle Cloud Console:** This Service Administrator portal lets you monitor and operate all active services within a single identity domain. Use Oracle Cloud Console to view usage data, manage users and notification contacts, and perform other administrative tasks.
2. **My Account:** This Account Administrator portal lets you monitor the status of services for an entire account, across multiple data centers and identity domains.

How to verify access to Oracle Cloud Console

Sign in to Oracle Cloud Console using the URL provided in your Welcome email. Reminder: Sign in with the **new password you created** when accessing your application for the first time. From now on, sign in to Oracle Cloud Console with the **same username and password** used to access your application. Optional: Specify your preferences for language, time zone, and notifications by selecting the “Preferences” option from the Oracle Cloud Console Dashboard.

How to add Backup Service Administrators

Oracle recommends that anyone who needs to schedule maintenance, manage notification contacts, or download Vertex tax guides (payroll) should be added as a Service Administrator. Follow these instructions to [add a Backup Service Administrator](#).

If you are also the Account Administrator

If the Welcome email contained a URL to My Account, you were also designated as the Account Administrator for your new Cloud Service.

How to verify access to My Account

Create a new oracle.com username and password if you do not already have one. Sign in to My Account. Use the My Account URL provided in your Welcome email, along with your oracle.com credentials. **Note:** My Account is not SSO-enabled and requires different sign-in credentials from those used to access your application.

How to add Backup Account Administrators

As the Account Administrator, you are the only person able to manage and monitor the status of services for an entire account across multiple data centers and identity domains. Oracle recommends that you [add a backup Account Administrator](#).

Step 4 – Add Contacts for Notifications

Everyone who must receive critical information about your Cloud Service should be added as a Notification Contact. This includes project managers, implementation partners, and other project team members. To add notification contacts:

- 1) Sign in to Oracle Cloud Console
- 2) Select the Users tab
- 3) Select the Contacts tab
- 4) Select Add Notification Contacts

Please see [Managing Contacts for Service Notifications](#) for full instructions and advise all new contacts to review [Setting Notification Preferences](#) to select their preferred notification delivery method.

Step 5 – Leverage Oracle Support

To learn about Oracle Support policies and best practices, watch our webcast, [Working Effectively With Support](#), and visit the Oracle Support website. Use your Oracle.com login to access [My Oracle Support](#), and if given the option to select a portal, choose My Oracle Support.

Use the CSI number you received in the Welcome email when logging service requests (SRs). This number identifies your organization, product information and service level agreement with Oracle Support.

If your support contract with Oracle allows the international deployment of products and services to your subsidiaries and related companies, please share this CSI number with the appropriate technical contacts for those countries. If you are not the designated technical contact, or you require assistance, call your local country Support Hotline.

Step 6 – Get Started with Your Implementation

For a successful implementation, begin by reviewing the Getting Started content in [Oracle Applications Cloud – Information Center for Administrators](#) page. This site requires My Oracle Support access (refer to Step 2 of this document).

Access documentation and tutorials [here](#). Select an Application Service and then the respective update from the drop-down menu. Next, choose the Tasks you are ready to perform such as Use, Implement, Administer, Configure and Extend, Analyze and Report, Collaborate, Secure, Integrate, and more.

Step 7 – Prepare for Your Updates with Oracle Readiness Material

Oracle Cloud Applications delivers new updates every quarter. This means every three months you'll receive new functionality to help you more efficiently and effectively manage your business. To keep up with this innovation and prepare for your next update, Oracle provides Readiness Material that is available publicly and in advance of your update.

There are several readiness items; however the essential "must-read" Readiness item is the **What's New document**. For every new and enhanced feature included in an update, the What's New document includes a detailed description w/ screenshots, a benefit statement, tips and considerations, impact on security roles, links to related resources, and steps on how to enable. Please review the What's New document to learn about and gain actionable information regarding new functionality. Find the What's New documents (one for each cloud service), on the [Oracle Applications Readiness Page](#). To learn more, view our [Readiness video](#).

Oracle also provides supplemental Readiness Material including:

- **New Feature Summaries** provide a brief summary of each new feature
- **Spotlight Videos** highlight top-level messages and product themes
- **Release Training** delivers self-paced, deep-dive learning sessions

Step 8 – Encourage Users to Join the Customer Connect Community

[Cloud Customer Connect](#) is Oracle's premier online cloud community — specifically designed to promote peer-to-peer collaboration and sharing of best practices, enable members to keep pace with product strategy, and provide a cloud solution feedback channel directly to Oracle development. Within this community, members benefit by leveraging the collective knowledge of Oracle Cloud customers and product experts.

Action One: Identify Community Members – When you begin your new Cloud Service, please identify functional users who you think would be interested in joining the community. Remember, the sooner they join, the sooner they can start engaging, interacting and collaborating with colleagues and experts.

Action Two: Send These Links – Please send the links below to the individuals you have identified as potential community members. These links take users through the registration process, explain how to get started in the community, and provide quick video tutorials.

- [Register Now](#)
- [Community Overview Video](#)

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