Oracle® Cloud
Getting Started with Oracle Cloud
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Documentation for Oracle Cloud users describes how to subscribe to Oracle Cloud services, add users, assign roles, and access service consoles.
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Getting Started with Oracle Cloud introduces you to cloud concepts and describes how you can request a trial subscription or purchase a subscription for an Oracle Cloud service. In addition, this document describes how to add users, change passwords, and access service consoles.

**Topics:**

- **Topic Overview**
- **Audience**
- **Related Documents**
- **Conventions**

**Topic Overview**

This document contains the following sections:

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Oracle Cloud</td>
<td>Offers a brief introduction to the Oracle Cloud environment, terminology, and user roles.</td>
</tr>
<tr>
<td>Subscribing to an Oracle Cloud Service Trial</td>
<td>Describes how to get a free 30-day trial subscription to an Oracle Cloud service.</td>
</tr>
<tr>
<td>Buying a Nonmetered Subscription to an Oracle Cloud Service</td>
<td>Describes how to purchase and manage your subscription to an Oracle Cloud service.</td>
</tr>
<tr>
<td>Buying a Metered Subscription to an Oracle Cloud Service</td>
<td>Describes how to purchase and manage your pre-paid metered subscription to Oracle Public Cloud Services.</td>
</tr>
<tr>
<td>Adding Users and Assigning Roles</td>
<td>Describes how to add and assign roles.</td>
</tr>
<tr>
<td>Creating Service Instances</td>
<td>Describes how to create service instances for entitlements.</td>
</tr>
<tr>
<td>Managing Your Password</td>
<td>Describes how to change your password and password challenge questions.</td>
</tr>
<tr>
<td>Accessing Service Consoles</td>
<td>Describes how to access your service consoles.</td>
</tr>
</tbody>
</table>
Audience

This document is primarily for users who are responsible for provisioning and activating Oracle Cloud services, for adding other users who would manage the services, or, who want to develop Oracle Cloud applications.

Related Documents

For additional documentation related to your Oracle Cloud service, visit the Oracle Cloud website at:

http://cloud.oracle.com

Open the Resources menu at the top of the page and select Documentation to access the Oracle Cloud Documentation home page. Search or browse the library for documentation specific to your application, infrastructure, or platform cloud service.

Conventions

The following text conventions are used in this document:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td><code>monospace</code></td>
<td>Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.</td>
</tr>
</tbody>
</table>
Oracle Cloud is an enterprise cloud for businesses. Oracle Cloud offers self-service business applications delivered on an integrated development and deployment platform with tools to extend and create new services rapidly.

With predictable subscription pricing, Oracle Cloud delivers instant value and productivity for users, administrators, and developers. Our fully managed environment is built using the award-winning Oracle Exadata, Oracle Exalogic, Oracle Database, and Oracle WebLogic products.

In addition, the Oracle Cloud environment includes built-in identity management, high availability, elasticity, backup, and monitoring to enable secure and scalable applications. With open Java and SQL standards at the core, enterprises can finally leverage existing IT skill sets and avoid lock-in of their business applications in the cloud.

**Topics:**

- About the Oracle Cloud Website
- Oracle Cloud Terminology
- Contacting Oracle Support
- Overview of Oracle Cloud Subscriptions

**About the Oracle Cloud Website**

From the Oracle Cloud website, you can learn about the available Oracle Cloud services, sign up for a free trial subscription, or purchase one or more subscriptions to Oracle Cloud services. The free trial subscriptions give you the opportunity to try an Oracle Cloud service before you buy a subscription.

To go to the Oracle Cloud website, open your web browser and enter the following address:

http://cloud.oracle.com

The menu bar provides options that help you navigate in Oracle Cloud and learn more about Oracle Cloud services.

- Click **Home** at any time to return to the Oracle Cloud home page.
- Select **Products & Services** to learn about a specific application service or platform service in Oracle Cloud.
- Select **Resources** to look at the literature and video library. You can access data sheets, documentation, Frequently Asked Questions (FAQ), tutorials, videos, white papers, and discussion forums.
• Click **Sign In** to go to the Sign In page. You can then sign in to My Services, My Account, Identity Self Service, or Application Services Notifications.

**Web Browser Requirements**

The following table lists the web browser requirements for using Oracle Cloud and Oracle Cloud service-specific tools such as Oracle Java Cloud Services Control.

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Version</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet</td>
<td>9, 10, or 11</td>
<td>• Set Browser Mode to IE9 or IE10</td>
</tr>
<tr>
<td>Explorer</td>
<td></td>
<td>• Set Document Mode to IE9 or IE10 standards</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>17, 24, and later</td>
<td>——</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>29 and later</td>
<td>For some Oracle Cloud service-specific tools, Google Chrome may not be supported. Consult the document specific to the Oracle Cloud service for additional requirements.</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>6 and 7</td>
<td>For some Oracle Cloud service-specific tools, Apple Safari may not be supported. Consult the document specific to the Oracle Cloud service for additional requirements.</td>
</tr>
</tbody>
</table>

**Note:**

This release does not support mobile browsers.

**Oracle Cloud Terminology**

The following table lists the terminology that documentation uses when describing the Oracle Cloud features and functionality. It is important that you have a good understanding of these terms.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>A unique customer account that can have many Oracle Cloud services. The account corresponds to an individual, an organization, or a company that is an Oracle customer. Each account has one or more identity domains. An account must have at least one account administrator who is responsible for activating Oracle Cloud services, creating identity domains, monitoring status and usage, and designating other users as account administrators. To register for a trial or purchase a subscription to an Oracle Cloud service, you must have an Oracle.com account. If you do not have an Oracle.com account, the system prompts you to create an account the first time you attempt to sign up for an Oracle Cloud service.</td>
</tr>
<tr>
<td>Data center</td>
<td>A facility used to house computer systems and associated components. Oracle provides data centers in various geographical regions. An identity domain and the services associated with that domain must belong to a specific data center.</td>
</tr>
<tr>
<td>Entitlement</td>
<td>Entitlements represent the right to use Oracle Cloud services, based on the resources you’ve purchased.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Identity domain</td>
<td>Controls the authentication and authorization of the users who can sign in to an Oracle Cloud service and what features they can access. An Oracle Cloud service must belong to an identity domain. Multiple services can be associated with a single identity domain to share user definitions and authentication. Users in an identity domain can be granted different levels of access to each service associated with the domain.</td>
</tr>
<tr>
<td>Oracle Public Cloud Services Account / Identity Domain</td>
<td>In the case of Oracle Public Cloud Services, an account is a unique customer account that can have multiple Oracle Public Cloud Services of different service types. For example, You can have three different instances of Oracle Public Cloud Services, such as Java, Database, and IaaS in a single Oracle Public Cloud Services account, but you cannot have multiple instances of Oracle IaaS Public Cloud Services in a single account. Account creation results in creation of an identity domain (IDM slice) for that customer that is leveraged across all Oracle Public Cloud Services services (and across all data centers). During the Oracle Public Cloud Services account setup process, the customer needs to create an account and specify an account name. Using the specified account name, that the identity domain will be implicitly created.</td>
</tr>
<tr>
<td>Service</td>
<td>A software offering in Oracle Cloud. Oracle offers social, application, and platform services.</td>
</tr>
<tr>
<td>Service association</td>
<td>An association between service instances that are part of the same identity domain. For example, a new Oracle Java Cloud Service trial automatically includes a new Oracle Database Cloud Service in the same identity domain. If an identity domain has an existing Oracle Application Cloud service, such as Oracle Sales Cloud, you can associate any other Platform as a Service offerings, such as Oracle Java Cloud Service - SaaS Extension or Oracle Database Cloud Service, in the same identity domain.</td>
</tr>
<tr>
<td>Service console</td>
<td>Refers to the unique console of the service or to the administrator console if the service has both an administrator console and a user console.</td>
</tr>
<tr>
<td>Service instance</td>
<td>An instance of one of the service types. For example, an instance of an Oracle Java Cloud Service. A service instance can be a slice of a multi-tenant service infrastructure or a dedicated single tenant service infrastructure.</td>
</tr>
<tr>
<td>Service instance URL</td>
<td>URL to the provisioned service instance.</td>
</tr>
<tr>
<td>Service name</td>
<td>A name assigned to your Oracle Cloud service. The name must be unique within the identity domain. You can add a longer description to a service to help you identify it, after it is activated.</td>
</tr>
<tr>
<td>Service notification</td>
<td>An event reported on the Notifications page that does not require administrative action. This type of notification provides information about upcoming system-wide and service-specific events, such as outages and blackouts.</td>
</tr>
<tr>
<td>Trial subscription</td>
<td>An Oracle Cloud service that is available for free for 30 days, for trial and evaluation purposes only.</td>
</tr>
<tr>
<td>Utilization</td>
<td>Metrics that show how much system resources are being consumed by a service. You can use either the My Account or the My Services application to view the utilization metrics for a service.</td>
</tr>
</tbody>
</table>
Contacting Oracle Support

You can contact us to get help with your cloud services.

Topics:

• Chatting Online with an Oracle Support Representative
• Contacting Oracle

Chatting Online with an Oracle Support Representative

To start a live online chat with an Oracle Support representative, click the icon at the right edge of any Oracle Cloud page.

Enter your questions and get immediate assistance from a support representative.

Contacting Oracle

To contact us, click the icon located on any Oracle Cloud page. This displays a toggle window with the contact information.

Click the icon again to collapse the toggle window.

You can:

• Call us at the specified 800 number or click Global Contacts to look up contact information for Oracle offices around the world.

• Link to the My Oracle Support website, sign in, and get help from Oracle Technical Support.

Note:

For some services such as Oracle Service Cloud, you can get help from Oracle Service Cloud Technical Support.

• Link to the Oracle Cloud discussion forums where you can post a reply, start a new thread, or search the current discussions for answers. Oracle product managers, development, support, and operations team members respond to threads on the forum.

• Start a live online chat with an Oracle Support representative.

Overview of Oracle Cloud Subscriptions

We offer Oracle Cloud services at several pricing and service levels to suit the needs and budget of your organization.

Metered Service Offerings

With the metered service offerings, you’re billed in arrears based on your actual usage. The metered offerings apply to Oracle's Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) Cloud services. You can purchase our metered Cloud services by choosing one of the following purchase models:
• **Pre-Paid Subscription:** You commit to a Pre-Paid subscription and receive a custom rate card attached to your Cloud Ordering Document. The Cloud Ordering Document identifies the specific Oracle IaaS and Oracle PaaS services that you can activate and use with your Oracle Cloud Services account. The standard term for a Pre-Paid offering is 12 months and it is a *use it or lose it* model.

• **Pay as You Go:** When you know the specific resources you may need (number of users, data size, OCPUs) you can opt for Pay as You Go subscription. You’re billed monthly, in arrears, based on your actual usage at the predetermined Pay as You Go rates.

For more information on buying metered services, see [Buying a Metered Subscription to an Oracle Cloud Service](#).

**Nonmetered Service Offerings**

With the nonmetered service offerings, you pay for a set amount of users over the course of the service period. You’re billed up front based on that committed quantity. The nonmetered offerings can be applied to Oracle IaaS, Oracle PaaS, and Oracle Software as a Service (Oracle SaaS) Cloud services (as well as a handful of other offerings). These offerings are sold via a usage-based metric, such as Hosted Named User or Hosted Environment. For more information on buying nonmetered services, see [Buying a Nonmetered Subscription to an Oracle Cloud Service](#).

**Entitlements**

Some Oracle Cloud services offer entitlements that represent your right to use Oracle Cloud services. This right to use allows you to create and activate multiple service instances, based on your business requirements. The entitlements are controlled by configuration parameters, or purchased resources for each cloud service, or both. For more information on creating service instances, see [Creating Service Instances](#).
Subscribing to an Oracle Cloud Service Trial

You can request a free 30-day trial for the Oracle Cloud services that offer a trial subscription.

**Note:**
Your 30-day free trial subscription begins on the date that you activate your trial subscription to an Oracle Cloud service. It doesn’t begin on the date that you requested the trial.

**Topics:**
- Overview of Subscribing to an Oracle Cloud Service Trial
- Getting an Oracle.com Account
- Requesting a Trial Subscription
- Setting Language and Time Zone Preferences
- Activating Your Trial Subscription
- Verifying That Your Trial Subscription Is Running
- Managing Your Oracle Cloud Trial Subscriptions
- Signing In to an Oracle Cloud Service

**Overview of Subscribing to an Oracle Cloud Service Trial**

Before requesting a trial subscription, you should have an understanding of Oracle Cloud Terminology and Oracle Cloud User Roles and Privileges.

The following tables shows you the steps you take to get a free 30-day trial subscription for an Oracle Cloud service.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get an Oracle.com account</td>
<td>Go to the Oracle Cloud website, click Sign In,</td>
<td>Getting an Oracle.com Account</td>
</tr>
<tr>
<td></td>
<td>and sign up for the service.</td>
<td></td>
</tr>
<tr>
<td>Request a trial subscription</td>
<td>Go to the Oracle Cloud website, provide your information, and submit your request.</td>
<td>Requesting a Trial Subscription</td>
</tr>
</tbody>
</table>
### Getting an Oracle.com Account

Before you can request a trial subscription or purchase a subscription to an Oracle Cloud service, you must have an Oracle.com account.

Your Oracle.com account gives you access to a variety of online applications and resources such as Oracle Store and My Oracle Support.

To get an Oracle.com account, you have two options:

- You can create the account during the process of signing up for an Oracle Cloud service.

- You can use the following procedure to create your Oracle.com account before you start your request for an Oracle Cloud service.

To sign up for a free Oracle.com account:

1. Open your web browser and go to the Oracle.com website:
   
   http://www.oracle.com

2. Click **Sign In/Register**. The Sign In page opens.

3. Click the **Sign Up** link. The Create Your Oracle Account page opens.

4. Enter your account and personal information into the appropriate fields. Be sure to complete all required fields.

   Note:

   - We prefer that you use a valid business email address as the user name for your Oracle account. Valid email addresses use the following standard format:
     
     user-name@company-name.com

     Only one account can be created for each business email address.

   - Your password must have at least eight characters, must contain both uppercase and lowercase letters, and must contain at least one number.

5. Click **Create**. We create your account and send you a confirmation email to the address you used to create the account.
6. Follow the instructions in the email to verify the status of your email address.

After your email address is verified, you can use your Oracle.com account to register for Oracle Cloud services.

**Requesting a Trial Subscription**

You start the request for a trial subscription to both nonmetered Oracle Cloud services and metered Oracle Public Cloud services from the Oracle Cloud website.

When you request a trial subscription, the system automatically assigns you the following roles:

- Account administrator for the service
- Identity domain administrator for the domain
- Service administrator for the service

To request a trial subscription:

1. Open your web browser and go to the Oracle Cloud website:

   http://cloud.oracle.com

2. Click **Free 30-Day Trial**. The page lists the services that have free subscriptions.

3. Click **Try It** for the service you want to try.

   **Note:**
   The trial subscription for Oracle Java Cloud Service typically includes Oracle Database Cloud Service, which is created in the same identity domain. If you intend to use both the service types, then request a trial subscription for Oracle Java Cloud Service. If you intend to use Oracle Database Cloud Service only, then request a trial subscription for Oracle Database Cloud Service.

4. Select one of the following options to continue:

   - If you already have an Oracle.com account, enter your single sign-on (SSO) user name and password, and click **Sign In**. The Sign Up for a Trial Subscription wizard opens.
     
     Note that if you are already signed in to your Oracle.com account, the system does not prompt for your credentials again. The Sign Up for a Trial Subscription wizard opens immediately.

   - If you don’t have an Oracle.com account, then click **Sign Up** to register for a free account. Follow the on-screen instructions. We create your account and sends you a confirmation email. Follow the instructions in the email to verify the status of your email address. You can then use your Oracle.com account to register for Oracle Cloud services. See **Getting an Oracle.com Account** if you need more information.

5. Enter the information required to set up your Oracle Cloud account as follows:
### Field | Description
--- | ---
**User Name** | In the User Name field, enter the email address that you had specified when you created your Oracle.com account. You use this name when you sign in to the My Account application.

**Company, Country, Work Phone** | Enter a new company name or select an existing one. Parentheses are allowed in the company name.
- If you are requesting your first trial, enter the company name, select the country, and provide your work phone number.
- If you have already requested a trial, the Company field shows a company name by default. You can select an existing company name from the list or you can enter a new company name.

**Requested trial duration, Advanced Trial Options, Justification, Additional Justification** | The following fields are available only in the case of metered Oracle Public Cloud Services:
- **Requested trial duration**: Select **Default** (which is 30 days), or enter the number of days for the trial to be active.
- **Advanced Trial Options**: Select **With Raw Compute Operations** if you want users to have access to the Compute console to launch custom orchestrations, create instances, or use other compute features.
- **Justification**: Select **Internal Use** if the trial is intended for internal Oracle employees.
  - Select **Customer Use** if the trial is for a customer.
  - Select **Partner Use** if the trial is for a training partner.
- **Additional Justification**: Enter any additional justification for the trial requirement (Optional).

**First Name, Last Name, Job Title** | Enter your contact information.

**Country-specific address fields** | Enter the address of your company.

---

6. **Click Next.**

Oracle Cloud uses verification codes to check your identity before processing your request for a trial subscription. Oracle Cloud sends a verification code to your mobile phone.

7. **Verify your identity as follows:**
   a. **Click Request Verification Code.**
      
      The Request Verification Code dialog box opens.
   b. **Enter your mobile phone number.**
   c. **Click Send Text Message.**
   d. **Check your phone for a text message from Oracle Cloud.**
   e. **Enter the code in the Code Received field.**

   Verification codes are valid for one-time use and expire after 7 days.

8. **Click Next.**

9. **Specify the details for your service as follows:**
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name</td>
<td>Oracle Cloud automatically generates a unique service name. You can see the assigned name in the Service Name field. If the service type allows you to, then you can change the generated value. However, once the service is activated, you can’t change the service name. For some service trials such as Oracle Documents Cloud service and metered trials, you can’t edit the service name. Note: The length of a service name can’t exceed 23 characters for certain services such as Oracle Java Cloud Services and Oracle Business Intelligence Services trials. For other services, the length of a service name can’t be longer than 25 characters.</td>
</tr>
<tr>
<td>Identity Domain</td>
<td>Oracle Cloud determines your options for the Identity Domain field based on the company name and country you entered on the Account Information page. For metered services, this is the account name. You must create a new identity domain when requesting for metered service trials. If an identity domain for trial subscriptions does not exist for the company and country you entered, then Oracle Cloud automatically generates and displays a unique name for the identity domain. You cannot change the value. If an identity domain for trial subscriptions already exists for the company and country you entered, then the Identity Domain field displays the name of an existing domain by default. You can select any existing domain from the list or create a new identity domain. If you create a new identity domain, then Oracle Cloud automatically generates a unique name for the identity domain. You can see the assigned name in the Identity Domain field. If you change the domain name, then ensure that you enter a unique domain name in the Identity Domain field. If you don’t, then you’ll get an error message when you try to go to the next step of the workflow. When generating names for identity domains, Oracle Cloud uses either of the following formats: • For metered trial subscriptions: <code>countrycompanynnnnn</code> • For nonmetered trial subscriptions: <code>countrycompany_trialnnnn</code> where: • <code>country</code>: Standard two-letter abbreviation for the country. • <code>company</code>: – For metered trial subscriptions: Up to the first eight characters of the company name that you specified previously. – For nonmetered trial subscriptions: Up to the first 13 characters of the company name that you specified previously. • trial: The word “trial” • <code>nnnnn</code>: A 5-digit number, randomly generated. Examples: • For metered trial subscriptions: usopenbree94621, caopenbree37518 • For nonmetered trial subscriptions: usopenbreezetrial94621, caopenbreezetrial37518</td>
</tr>
</tbody>
</table>
### Data Region

If you are prompted, then select the region where you want us to set up your trial service. Data regions are filtered based on the requested service and subscription type. A data region is automatically selected based on the Company’s country. However, you can select another data region to set up your trial, if supported. You can’t select a data region when you request metered trials.

The company’s country is mapped to configured data regions in the system such as:
- APAC
- EMEA
- South America
- North America

North America is selected by default if the country doesn’t belong to the other 3 regions. If North America isn’t available, then the first available data region is selected. You can customize the data region settings as required.

### Note:

The Service Details page of the wizard displays the generated service URL preview:

```
https://<service_name>-<identity_domain_name>.<cloud_service>.<data_center_name>.oraclecloud.com
```

For example:

```
Service URL Preview: https://mydocumentscloudtrial-mytrialdomain.Documents.us1.oraclecloud.com
```

The generated service URL preview changes as and when you change the service name, the identity domain name, or both. Note that the actual format of service URL preview varies based on the service type.

10. For some service trials such as Oracle Documents Cloud Service, Oracle Business Intelligence/Reporting Service, and metered trials, you enter the following only and click Sign Up:

- First Name, Last Name.
- Company, Country: You’re prompted to select a country only when you enter a new company name.
- Work Email: Enter your work email address if prompted.
- Advanced Trial Options (for metered trials, excluding partner trials).
- Identity Domain or Account Name, Data Region: For metered trials, you’re not prompted for the data region.
- Country Calling Code: The country calling code is automatically selected based on the country you choose from this list. If you select Other in this field, then you’re prompted to enter the country code.
- Mobile Number.
• Verification Code: You must request a verification code, which will be sent to the mobile number you specified to verify your identity and complete the trial flow.

11. Read and accept the terms and conditions of the trial agreement before continuing.

12. Click Request Trial. The system confirms that Oracle has received your request for a trial.

The Review Summary page displays the following details:

• Service Information: Displays the type of service you requested, the name of the service, and the identity domain to which the service belongs.

In addition, the Review Summary page lists the name and types of other services included with your trial subscription request, if any. For example, the trial subscription for Oracle Java Cloud Service includes Oracle Database Cloud Service, which is created in the same identity domain.

• Order Information: Displays the order ID, which is a unique identifier for this order, and the order date. Refer to the order ID whenever you contact us about billing or payment issues.

• Trial Information: Displays the trial duration (usually 30 days).

After we process your request for a trial subscription, we’ll send you an email with the following subject:

Welcome to Oracle Cloud. Activate your trial.

The email includes details about your order and your service. It also includes a link to activate your service. Activating the service makes it available for you to use.

Alternatively, you can sign in to My Account at any time to monitor the status of your services, including when a service is ready for activation.

For details, see Activating Your Trial Subscription.

Setting Language and Time Zone Preferences

When you set your display language and time zone preferences, you can view the on-screen text and metrics in your selected language and based on your selected time zone. You are prompted to set your language and time zone preferences when you log in for the first time to either My Account or My Services.

Note:

For paid orders, you set your language and time zone preferences during service activation. You can either accept or change the settings before using the application.

To set your language and time zone preferences:

1. In the Save Preferences dialog box, select your preferred language from the Language list.

2. From the Timezone list, select your time zone.
3. Click **Advanced** to set your preferred locale, if required. You can select a locale in addition to your language and time zone preferences to use some of the Oracle Cloud services that support additional languages and locales. By default, the locale is set to the language you have selected.

   a. Select a locale from the **Preferred Locales** list.

   b. Click **OK** to save your changes.

To view the changed time zone information, place the mouse pointer over the ? icon.

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**Note:**
You must set your preferences before you use the application.

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**Activating Your Trial Subscription**

Oracle Cloud sends an email when your trial subscription to a service is ready to be activated.

**Topics:**

- About Activating a Trial Subscription
- Activating Trial Subscriptions from the Email Link
- Activating Trial Subscriptions From Oracle Cloud

**About Activating a Trial Subscription**

When your trial subscription to a service is ready to be activated, you’ll get an email from Oracle Cloud. You then use the My Account application to activate your service.

Only trial requests that were processed by us can be activated.

You can activate your service from the link in the email we sent or from My Account.

**Notes About Activating a Trial Subscription**

When you activate a trial subscription, note that:

- If you activate an Oracle Java Cloud Service trial, both Oracle Java Cloud Service and Oracle Database Cloud Service, which is included with the Java trial, will be activated.

- If you view the record for the trial service just after activation, the service is listed but it may not be fully activated yet by Oracle. When fully activated, the status is set to **Active**.

- When the service activation process is complete, the service and its details will be available in My Services, where you can monitor the status and usage of the service.

If you already have trial or paid subscriptions to Oracle Cloud services, you can go to My Services before you activate your service. However, if this request is your first request for a trial or paid subscription, you will not have access to My Services until after the activation process.
Activating Trial Subscriptions from the Email Link

One way to activate a trial is to use the activation link provided in the email from Oracle Cloud. We send the email when your service is ready to be activated.

To use the email link to request that we activate your trial subscription:

1. Open the Welcome email you received from Oracle Cloud.
2. Click Activate My Trial.
   - If you are not signed in, then the Oracle Sign In page opens. Enter your Oracle.com account user name and password, and click Sign In. The My Account application opens and displays the details page for the service.
   - If you are already signed in to your Oracle.com account, then the My Account application opens and displays the details page for the service. You don’t need to sign in again.

On the details page for the service, note that the system:
   - Displays a message that indicates the service was submitted for activation. You’ll get another email when the service is active and ready to use.
   - Updates the cloud icon to indicate the current status.
   - Updates the Status field in the Additional Information section to indicate the current status.

For more information about the results, see Notes About Activating a Trial Subscription for a Service.

Activating Trial Subscriptions From Oracle Cloud

If you activated your trial subscription by using the email link, then you can skip this section.

To open My Account to request that we activate your trial subscription:

   a. Open your web browser and go to the Oracle Cloud website:
      http://cloud.oracle.com
   b. Click Sign In and then click Sign In to My Account.
   c. Enter your Oracle.com account user name and password, and click Sign In.
      The Dashboard page in My Account opens.
2. Navigate to the listing of the trial service that you want to activate.
javatrial6314 (JCS - SaaS Extension)
Subscription: Trial (Activate by 16-Nov-2014 3:13 PM IST)
Data Center: US Commercial 1
Identity Domain: inmycompanytrial80830

Note:

• The cloud icon and its hover text indicate that the service hasn’t been activated.

• The Subscription field specifies the date by which you must activate the trial subscription for this service. If you don’t activate the service by the deadline, then Oracle Cloud cancels the subscription.

• The Activate button, which appears only if the service needs to be activated, is now available.

3. Click Activate.

Note that the system:

• Displays a message at the top of the page that indicates the service was submitted for activation. You’ll get another email when the service is active and ready to use.

• Places the service listing in alphabetic order on the page.

• Updates the cloud icon and the Subscription field to indicate that the activation is in progress.

For more information about the results, see Notes About Activating a Trial Subscription for a Service.

Verifying That Your Trial Subscription Is Running

As the account administrator, you use the My Account application to view the current status of an Oracle Cloud service and monitor the progress of an activation request. When you activate a trial subscription, we process the information and create the required instances for your Oracle Cloud service. This process may take some time. You can view the service information in My Account, but its status may show that the activation for the service is still initializing or is in progress.

When the activation of your trial subscription to an Oracle Cloud service is complete, you’ll get a postactivation email from Oracle Cloud.

The email contains the following information required to access the My Services application:
• **Sign-in Credentials:** Your user name, temporary password, identity domain, and the data center where the service is located.

• **My Services URL**

As a service administrator or an identity domain administrator, you use My Services to verify that your Oracle Cloud service is up and running. You can also use My Services to monitor utilization, view service details, and access any control panels and associated tools for the Oracle Cloud service.

To verify that an Oracle Cloud service is up and running:

1. Open your web browser and go to the Oracle Cloud website:
   
   http://cloud.oracle.com

2. Click **Sign In**. The Sign In page displays several options, including signing in to My Services.

3. Be sure to specify the correct data center in the **Select Data Center** field. The postactivation email includes the name of the data center where your service is located.

4. Click **Sign In to My Services**.

5. Enter your service administrator user name and password, and the identity domain that contains the services you want to administer.

   If you are signing in to My Services for the first time after the first service for this identity domain is activated and you haven’t selected your own password, then use the temporary administrator password you got in the postactivation email.

6. Click **Sign In**. Note that:

   • When you sign in to My Services for the first time, you must provide a new password and register three password challenge questions.

   • If you get an error message when you try to sign in, you may not be using the correct user name, password, or identity domain. If you think that you chose the wrong data center, then go back to the Sign In page and confirm that the data center is correct before you try to sign in to My Services again.

When you sign in successfully, the My Services Dashboard page displays a list of activated services that you are designated to manage for the selected identity domain.

7. Scan the Dashboard page to check the current status of a service. You can:

   • Position the cursor on the cloud icon to view status information.

   • Look at the calendar for status and uptime information.

   • Click the service name to open the details page and view additional status information.

---

**Managing Your Oracle Cloud Trial Subscriptions**

After a trial subscription is active, administrators use the following applications to manage trial requests, trial subscriptions, and users:
• **My Account**: As an account administrator, you use your Oracle.com (single sign-on) user name and password to sign in to My Account and view your Oracle Cloud services. My Account shows you all your services that are in an identity domain and the data center where your services are located.

From My Account, you can activate services after a service request is complete, assign additional account administrators to a service, review service details, and monitor service resource utilization.

• **My Services**: As an identity domain administrator or a service administrator, you sign in to My Services and view the active Oracle Cloud services in a single identity domain that you are assigned to manage. You can verify that services are up and running, develop and administer services for an identity domain, view service details, monitor utilization, and view notifications and historical uptime.

• **Users Page in My Services**: As an identity domain administrator, you use My Services to manage the user accounts and roles for those users who need access to My Services and any of the Oracle Platform as a Service (Oracle PaaS) services and Oracle Planning and Budgeting Cloud Service for a specific domain.

Use the following table as a guide for common administrative tasks.

<table>
<thead>
<tr>
<th>Task</th>
<th>Who Can Perform This Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verify that a service is up</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td>Manage and monitor a service</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td>Lock and unlock services</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td>Add and manage users in your identity domain</td>
<td>Identity domain administrators</td>
</tr>
<tr>
<td><strong>Note</strong>: Users must be added before they can sign in and use a service.</td>
<td></td>
</tr>
<tr>
<td>Grant roles to users</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td><strong>Note</strong>: The appropriate roles must be explicitly granted to individual users according to the service type they are allowed to access.</td>
<td></td>
</tr>
<tr>
<td>Add custom roles</td>
<td>Identity domain administrators</td>
</tr>
<tr>
<td>Reset user passwords</td>
<td>Identity domain administrators</td>
</tr>
<tr>
<td>Manage applications</td>
<td>Identity domain administrators or service administrators</td>
</tr>
</tbody>
</table>

**Signing In to an Oracle Cloud Service**

Before you can sign in to an Oracle Cloud service, you must have a user account that defines your user name, password, and identity domain, and access rights to the service. You also need the web address (URL) for your Oracle Cloud service.

When an Oracle Cloud service is activated, we send the sign-in credentials and URL to the designated administrators. The administrator then creates an account for each user.
who needs access to the service. Check your email or contact your administrator for
your account credentials and service URL.

To sign in to an Oracle Cloud service:

1. Open your web browser and go to the service URL given to you either in an email
   or by your administrator. The Sign In page opens.

2. Enter your identity domain, user name (user ID), and password.

3. Click **Sign In**.

   If you are signing in for the first time, Oracle Cloud prompts you to create a new
   password for security reasons. Follow the instructions on the screen to complete
   this task.

For information about using a particular Oracle Cloud service, see the appropriate
user documentation for the service. For example, for information about using Oracle
Java Cloud Services Control or developing Java EE applications, see Using Oracle Java
Cloud Service-SaaS Extension.
Buying a Nonmetered Subscription to an Oracle Cloud Service

This section describes how you can purchase a subscription to an Oracle Cloud service, set your preferences, activate your order, and manage your Oracle Cloud services.

Topics:

- Overview of Buying a Nonmetered Oracle Cloud Service
- Setting Language and Time Zone Preferences
- Ordering an Oracle Cloud Service
- Activating Your Order
- Verifying That a Service Is Running
- Managing Your Oracle Cloud Service
- Signing In to an Oracle Cloud Service

Overview of Buying a Nonmetered Oracle Cloud Service

We offer nonmetered Oracle Cloud services at several pricing and service levels to suit the needs and budget of your organization.

The following table describes the process of purchasing an Oracle Cloud service.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get an Oracle.com account</td>
<td>You must have an Oracle.com account to order a service.</td>
<td>Getting an Oracle.com Account</td>
</tr>
<tr>
<td>Order a service</td>
<td>You or an Oracle sales representative creates an order for an Oracle Cloud service. As part of the ordering process, you (or sales representative) specify information about the person who will be the account administrator.</td>
<td>Ordering an Oracle Cloud Service</td>
</tr>
<tr>
<td>Set your language preferences</td>
<td>After we process your subscription request, sign in to My Account. You must set your language and time zone preferences when logging in for the first time, before activating your service.</td>
<td>Setting Language and Time Zone Preferences</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate your service</td>
<td>The account administrator receives notification from Oracle when the Oracle Cloud service is ready for activation. The account administrator then uses the My Account application in Oracle Cloud to activate the service. As part of the activation process, the account administrator specifies information for the activation, including information about the administrators for the service. We process the information and create the required instances for the Oracle Cloud service.</td>
<td>Activating Your Order</td>
</tr>
<tr>
<td>Verify that your service is ready to use</td>
<td>Service administrators and identity domain administrators use My Services to verify that an Oracle Cloud service is up and running.</td>
<td>Verifying That a Service Is Running</td>
</tr>
<tr>
<td>Managing Your Oracle Cloud Service</td>
<td>Service administrators and identity domain administrators use My Services to monitor utilization, view service details, and access the control panel and associated tools for the Oracle Cloud service.</td>
<td>Managing Your Oracle Cloud Service</td>
</tr>
<tr>
<td>Sign in to an Oracle Cloud Service</td>
<td>When the activation of an Oracle Cloud service is complete, the service administrator and the identity domain administrator (if different) receive a postactivation email from Oracle Cloud. The email contains the sign-in credentials to access the My Services application. The administrator then creates user accounts who needs to access the service.</td>
<td>Signing In to an Oracle Cloud Service</td>
</tr>
</tbody>
</table>

### Setting Language and Time Zone Preferences

When you set your display language and time zone preferences, you can view the on-screen text and metrics in your selected language and based on your selected time zone. You are prompted to set your language and time zone preferences when you log in for the first time to either My Account or My Services.

#### Note:

For paid orders, you set your language and time zone preferences during service activation. You can either accept or change the settings before using the application.

To set your language and time zone preferences:

1. In the Save Preferences dialog box, select your preferred language from the **Language** list.
2. From the **Timezone** list, select your time zone.
3. Click **Advanced** to set your preferred locale, if required. You can select a locale in addition to your language and time zone preferences to use some of the Oracle Cloud services that support additional languages and locales. By default, the locale is set to the language you have selected.

   a. Select a locale from the **Preferred Locales** list.

   b. Click **OK** to save your changes.

To view the changed time zone information, place the mouse pointer over the ? icon.

---

**Note:**
You must set your preferences before you use the application.

---

**Ordering an Oracle Cloud Service**

To order an Oracle Cloud service:

1. Open your web browser and go to the Oracle Cloud website:
   
   [http://cloud.oracle.com](http://cloud.oracle.com)

2. Browse through the product categories listed on the home page or open the **Products & Services** menu to show the complete list of available cloud services.

3. Select the Oracle Cloud service you want to order.

4. Review the overview information and the list of features.

5. When you’re ready to purchase a service, click the **Pricing** tab.

6. Click **Buy Now** for the subscription plan that you want to purchase. The system redirects you to Oracle Store.

7. Review the service you selected, make additional selections for your service, and add items to your shopping cart.

8. To review the contents of your shopping cart, click **View Cart Details**.

   You can add items to your cart, remove items from your cart, and update quantities as needed.

9. When you’re ready to complete the purchase of your service, click **Checkout**.

10. Sign in and follow the on-screen instructions to provide information about your account administrator, specify the service activator (if applicable) by selecting the **Add activator** check box and entering the email address of the Oracle employee who will activate the service on your behalf, set up your online account profile, enter billing and payment details, and accept the Oracle Cloud Services Agreement.

11. Review and confirm your purchase details.

12. Click **Place Order**.

   We will confirm that your order was placed successfully. The Order Details page provides information about the Oracle Cloud service you purchased, the account
administrator you assigned to the service, and the payment and billing options you selected.

13. Make a note of the following two important numbers shown on the Order Details page:

- **Order Number**: Refer to this number whenever you contact us about the status of your order.

- **Customer Support Identifier (CSI) Number**: Refer to this number whenever you contact an Oracle Support representative for assistance with your Oracle Cloud service.

14. Check your email. You’ll get an email from Oracle Store that confirms your order was received and is being processed.

After we process your purchase order, Oracle Cloud sends an email to the account administrator you specified during the ordering process. The account administrator must activate the service. For more information, see Activating Your Order for an Oracle Cloud Service.

**After Ordering an Oracle Cloud Service**

If you’ve subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can create multiple service instances based on your business needs. You must set up an Oracle Cloud Services account before creating instances.

For information on setting up an Oracle Cloud Services account, see Setting Up an Oracle Cloud Services Account.

For information on creating instances, see Creating Service Instances.

If your subscription offers a single instance of an Oracle Cloud Service, then you can proceed to activate your order. See Activating Oracle Cloud Services.

**Activating Your Order**

When your order (paid subscription) for an Oracle Cloud service is ready to be activated, the designated account administrator receives an email from Oracle Cloud. The account administrator must activate the service even if an Oracle sales representative ordered the Oracle Cloud service for you.

**Topics:**

- Activating Oracle Cloud Services
- Activating an Order from the Email Link
- Activating an Order from Oracle Cloud

**Activating Oracle Cloud Services**

The account administrator is responsible for activating an Oracle Cloud service. The following are true for subscriptions:

- When you request a trial subscription, Oracle Cloud automatically assigns you the role of account administrator for the service.
• When you order a paid subscription, you can specify information about the person who will be the account administrator for the service. You can designate either yourself or another person to be the account administrator for the service.

In either case, Oracle Cloud processes the request or order, sets up the service, and sends an email to the account administrator when the service is ready to be activated. The account administrator then uses the My Account application to activate the service.

Only requests that were processed by us can be activated. For details about how to activate a service, see Activating Your Trial Subscription and Activating Your Order.

---

**Note:**

Oracle Java Cloud Service requires Oracle Database Cloud Service. Therefore, the **Activate** button for Oracle Java Cloud Service is disabled until there is at least one active Oracle Database Cloud Service in the identity domain.

---

If you don’t use your Oracle Cloud services for some time, they may be reclaimed by us. We also send an email to notify you that a service has been reclaimed. To reactivate the service, do the following:

1. Sign in to My Services with your user name and password.
2. Navigate to the service listing that has been reclaimed.
3. Click **Create Instance** to reactivate your service instance.

You’ll get an email when the service is reactivated with details of the service and sign in information.

**Activating an Order from the Email Link**

Account administrators can activate an order for an Oracle Cloud service from the activation link given in the email. We send an email when a service is ready to be activated.

To use the email link to complete your order and request that we activate your services:

1. Open the Welcome email you received from Oracle Cloud.
2. Review the detailed information about your service included in the email.
3. Click **Complete My Order**.

   • If you are not signed in, then the Oracle Sign In page opens. Enter your Oracle.com account user name and password, and click **Sign In**. The Oracle Cloud Order Activation wizard opens. The wizard steps you through activating your services.

   • If you are already signed in to your Oracle.com account, then the Oracle Cloud Order Activation wizard opens. You don’t need to sign in again. The wizard steps you through activating your services.
4. In the Oracle Cloud Order Activation wizard, complete the Select Services page.

- The wizard displays the Select Services page only if this purchase order includes line items for more than one Oracle Cloud service.
- The Select Services page displays the details for the order you selected and lists the services in your order.
- Select the service you want to activate. You can activate only one service in an order at a time with the exception of Oracle Java Cloud Service. Oracle Java Cloud Service requires Oracle Database Cloud Service. If this order includes Oracle Java Cloud Service and Oracle Database Cloud Service, but you do not have an active Oracle Database Cloud Service, then both services are activated at the same time.
- Click Next.

5. Complete the Assign Service Details page.

The information you provide depends on the type of service you’re activating. Not all services require the same information.

Based on the service name and identity domain name that you enter, Oracle Cloud generates the service preview URL for most of the services in the following format:

```
https://<service_name>-<identity_domain_name>.<cloud_service>.<data_center_name>.oraclecloud.com
```

For example:

```
Service URL Preview: https://mydocumentstrial-mytrialdomain/Documents.us1.oraclecloud.com/
```

The generated service URL preview changes as and when you update the service name, the identity domain name, or both. Note that the actual format of service URL preview can vary based on the service type.

For Oracle Cloud Software as a Service (Oracle SaaS) applications, such as Oracle Fusion Human Capital Management Cloud Service, we deploy two instances of the service and one instance is for production; the other instance is for testing.

You have one URL for your production service instance and one URL for your test service instance. Each instance is in its own identity domain. We append -test to your specified identity domain to create a unique domain name for the test instance. For example, if you enter ourdomain as the identity domain name and hcm as the service name, then your service URLs begin with:

```
ourdomain.hcm... (production) ourdomain-test.hcm... (test)
```

See About the Assign Service Details Page for field descriptions in this page.

6. Complete the Associations page. Specify the services associations, if any.
The wizard displays the Associations page only if you’re activating a service that can be associated with other services. The Associations page lists both the required and optional services. Required associations can be added or removed later. However, optional associations selected during activation cannot be added or removed later.

For example, Oracle Java Cloud Service service requires Oracle Database Cloud Service. Optionally, you can associate Oracle Java Cloud Service with Oracle Sales Cloud Service if the service is configured within the same identity domain.

When the selected identity domain contains Oracle applications such as Oracle CRM Cloud Service, Oracle HCM Cloud Service, or Oracle Sales Cloud Service, you can select only 1 application to associate with the selected service. By default, the None radio button is selected. However, if the selected domain contains only 1 such service, then it’s selected by default.

You can also associate an Oracle Cloud Software as a Service (Oracle SaaS) with an Oracle Cloud Platform as a Service (Oracle PaaS). See Associating an Oracle Software as a Service (Oracle SaaS) with Oracle Platform as a Service (Oracle PaaS) for more information.

7. Review the Activate Services page and verify that the responses you provided are correct.

If you need to make changes, click the Go Back button to navigate to the previous pages.

8. To request us to activate the services you selected, click Activate.

9. Review the information on the Review Summary page.

• Verify that your request to activate the service was submitted successfully.

• Note the details about your service.

• Check out the other options, such as activating another service or viewing all the services in your account.

10. Click Close.

Activating an Order from Oracle Cloud

If you activated your service order by using the email link, then you can skip this section.

To request us to activate your service orders, open My Account:


   a. Open your web browser and go to the Oracle Cloud website:

      http://cloud.oracle.com

   b. Click Sign In and then click Sign In to My Account.

   c. Enter your Oracle.com account user name and password and click Sign In. The Dashboard page in My Account opens.

2. Click Orders.
3. Scroll down the page to find the order that has the services you want to activate.

You can also select **Pending Activation** from the Show menu to display only those orders that have one or more services that need to be activated.

4. Click **Activate**.

The Oracle Cloud Order Activation wizard opens.

The wizard steps you through activating your services.

The information you provide depends on the type of service you’re activating. Not all services require the same information.

5. In the Oracle Cloud Order Activation wizard, complete the Select Services page.

- The wizard displays the Select Services page only if this purchase order includes line items for more than one Oracle Cloud service.
- The Select Services page displays the details for the order you selected and lists the services in your order.
- Select the service you want to activate. You can activate only one service in an order at a time with the exception of Oracle Java Cloud Service. Oracle Java Cloud Service requires Oracle Database Cloud Service.

  If this order includes Oracle Java Cloud Service and Oracle Database Cloud Service, but you do not have an active Oracle Database Cloud Service, then both services are activated at the same time.

- Click **Next**.

6. Complete the **Assign Service Details** page.

The information you provide depends on the type of service you’re activating. Not all services require the same information.

Based on the service name and identity domain name that you enter, Oracle Cloud generates the service preview URL for most of the services in the following format:

```
https://<service_name>-<identity_domain_name>.<cloud_service>.<data_center_name>.oraclecloud.com
```

For example:

```
https://mydomain-oraclecloud.com
```

The generated service URL preview changes as and when you update the service name, the identity domain name, or both. Note that the actual format of service URL preview can vary based on the service type.

For Oracle Cloud Software as a Service (Oracle SaaS) applications, such as Oracle Fusion Human Capital Management Cloud Service, we deploy two instances of the service and one instance is for production; the other instance is for testing.

You have one URL for your production service instance and one URL for your test service instance. Each instance is in its own identity domain. We append `-test` to your specified identity domain to create a unique domain name for the test instance. For example, if you enter `ourdomain` as the identity domain name and `hcm` as the service name, then your service URLs begin with:
7. Complete the **Associations** page. Specify the services associations, if any.

The wizard displays the Associations page only if you’re activating a service that can be associated with other services. The Associations page lists both the required and optional services. Required associations can be added or removed later. However, optional associations selected during activation cannot be added or removed later.

For example, Oracle Java Cloud Service service requires Oracle Database Cloud Service. Optionally, you can associate Oracle Java Cloud Service with Oracle Sales Cloud Service if the service is configured within the same identity domain.

When the selected identity domain contains Oracle applications such as Oracle CRM Cloud Service, Oracle HCM Cloud Service, or Oracle Sales Cloud Service, you can select only 1 application to associate with the selected service. By default, the **None** radio button is selected. However, if the selected domain contains only 1 such service, then it’s selected by default.

You can also associate an Oracle Cloud Software as a Service (Oracle SaaS) with an Oracle Cloud Platform as a Service (Oracle PaaS). See **Associating an Oracle Software as a Service (Oracle SaaS) with Oracle Platform as a Service (Oracle PaaS)** for more information.

8. Review the **Activate Services** page and verify that the responses you provided are correct.

   If you need to make changes, click the **Go Back** button to navigate to the previous pages.

9. To request us to activate the services you selected, click **Activate**.

10. Review the information on the **Review Summary** page.

    • Verify that your request to activate the service was submitted successfully.

    • Note the details about your service.

    • Check out the other options, such as activating another service or viewing all the services in your account.

11. Click **Close**.

**Associating an Oracle Software as a Service (Oracle SaaS) with Oracle Platform as a Service (Oracle PaaS)**

If you’re associating an existing Oracle SaaS application with Oracle PaaS, do the following during activation:

1. Make a note of the identity domain you used during activation of your Oracle SaaS application.

2. Activate your Oracle PaaS within the same identity domain that you used for activating your Oracle SaaS application. All the available applications are displayed in the Associations page.

To associate an Oracle PaaS with an existing Oracle SaaS application:
1. In the Oracle Cloud Order Activation wizard, select the required services in the Select Services page.

2. Complete the Assign Service Details page. Specify the required details as below.

<table>
<thead>
<tr>
<th>Service Detail</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>Select the default language for all the administrators for the Cloud Account for which the current order is being provisioned.</td>
</tr>
<tr>
<td>Time Zone</td>
<td>Select the country and relevant time zone for all the administrators for the Cloud Account for which the current order is being provisioned.</td>
</tr>
<tr>
<td>Account Administrator</td>
<td>Displays the user name, first name, and the last name of the person designated as the account administrator at time of ordering the service. If the account administrator and the order activator is the same person, these fields are read-only.</td>
</tr>
<tr>
<td>Identity Domain Name</td>
<td>Select the identity domain you used for activating your Oracle SaaS application. When activating a service type that requires SaaS, it’s good practice to select an identity domain that already contains an Oracle SaaS offering. If not, the system warns you that the domain you selected does not contain a SaaS offering but allows you to continue. However, you cannot change the identity domain after the service is activated.</td>
</tr>
<tr>
<td>Identity Domain Administrator</td>
<td>Enter information, such as email, user name, first name, and last name, for the person who will be the administrator for the domain. To make this person the administrator of the service as well as the identity domain, select the Make this person the service administrator also? check box.</td>
</tr>
<tr>
<td>Service Name</td>
<td>Enter the service name. Service names must be unique within an identity domain.</td>
</tr>
</tbody>
</table>
Service Administrator

If you didn’t select the **Make this person the service administrator also?** check box in the Identity Domain Administrator section, enter information about the person who will be responsible for managing and monitoring service operations (the administrator for the service).

For Oracle SaaS, there is only one service per identity domain. Therefore, for these services, the designated administrator performs the functions of both the service administrator and the identity domain administrator.

3. In the Associations page, ensure that you select the existing Oracle SaaS and click **Next** to continue.

4. Review the Activate Services page and click **Activate** to activate your Oracle PaaS.

5. In the Review Summary page, click **Close**.

### Verifying That a Service Is Running

When the activation of a paid subscription to an Oracle Cloud service is complete, the designated **service administrator** and **identity domain administrator** (if different) receive a postactivation email from Oracle Cloud.

The email contains the following information required to access the My Services application:

- **Sign-in Credentials**: Your user name, temporary password, identity domain, and the data center where the service is located.

- **My Services URL**

As a service administrator or an identity domain administrator, you use My Services to verify that your Oracle Cloud service is up and running. You can also use My Services to monitor utilization, view service details, and access any control panels and associated tools for the Oracle Cloud service.

To verify that an Oracle Cloud service is up and running:

1. Open your web browser and go to the Oracle Cloud website:

   [http://cloud.oracle.com](http://cloud.oracle.com)

2. Click **Sign In**. The Sign In page displays several options, including signing in to My Services.

3. Be sure to specify the correct data center in the **Select Data Center** field. The postactivation email includes the name of the data center where your service is located.

4. Click **Sign In to My Services**.

5. Enter your service administrator user name and password, and the identity domain that contains the services you want to administer.
If you are signing in to My Services for the first time after the first service for this identity domain is activated and you haven’t selected your own password, then use the temporary administrator password you got in the postactivation email.

6. Click **Sign In**. Note that:
   
   - When you sign in to My Services for the first time, you must provide a new password and register three password challenge questions.
   
   - If you get an error message when you try to sign in, you may not be using the correct user name, password, or identity domain. If you think that you chose the wrong data center, then go back to the Sign In page and confirm that the data center is correct before you try to sign in to My Services again.

When you sign in successfully, the My Services Dashboard page displays a list of activated services that you are designated to manage for the selected identity domain.

7. Scan the Dashboard page to check the current status of a service. You can:
   
   - Position the cursor on the cloud icon to view status information.
   
   - Look at the calendar for status and uptime information.
   
   - Click the service name to open the details page and view additional status information.

### Managing Your Oracle Cloud Service

After an Oracle Cloud service is successfully activated, identity domain administrators and service administrators use the following applications to manage new order requests, paid subscriptions, and users:

- **My Account**: As an account administrator, you use your Oracle.com (single sign-on) user name and password to sign in to My Account and view your Oracle Cloud services. My Account shows you all your services that are in an identity domain and which data center is being used.

  From My Account, you can complete the paid order purchasing process, assign additional account administrators to a service, review service details, and monitor service resource utilization.

- **My Services**: As an identity domain administrator or a service administrator, you sign in to My Services and view the active Oracle Cloud services in a single identity domain that you are assigned to manage. You can verify that services are up and running, develop and administer services for an identity domain, view service details, monitor utilization, and view notifications and historical uptime.

- **Users Page in My Services**: As an identity domain administrator, you use My Services to manage the user accounts and roles for those users who need access to My Services.

The following table lists common administrative tasks you perform after your Oracle Cloud service is active.
### Task | Who Can Perform This Task
--- | ---
Verify that a service is up | Identity domain administrators or service administrators
Manage and monitor a service | Identity domain administrators or service administrators
Lock and unlock services | Identity domain administrators or service administrators
Add and manage users in your identity domain  
**Note:** Users must be added before they can sign in and use a service. | Identity domain administrators
Grant roles to users  
**Note:** The appropriate roles must be explicitly granted to individual users according to the service type they are allowed to access. | Identity domain administrators or service administrators
Add custom roles | Identity domain administrators
Reset user passwords | Identity domain administrators
Manage applications | Identity domain administrators or service administrators
Create Service instances | Identity domain administrators, service entitlement administrators or service entitlement administrators

### Signing In to an Oracle Cloud Service

Before you can sign in to an Oracle Cloud service, you must have a user account that defines your user name, password, and identity domain, and access rights to the service. You also need the web address (URL) for your Oracle Cloud service.

When an Oracle Cloud service is activated, we send the sign-in credentials and URL to the designated administrators. The administrator then creates an account for each user who needs access to the service. Check your email or contact your administrator for your account credentials and service URL.

To sign in to an Oracle Cloud service:

1. Open your web browser and go to the service URL given to you either in an email or by your administrator. The Sign In page opens.
2. Enter your identity domain, user name (user ID), and password.
3. Click **Sign In**.

If you are signing in for the first time, Oracle Cloud prompts you to create a new password for security reasons. Follow the instructions on the screen to complete this task.

For information about using a particular Oracle Cloud service, see the appropriate user documentation for the service. For example, for information about using Oracle
Java Cloud Services Control or developing Java EE applications, see Using Oracle Java Cloud Service-SaaS Extension.
Buying a Metered Subscription to an Oracle Cloud Service

You can purchase subscriptions to eligible Oracle Cloud services that are metered based on certain metrics. The services that are available in this metered subscription model are called Oracle Public Cloud Services.

This section describes how you can purchase and provision subscriptions to Oracle Public Cloud Services.

Topics:

• Overview of Buying Metered Oracle Cloud Services
• Setting Language and Time Zone Preferences
• Setting Up an Oracle Cloud Services Account
• Verifying That Metered Oracle Cloud Services Are Running
• Managing Your Metered Oracle Cloud Services
• Signing In to an Oracle Cloud Service

Overview of Buying Metered Oracle Cloud Services

You can buy metered subscriptions to Oracle Public Cloud Services in different currency denominations and payment models to suit the needs, the usage, and the budget of your organization.

You can order metered Oracle Cloud Services through:

• A purchase order created by an Oracle sales representative by using the WebQuote method; this is applicable in the case of the prepaid subscription model
• Oracle Store

The following payment models are applicable to Oracle Public Cloud Services:

• Pre-Paid Subscription
• Pay as you Go Subscription

Pre-Paid Subscription

Oracle provides you the flexibility to purchase a pool of funds that can be applied towards the usage of eligible Oracle Public Cloud Services by using this model when you don’t know the number of resources you may need.
Note:
When the pre-paid subscription balance is either zero or less than zero, it’s considered as a Pay-as-you-Go subscription. In such cases, the My Services dashboard and the service details page display the subscription type as Pay-as-you-Go.

Pay as You Go
The Pay as You Go model allows you to pay for the actual usage of all Oracle Public Cloud Services that you consume within your Oracle Public Cloud Services account.

The following table describes the process of purchasing subscriptions to Oracle Public Cloud Services.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set your language preferences</td>
<td>After we process your order request, sign in to My Account. You must set your language and time zone preferences when you log in for the first time, before setting up your Oracle Public Cloud Services account.</td>
<td>Setting Language and Time Zone Preferences</td>
</tr>
<tr>
<td>Set up your Oracle Cloud Services account</td>
<td>The account administrator receives notification from us when the Oracle Public Cloud Services are ready for setup. The account administrator then uses the My Account application in Oracle Cloud to set up the services account. As part of the setup, the account administrator specifies information, including information about the administrators for the services. We process the information and creates the required instances for the Oracle Public Cloud Services.</td>
<td>Setting Up an Oracle Cloud Services Account</td>
</tr>
<tr>
<td>Verify that your Oracle Public Cloud Services are ready to use</td>
<td>When the setup of Oracle Public Cloud Services is complete, the service administrator and the identity domain administrator receive a postactivation email from Oracle Cloud. The email contains the sign-in credentials to access the My Services application. Service administrators and identity domain administrators use My Services to verify that an Oracle Cloud service is up and running. They can also use My Services to view service details.</td>
<td>Verifying That Metered Oracle Cloud Services Are Running</td>
</tr>
</tbody>
</table>

Setting Language and Time Zone Preferences
When you set your display language and time zone preferences, you can view the on-screen text and metrics in your selected language and based on your selected time zone.
You are prompted to set your language and time zone preferences when you log in for the first time to either My Account or My Services.

**Note:**
For paid orders, you set your language and time zone preferences during service activation. You can either accept or change the settings before using the application.

To set your language and time zone preferences:

1. In the Save Preferences dialog box, select your preferred language from the **Language** list.
2. From the **Timezone** list, select your time zone.
3. Click **Advanced** to set your preferred locale, if required. You can select a locale in addition to your language and time zone preferences to use some of the Oracle Cloud services that support additional languages and locales. By default, the locale is set to the language you have selected.
   a. Select a locale from the **Preferred Locales** list.
   b. Click **OK** to save your changes.

To view the changed time zone information, place the mouse pointer over the ? icon.

**Note:**
You must set your preferences before you use the application.

---

**Setting Up an Oracle Cloud Services Account**

When your order for Oracle Public Cloud Services or service entitlements is processed and approved, the designated account administrator gets an email from Oracle Cloud with how to set up the Oracle Cloud Services account. The account administrator must set up the Oracle Cloud Services account, even if an Oracle sales representative ordered the Oracle Public Cloud Services for you.

**Topics:**

- About Setting Up an Oracle Cloud Services Account
- Setting Up an Oracle Cloud Services Account from the Email Link
- Setting Up an Oracle Cloud Services Account from Oracle Cloud
- After Setting Up an Oracle Cloud Services Account

**About Setting Up an Oracle Cloud Services Account**

As an account administrator, you use My Account to set up the Oracle Cloud Services account.

During the setup, you:
• Select the order for which the Oracle Cloud Services account needs to be set up

• Create an Oracle Cloud Services account to assign the purchased Oracle Cloud Services

You can get to the account setup from either the email or from My Account. You can use either method to set up your Oracle Cloud Services account.

---

Note:
An Oracle Cloud Services account can have only one entitlement for particular type of Oracle Public Cloud Services.

---

Setting Up an Oracle Cloud Services Account from the Email Link

As an account administrator, you use the My Account application to set up an Oracle Cloud Services account.

The system also supports mixed orders for metered services and subscriptions. During account setup, you can add the following:

• Oracle Database as a Service (Oracle DBaaS) and Oracle Java as a Service (Oracle JaaS) subscriptions to an account containing metered Oracle Infrastructure as a Service (Oracle IaaS) Public Cloud Services.

• Metered Oracle DBaaS and metered Oracle Java Public Cloud Services to an account containing Storage and Compute subscriptions.

• Oracle JaaS subscription to an account containing metered Oracle IaaS and metered Database Public Cloud Services.

• Metered Oracle Java Public Cloud Services to an account containing Storage, Compute and Oracle Database as a Service subscriptions.

During the setup process, you:

• Select the order for which the Oracle Cloud Services account needs to be set up.

• Create an Oracle Cloud Services account to assign the purchased Oracle Cloud Services.

To set up an Oracle Cloud Services account:

1. Open the Welcome email you received from Oracle Cloud with the following subject:

2. Review the detailed information about your service included in the email.

3. Click Cloud Services Account Setup.

• If you aren’t signed in, then the Oracle Sign In page opens. Enter your Oracle.com account user name and password, and click Sign In. The Oracle Public Cloud Services Account Setup wizard opens. The wizard enables you to create a new Oracle Cloud Services account or select an existing account to which you assign the purchased Oracle Cloud Services.

• If you are already signed in to your Oracle.com account, then the Oracle Public Cloud Services wizard opens. You don’t need to sign in again.
4. In the Assign Account Details page of the Oracle Public Cloud Services Account Setup wizard:

- If you ordered for an Oracle IaaS Public Cloud Services account along with your Oracle Database or Java Public Cloud Services account, then enter an account name for assigning the purchased Oracle Public Cloud Services.
  
  An account name:
  
  - Must be unique
  - Must start with a letter
  - Can have lowercase letters only and numbers
  - Can be up to 25 characters long

- If you want to assign your Oracle Database or Java Public Cloud Services to an existing account, then select the account name from the list of applicable, existing accounts. You can also select a nonmetered domain, a credit account, or an entitlement to activate your metered service, if they are available. Based on the account name that you provide, Oracle Cloud generates the My Services preview URL and the service console preview URLs. Oracle Cloud displays the preview URL for only one service per service category.

  **Note:**

  Oracle Cloud Services must belong to an identity domain. The identity domain name is the same as the account name that you specify here.

5. If you selected the option to create a new account in the last step, then enter the email address, user name, first name, and last name of the initial identity domain administrator and service administrator for your services. This administrator can create other administrators or users.

6. Click **Assign Account**.

7. Click **Close** in the Review Summary page to exit the wizard.

   The Oracle Public Cloud Services account setup is complete.

---

### Setting Up an Oracle Cloud Services Account from Oracle Cloud

If you set up your Oracle Cloud Services account from the email we sent you, then you can skip this section.

To set up Oracle Cloud Services from My Account:

   
   a. Open your Web browser and go to the Oracle Cloud Web site:

      http://cloud.oracle.com

   b. Click **Sign In** and then click **Sign In to My Account**.

   c. Enter your Oracle.com account user name and password, and click **Sign In**.
The Dashboard page in My Account opens.

2. Click **Orders**.

3. Scroll down the page to find the order that has the Oracle Cloud Services for which you want to set up an account.

4. Click **Cloud Services Account Setup**. The Oracle Public Cloud Services Account Setup wizard opens.

5. Perform Steps 4 through 7 as described in Setting Up an Oracle Cloud Services Account from the Email Link to complete the account setup.

**After Setting Up an Oracle Cloud Services Account**

If you’ve subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can create multiple service instances based on your business needs.

For information on creating instances, see **Creating Service Instances**.

If you didn’t subscribe to an entitlement, then you can proceed to verify that the service is running. See **Verifying That Metered Oracle Cloud Services Are Running**.

**Verifying That Metered Oracle Cloud Services Are Running**

As an **account administrator**, you use the My Account application to monitor the current status of the metered Oracle Cloud Services setup.

When you set up Oracle Public Cloud Services, we process the information and create the required instances. This process may take some time. You can view the service information in My Account, but its status may show that the activation for the service is still in progress.

When the account setup for metered Oracle Cloud Services is complete, the designated **service administrator** and **identity domain administrator** (if different) get a post-setup email from Oracle Cloud with the subject **Welcome to Oracle Cloud. Your Oracle Public Cloud Services are ready for use**.

The email contains the following information required to access the My Services application:

- **Sign-in Credentials**: Your user name, temporary password, identity domain, and the data center where the service is located.

- **My Services URL**

As a service administrator or an identity domain administrator, you use My Services to verify that your Oracle Cloud service is up and running. You can also use My Services to monitor utilization, view service details, and access any control panels and associated tools for the Oracle Cloud service.

The following table describes the service status icons you may see on the dashboard.
<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>Pending activation</td>
<td>This service and any associated services haven’t been activated. You ordered either a trial or paid subscription for an Oracle Cloud service. We received and processed your order, and sent you an email that says your service needs to be activated. To activate your services, click <strong>Activate</strong>. The status changes to <strong>Activation in progress</strong>.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>Activation in progress</td>
<td>This service and any associated services are in the process of being activated. You clicked the <strong>Activate</strong> button to request that we activate the service. We are in the process of activating and fully provisioning the service in Oracle Cloud. When the service is ready for you to use, the status changes to <strong>Active</strong>.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>Active</td>
<td>Service is active. You activated this service and we fully provisioned the service. An active service can be active and up, active and down (issue), or active and locked.</td>
</tr>
</tbody>
</table>

### Managing Your Metered Oracle Cloud Services

After an Oracle Cloud service is successfully activated, identity domain administrators and service administrators manage users and applications using My Services and service-specific tools.

The following table lists common administrative tasks you perform after your Oracle Cloud service is active.

<table>
<thead>
<tr>
<th>Task</th>
<th>Who Can Perform This Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor service details</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td>Add and manage users in your identity domain</td>
<td>Identity domain administrators</td>
</tr>
<tr>
<td><strong>Note:</strong> Users must be added before they can sign in and use a service.</td>
<td></td>
</tr>
<tr>
<td>Grant roles to users</td>
<td>Identity domain administrators or service administrators</td>
</tr>
<tr>
<td><strong>Note:</strong> The appropriate roles must be explicitly granted to individual users according to the service type they are allowed to access.</td>
<td></td>
</tr>
<tr>
<td>Add custom roles</td>
<td>Identity domain administrators</td>
</tr>
<tr>
<td>Reset user passwords</td>
<td>Identity domain administrators</td>
</tr>
</tbody>
</table>

---

*Buying a Metered Subscription to an Oracle Cloud Service 4-7*
Signing In to an Oracle Cloud Service

Before you can sign in to an Oracle Cloud service, you must have a user account that defines your user name, password, and identity domain, and access rights to the service. You also need the web address (URL) for your Oracle Cloud service.

When an Oracle Cloud service is activated, we send the sign-in credentials and URL to the designated administrators. The administrator then creates an account for each user who needs access to the service. Check your email or contact your administrator for your account credentials and service URL.

To sign in to an Oracle Cloud service:

1. Open your web browser and go to the service URL given to you either in an email or by your administrator. The Sign In page opens.

2. Enter your identity domain, user name (user ID), and password.

3. Click Sign In.

   If you are signing in for the first time, Oracle Cloud prompts you to create a new password for security reasons. Follow the instructions on the screen to complete this task.

For information about using a particular Oracle Cloud service, see the appropriate user documentation for the service. For example, for information about using Oracle Java Cloud Services Control or developing Java EE applications, see Using Oracle Java Cloud Service-SaaS Extension.
Adding Users and Assigning Roles

You can use the My Services Users page to manage identity domain administrators, service administrators, users, roles, and passwords.

Topics:
- Oracle Cloud User Roles and Privileges
- About Adding Users
- Creating a User and Assigning a Role
- Assigning One Role to Many Users
- Importing a Batch of User Accounts

Oracle Cloud User Roles and Privileges

This section describes the Oracle Cloud user roles and lists the privileges associated with each role. A user can be assigned more than one role. A role may include privileges that let the user purchase an Oracle Cloud service, manage one or more Oracle Cloud services, or manage the accounts of the users who can access a service.

The following table describes the roles and responsibilities of an Oracle Cloud service user. These roles aren’t predefined.

<table>
<thead>
<tr>
<th>User Role</th>
<th>Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buyer</td>
<td>Controls the buying process. A buyer:</td>
</tr>
<tr>
<td></td>
<td>• Makes purchases in Oracle Store on behalf of a company or an organization.</td>
</tr>
<tr>
<td></td>
<td>• Designates who will be the initial account administrator for the Oracle Cloud service. When a subscription to an Oracle Cloud service is purchased, the buyer or another person must be designated as the account administrator.</td>
</tr>
<tr>
<td></td>
<td>• Can change (upsize or update) the paid subscription to an Oracle Cloud service.</td>
</tr>
<tr>
<td></td>
<td>• Can terminate the paid subscription to an Oracle Cloud service.</td>
</tr>
</tbody>
</table>
User Role | Privileges
--- | ---
Account administrator | Monitors and manages one or more Oracle Cloud services. An account administrator signs in to the My Account application in Oracle Cloud with the Oracle.com (single sign-on) user name and password. From the My Account application, an account administrator can:
- Activate Oracle Cloud services. When activating a service, the account administrator provides information about the service.
- Monitor the status of services across identity domains and data centers.
- Review details about services.
- Review historical utilization data about services.
- Grant and revoke access to other account administrators.

Oracle Cloud Predefined Roles

When Oracle Cloud services are provisioned in an identity domain, Oracle Cloud automatically populates the My Services application with several roles and several user accounts. These roles:

- Correspond to the type of Oracle Cloud service being provisioned.
- Include both administrative roles and non-administrative roles.
- Give certain privileges to the users based on the role assigned to them. Users can be assigned more than one role.
Service administrator  Manages administrative functions related to Oracle Cloud services within an identity domain. A service administrator uses the user name and password defined by My Services to sign in to the application.

A user with an administrator role is automatically granted a predefined role that corresponds to the type of administrator role the person has and the type of service that is being managed by that person.

For example, the service administrator for Oracle Java Cloud Service is given the Service-name Java Administrator predefined role and the service administrator for an Oracle Database Cloud Service is given the Service-name Database Administrator predefined role.

From My Services, a service administrator can:

• Configure and manage one or more service instances in a single data center and identity domain.
• Perform monitoring and management tasks related to individual services.
• Monitor current and historical utilization data.
• Lock and unlock services.
• Review notifications.
• Perform service-specific operations such as data loading for Oracle Database Cloud Service.
• Manage user roles.

From My Services, a service administrator can view user accounts and roles, assign and revoke roles, and change password and challenge questions.

A service administrator can be granted access to multiple identity domains, but must access and manage each one separately.

For Oracle Applications Cloud services, typically, there is only one service per identity domain. Therefore, for these services, the administrator performs the functions of both the service administrator and the identity domain administrator.

If an identity domain has an existing Oracle Applications Cloud service, such as Oracle Sales Cloud, and subsequently any other Platform as a Service offerings, such as Oracle Java Cloud Service - SaaS Extension or Oracle Database Cloud Service, are added to the same identity domain, there can be multiple service administrators handling the different services.
An identity domain administrator is granted the **Identity Domain Administrator** predefined role when an identity domain is first set up. If an individual is both the identity domain administrator and the service administrator, then the individual is automatically assigned the **Identity Domain Administrator** and the **Service-name Service-type Administrator** predefined roles.

An identity domain administrator can perform all the same administrative functions that the service administrator performs related to the Oracle Cloud services within an identity domain.

**Note:** If an individual is both the service administrator and the identity domain administrator, Oracle Cloud creates only one user account and then assigns multiple roles to that person.

An identity domain administrator performs administrative functions related to the users who will have access to your Oracle Cloud services.

To sign in to the application, an identity domain administrator uses the user name and password defined by My Services.

From My Services, an identity domain administrator can:

- Create user accounts and roles within a given identity domain, independent of any service.
- Assign one or more roles (privileges) to a user. Can assign the identity domain administrator role to other users.
- Manage roles assigned to a user.
- Create custom roles.
- Reset user passwords.
- Set up secure SFTP user accounts for Oracle Cloud services.

For Oracle Applications Cloud services, there is only one service per identity domain. Therefore, for these services, the administrator performs the functions of both the service administrator and the identity domain administrator.

**Note:** If the identity domain administrator manages more than one identity domain, then the administrator must sign in to each identity domain separately to manage users and roles for each identity domain.

You can also promote other users (non-administrators) as identity domain administrators. For more information, see Adding Identity Domain Administrators section in *Managing and Monitoring Oracle Cloud*.
Entitlement administrator or Service entitlement administrator

If you’ve subscribed to an entitlement to create instances of an Oracle Cloud service, Oracle Cloud automatically creates a service-specific entitlement administrator role. A user assigned to this role can create or delete service instances, based on specific business requirements.

The name of the role depends on the type of Oracle Cloud service being provisioned. The format is: service-name_SE service name Based Entitlement Administrator.

For example, if you’ve subscribed to Oracle Documents Cloud Service, then the fully qualified name of the entitlement administrator role for that service is: Documents_SE Documents Service Based Entitlement Administrator.

If you’ve subscribed to an entitlement to create instances of bundles of Oracle Cloud Service, an entitlement administrator role is created as follows: Service bundle-name Entitlement Administrator.

For example, if you’ve subscribed to an entitlement to create instances of Oracle JAVAMB service bundle, then the fully qualified name of the entitlement administrator role for that service bundle is: JAVAMB Entitlement Administrator.

User (service-specific, non-administrative role)

In addition to the predefined roles, Oracle Cloud automatically creates several user accounts such as service-specific user or developer roles, and assigns the appropriate role to the user. The user accounts created depends on the type of Oracle Cloud service being provisioned. Each user account includes the user’s name, password, email address, and roles assigned to the user.

All names for predefined roles related to a specific service are prefixed by the name of the service instance and the type of service. The format is: service-name service-type role-name. For example, if myservice1 is the name for an Oracle Database Cloud Service, then the fully qualified names of the roles for that service are: myservice1 Database Developer myservice1 Database User.

A user works with one or more Oracle Cloud services. A user is assigned service and application roles. These roles let a user access the Oracle Cloud service instances within an identity domain.

As a non-administrative user, you use the My Services application to manage your password and security challenge questions for your user account. You can access only the My Profile page.

About Adding Users

As an identity domain administrator, you use options on the My Services Users page to manage users and their roles for certain Oracle Cloud applications and services.

Topics:

- Overview of the Users Page
- Tasks That You Can Perform from the Users Page

Overview of the Users Page

As an identity domain administrator, you use options on the My Services Users page to manage users and their roles for Oracle Cloud applications and services.
The system stores the user accounts in an identity management repository that’s dedicated to your enterprise. An identity domain administrator must manage these user accounts.

From the My Services Users page, you can:

- Add users and assign roles
- Manage users who can access the service
- Manage SFTP predefined user accounts
- Change or reset passwords, and manage password challenge questions

**Note:**

The options on the My Services Users page may vary depending on the selected service. For information about specific services, see the service-specific documentation.

**Tasks That You Can Perform from the Users Page**

The following table briefly describes each tab on the My Services Users page.

<table>
<thead>
<tr>
<th>Tab on Users Page</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>Add user accounts, import a batch of user accounts, assign roles to users, modify user accounts, reset passwords, and remove user accounts.</td>
</tr>
<tr>
<td>SFTP Users</td>
<td>Set passwords for the secure FTP (SFTP) user accounts.</td>
</tr>
<tr>
<td>Roles</td>
<td>View a list of all the predefined roles created by Oracle Cloud and link to a list of users assigned the role you select.</td>
</tr>
<tr>
<td>Custom Roles</td>
<td>View, add, and remove roles that you created for customized access to your Oracle Cloud services.</td>
</tr>
<tr>
<td>Identity Self Service</td>
<td>View your user information, change your password, and change your password challenge questions.</td>
</tr>
<tr>
<td>Contacts</td>
<td>Add, modify, or delete contacts who would receive service notification emails about planned maintenance, service outages, and so on. This tab is available only if the user is a service administrator. Identity Domain administrators (who are not service administrators) will not be able to see this tab.</td>
</tr>
<tr>
<td>My Profile</td>
<td>View your user information, change your password, and change your password challenge questions.</td>
</tr>
</tbody>
</table>

**Creating a User and Assigning a Role**

Only identity domain administrators can create user accounts, and only in the identity domains that they are assigned to manage.

This section describes how to create one user account at a time. To create many user accounts at once, see *Importing a Batch of User Accounts* for more information.
To add a user account, you need the following information:

- The first name and last name of the user
- A valid business email address for the user
- The services that the user is allowed to access

To create one user account at a time:

1. Sign in to My Services. Be sure to specify the appropriate identity domain.
2. Click Users.
3. Click the Users tab.
4. Click Add.
5. Enter the following details in the Add User dialog box:
   - **First Name**: Enter the user’s first name.
   - **Last Name**: Enter the user’s last name.
   - **Email**: Enter a valid business email address in standard format. For example, johndoe@example.com. Special characters are allowed within email addresses. If you use an improperly formatted email address, then you’ll get an error message.
   - **Use email as user name**: The user name is the unique identifier for the user. The user enters this value in the User Name field when signing in to Oracle Cloud. If this check box is selected, then the system automatically makes the user name the same as the email address unless the user name is currently in use or had previously been in use within the current domain. For these cases, the system adds a number to the email address to create a unique value for the user name.
   - **User Name**: If you deselect the Use email as user name check box, then you can enter a unique user name for the user. The user name, along with the password and the name of the identity domain, define a user’s sign-in credentials. The User Name field accepts spaces between characters, but it doesn’t allow special characters such as !#$%*/+?^`{|}~&.
   - **Manager Email** (optional field): Enter the email address of the user’s manager. You can also search for the manager’s email address by clicking the search (magnifying glass) icon and then entering a part of the manager’s email address. If you specify the same email address for both the user and the manager, then you’ll get an error message.
6. Assign one or more roles to this user. Roles control access to applications, resources, and services.
   a. **Simple Role Selection**

      Use this section to assign basic roles to the user, such as the identity domain administrator role, or the service-specific user or administrator roles.

      - To assign an identity domain administrator role, select the **Identity Domain Administrator** check box.
• To assign service-specific roles, select a service from the **Service** list.
  
  – If you’ve subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can assign a service entitlement administrator role to the user. Select the **Service Entitlement Administrator** role check box. A service entitlement administrator can create or delete service instances.

  – If your service entitlement administrator has created multiple instances of an Oracle Cloud Service, then you must select a specific service instance from the **Instance** list before selecting a role. You can select one or more instances.

  – If you’ve subscribed to an entitlement to create instances of bundles of Oracle Cloud Service, then you can assign an entitlement administrator role to the user. For example, if you selected metered Oracle Java Cloud Services (JAVAMB) from the **Service** list, then the **Entitlement Administrator** check box is displayed. Select this check box to assign the role to the user.

• To assign an administrator role for the selected service or instance, select the **Service Administrator** check box. To assign a non-administrator role such as user, developer, or planner for the selected service or instance, select the **Other Roles** check box.

---

**Note:**

The service-specific roles are enabled for selection only after you select a specific service or an instance. You can add more service-specific or instance-specific roles to the user by repeating the previous steps.

---

• To assign the selected roles to the user, click >>. To remove a role, clear the check box next to the role you want to remove and click the clear link. To remove all the roles, simply click the clear link.

---

**Note:**

The >> button is enabled only after you select a role.

---

**b. Advanced Role Selection**

Expand this section to add advanced roles to the user. Roles are instance-specific. Some services, such as Oracle Human Capital Management Cloud (HCM) Service, have two instances: one instance for testing and one instance for production. To allow a user to access both the test instance and the production instance, assign a role that belongs to each instance.

You can select one or more roles, and then use the left and right arrows to move the roles back and forth between the Available Roles column and the Selected Roles column.

• To select a single role, click the role.

• If you’ve subscribed to an entitlement to create instances of bundles of Oracle Cloud Service, then you can assign an entitlement administrator role
to the user. Select the entitlement administrator role from the list. For example, to assign an entitlement administrator role for metered Oracle Java Cloud Services (JAVAMB), select the **JAVAMB Entitlement Administrator** role. An entitlement administrator can also create or delete service instances.

- To select a consecutive group of roles, click the first role you want in the group, press and hold down the Shift key, and then click the last role you want in the group.

- To select non-consecutive roles, press and hold down the Ctrl key, and then click each role you want to select.

- To assign all available roles to the user, click >>.

**Note:**
Simple and advanced role selections are mutually exclusive; you can’t switch between them. Use one or the other for role assignments.

7. Click **Add**.

The system adds an account for the user and displays a message if the user account was created successfully.

After the user account is created, Oracle Cloud sends an email notifying the user that an account was created. The email includes the following sign-in credentials:

- The user’s sign-in name.
- A temporary password. Users are forced to change their temporary password when they sign in the first time.
- The name of the identity domain.

The user has the required credentials to sign in, but needs to know the appropriate URLs. The identity domain administrator or the service administrator must:

- Provide the URL for the My Services application to the user.
- Provide one or more service URLs to the user, depending on the services the user is allowed to access.

Identity domain administrators and service administrators can modify an existing user account and change the roles assigned to a user. Roles control access to applications, resources, and services.

If users forget their password, identity domain administrators can reset it.

### Assigning One Role to Many Users

Oracle Cloud lets you assign one role to many users.

**Topics:**

- **Task 1 Verify the User Accounts Exist**
- **Task 2 Create or Edit a CSV File to Assign a Role to Many Users**
• Task 3 Assign the Role in a Batch

Task 1 Verify the User Accounts Exist
Before you can assign a role to a group of user accounts, the user accounts must exist. For more information about creating user accounts, see Creating a User and Assigning a Role or Importing a Batch of User Accounts.

Task 2 Create or Edit a CSV File to Assign a Role to Many Users
You can create a comma-separated values (CSV) file that contains user information and then upload the CSV file to assign a role to all the users identified in the file. You can assign a role to up to 200 users in each role upload operation.

To assign one role to many users, the CSV file needs to list only the email address for the appropriate users. The first row (line) in the file must be Email. This is the column heading. Each subsequent row specifies the email address for one user. For example:

![roles.csv - Notepad](image)

<table>
<thead>
<tr>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:janesmith@mycompany.com">janesmith@mycompany.com</a></td>
</tr>
<tr>
<td><a href="mailto:jackjones@mycompany.com">jackjones@mycompany.com</a></td>
</tr>
<tr>
<td><a href="mailto:johndoe@mycompany.com">johndoe@mycompany.com</a></td>
</tr>
</tbody>
</table>

To create a CSV file, you can use a standard spreadsheet application, such as Microsoft Excel or Google Spreadsheet, or you can use a text editor, such as Notepad or TextPad. You must be sure to save the file in a valid CSV format.

Spreadsheet applications make it easy to create, edit, and save CSV files. You can use standard features to add and delete rows of data, edit individual fields, search for records, or sort the list.

The CSV file must meet the following requirements:

• Can list a maximum of 200 users
• Must be ANSI or UTF-8 encoded
• Must not be larger than 256 KB (maximum file size)
• Must include one column with this exact heading: Email
• Doesn’t use a comma when there is only one value

If you already created a CSV file to import user accounts, then edit the CSV file to include only those users to which you want to assign a role.

• You can select one role to assign to all the users listed in the CSV file and then you can repeat the process to assign additional roles to the group of users.
• You can create as many CSV files as needed to assign roles to your users.
**Task 3 Assign the Role in a Batch**

To assign one role to all the users listed in a CSV file:

1. Sign in to My Services. Be sure to specify the appropriate identity domain.
2. Click Users.
3. Click the Roles tab if you want to assign a predefined role; click the Custom Roles tab if you want to assign a custom role.
4. Click Batch Assign Role.
5. To find and select the CSV file you want to use, click Browse.
6. To select the role you want to assign to all the users listed in the CSV file, use the drop-down list.
7. Click Assign. The system processes the file and assigns the role you selected to each user listed in the CSV file.

When the system finishes processing the file, the Batch Assign Role dialog box displays the following results:

- The total number of users assigned the role and the name of the role assigned.
- The total number of users not assigned the role, the user names, and the reason for the failure. For example, the system can’t assign a role to a user account the does not exist.

When you make changes to the role assignments, the changes aren’t immediate.

For more information about roles, see Oracle Cloud User Roles and Privileges.

**Importing a Batch of User Accounts**

Oracle Cloud lets you import a batch of users accounts.

**Topics:**

- Task 1 Create a Comma-Separated Values File
- Task 2 Import the Comma-Separated Values File
- Task 3 Review and Fix Any Reported Errors
- Task 4 Assign Roles and Provide Access Details to Users

**Task 1 Create a Comma-Separated Values File**

If you are an identity domain administrator, you can add a batch of user accounts by importing a comma-separated values (CSV) file that lists the information required to set up each user account.

The CSV file is a simple text file in a tabular format (rows and columns). The first row in the file, which defines the columns (fields) in your table, must have these exact column headings:

- First Name
- Last Name
• Email
• User Login

For each user account, you create a new row (line) and enter data into each column (field). Each row equals one record.

To create a CSV file, you can use a standard spreadsheet application, such as Microsoft Excel or Google Spreadsheet, or you can use a text editor, such as Notepad or TextPad. You must be sure to save the file in a valid CSV format.

Spreadsheet applications make it easy to create, edit, and save CSV files. You can use standard features to add and delete rows of data, edit individual fields, search for records, or sort the list. The following illustration shows an example of user account data defined in a Microsoft Excel file. The layout lets you easily review the data.

When you save your spreadsheet as type CSV (Comma delimited) (*.csv), a comma separates the values in each row. For example, the following illustration shows the data from the Microsoft Excel spreadsheet, saved as a CSV file, and opened in Notepad:

The CSV file must meet to the following requirements:

• Be ANSI or UTF-8 encoded
• Not be larger than 2 MB (maximum file size)
• Use a comma as the delimiter between the values
• Include three columns with these exact headings: First Name, Last Name, and Email
• (Optional) A fourth column with this exact heading: User Login

Note:
In the CSV file, the column heading is User Login. However, the value you enter in the User Login column maps to the User Name on the Users page in My Services. This value, also called the user name, is the name the user enters on the Sign In page.

The user name (that is, the value in the User Login column), along with the password and the name of the identity domain, define a user’s sign-in credentials.

If you don’t include a value in the User Login column, then the system makes the user name the same as the email address unless the user name being used or been used within the current domain. For these cases, the system adds a number to the email address to create a unique value for the user name.

The maximum length of the user name is 80 characters.

• Not contain more than 50,000 user records

Task 2 Import the Comma-Separated Values File
To import a comma-separated values (CSV) file and automatically add a batch of user accounts to the identity management system:

1. Sign in to My Services. Be sure to specify the appropriate identity domain.
2. Click Users.
3. Click the Users tab.
4. Click Import.
5. Enter the name of the CSV file to import. You can also click Browse to locate and select the CSV file to use.
6. Click Import. A message confirms that the import operation is in progress
   The system begins creating the user accounts. The time required to create the user accounts depends on several factors such as system load, import requests in progress, and number of user entries in the CSV file.

When the processing of the CSV file is finished, Oracle Cloud sends you an email with the following subject line:

User Loading completed

The email provides the following information:

• The total number of user records processed in the CSV file
• The number of user records successfully uploaded
• The number of user records that failed
• Details about failure and errors, if any
Task 3 Review and Fix Any Reported Errors

In the User Loading completed email that you receive from Oracle Cloud, review the list of errors, if any. Some of the reasons the system could not create a user account include:

- Invalid email address format
- Missing information
- User account already exists
- Invalid CSV file

If there are only a few invalid accounts, then re-create these user accounts manually. See Creating a User and Assigning a Role for details.

If there are many invalid accounts, then create a new CSV file and import the file again.

Task 4 Assign Roles and Provide Access Details to Users

After the user accounts are created, you must explicitly assign one or more roles to the users. Roles control access to applications, resources, and services.

When you use the Import function in My Services to add user accounts, the system automatically generates a temporary password for each user. After the CSV file finishes processing, and the user accounts are created, Oracle Cloud automatically sends your users an email with details about the account created for them.

The email includes the following sign-in credentials:

- The user’s sign-in name (also referred to as the user login).
- A temporary password. Users are forced to change their temporary password when they sign in the first time.
  
  If users forget their password, identity domain administrators can reset it.
- The name of the identity domain.

The user has the required credentials to sign in, but needs to know the appropriate URLs. The identity domain administrator or the service administrator must:

- Provide the URL for the My Services application to the user.
- Provide one or more service URLs to the user, depending on the services the user is allowed to access.
Creating Service Instances

If you’ve subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can create multiple service instances and distribute your resources among the instances.

Topics:
• Before You Create Service Instances
• Creating a Service Instance
• After Creating a Service Instance

Before You Create Service Instances
Before you create service instances, ensure that:
• You’ve set up an Oracle Cloud Services account. See Setting Up an Oracle Cloud Services Account for more information.
• You’ve identity domain administrator privileges to create a user and assign the service entitlement administrator role to the user, who’ll create service instances. The actual name of this role depends on the Oracle Cloud service that you’ve subscribed to. See Creating a User and Assigning a Role for more information.

Creating a Service Instance
You can create one or more service instances from the My Services dashboard if supported by the service type. Only identity domain administrators, entitlement administrators, or service entitlement administrators can create instances. Instance administrators can only view the metrics and the state of service instances.

To create an instance:


2. In the My Services dashboard, navigate to the appropriate service listing.

3. In the Provisioned Instances section on the dashboard view, click Create Instance. The Oracle Cloud Instance Creation wizard opens.

   The wizard steps you through the process of creating an instance.

4. Complete the Instance page. Specify the following:
   a. Name: Specify a unique name for your service instance. If you specify a name that already exists, the system displays an error and the instance is not created.
   b. Description: (Optional) Provide a description of the instance.
c. **Plan**: Select your service plan from the **Plan** list.

**Note:**

Only those plans that you purchased and whose resources are yet to be allocated are displayed in the list. If an instance is created using a plan, then it no longer appears in the list. For example, if you purchase 1 Enterprise and 2 Standard plans, then all of them appear in the **Plan** list. If you create an instance using the Enterprise plan, then only the Standard plans appear in the list.

d. For some entitlements, you may be prompted to specify service-specific attributes such as number of users, number of connections, or number of interactions. Follow the on-screen instructions to specify the details.

e. Specify the administrator credentials in the Administrator Details section. Enter the email, user name, first name, and the last name as required in the respective fields.

5. Click **Next** to continue.

6. In the Confirmation page, review the details you entered and click **Create Instance**.

A new instance is created and the Instances page is displayed, which lists all the instances created for the selected service. Instances are listed in the descending order, by date. You can add more instances if required by clicking the **Add** button on top of the page. If supported by the service type, you can click the instance name or the **Open Service Console** link to access either the service console (if available) or the service instance URL. For information on managing instances, see Managing Service Instances section in *Managing and Monitoring Oracle Cloud*.

### After Creating a Service Instance

The following table describes the tasks you can perform after creating an Oracle Cloud service instance.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
</table>
| Verify that your service instance is ready to use | Service administrators and identity domain administrators use My Services to verify that an Oracle Cloud service instance is up and running. | [Verifying That a Service Is Running](#)  
[Verifying That Metered Oracle Cloud Services Are Running](#) |
| Managing a specific service instance | Service administrators and identity domain administrators use My Services to monitor utilization, view service details, and access the control panel and associated tools for the Oracle Cloud service instance. | [Managing Your Oracle Cloud Service](#)  
[Managing Your Metered Oracle Cloud Services](#) |

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6-2  Getting Started with Oracle Cloud
Use the My Services application to change your password and password challenge questions.

**Topics:**

- About the My Profile Options
- Changing Your Password
- Changing Your Password Challenge Questions

**About the My Profile Options**

Use the **My Profile** options in My Services to view your user information, change your password, and change your password challenge questions.

Note that your view in My Services and the options available to you depends on your role:

- If you are assigned a non-administrative role, then signing in to My Services opens the My Home application that displays the Consoles and the My Profile pages.

- If you are assigned an administrative role, such as the identity domain administrator role or a service administrator role, then you can view all the pages in the My Services application.

When you sign in to My Services for the first time, the system prompts you to change your temporary password and set your password challenge questions.

You can change your password and password challenge questions any time you are signed in to My Services.

**Changing Your Password**

If you have a My Services sign-in account, then you can use My Services to change your password.

To unlock or reset user passwords, see Resetting User Passwords section in *Managing and Monitoring Oracle Cloud*.

---

**Note:**

Passwords are valid only for **120** days. You must change your password within the period to continue using Oracle Cloud services.

---

To change your password:
1. Sign in to My Services. Be sure to specify the appropriate identity domain. For details on signing in to My Services, see Signing In to the My Services Application section in Managing and Monitoring Oracle Cloud.

Your view in My Services depends on your role:

• If you are assigned a non-administrative role, then signing in to My Services opens the My Home application that automatically displays the Consoles page. Click My Profile, or you can select My Profile from the user name menu at the top right corner of the My Home application.

• If you are assigned an administrative role, then My Services opens the Dashboard page. To view the self-service options, click Users, and then click the My Profile tab.

        You can also select My Profile from the user name menu at the top right corner of the My Services application.

2. Enter your current password in the Old Password field. You can enter up to 128 characters.

3. Enter a new password in the New Password field.

        For password requirements, click Password Policy to expand the section and view the details.

4. Reenter your new password in the Confirm New Password field.

5. Click Submit.

If updating your password failed, then the system displays an error message at the top of the page. Some common errors are:

• You entered your current password incorrectly.

• You entered a new password that doesn’t meet the requirements.

• The value you entered in the Confirm New Password field doesn’t match the value you entered in the New Password field.

Changing Your Password Challenge Questions

When you sign in to My Services for the first time, the system prompts you to select your password challenge questions and answers. If you forget your password, you must provide the answers to your challenge questions before the system will reset your password.

To change your password challenge questions and answers:

1. Sign in to My Services. Be sure to specify the appropriate identity domain.

Your view in My Services depends on your role:

• If you are assigned a non-administrative role, then signing in to My Services opens the My Home application that automatically displays the Consoles page.

        Click My Profile, or you can select My Profile from the user name menu at the top right corner of the My Home application.
• If you are assigned an administrative role, then My Services opens the Dashboard page. To view the self-service options, click Users and then click the My Profile tab.

   You can also select My Profile from the user name menu at the top right corner of the My Services application.

2. Scroll down the page to view the Change Challenge Questions section.

3. Enter your password in the **Current Password** field.

4. Select a question from the list, and then enter your answer in the associated field. Repeat this procedure for the second and third questions. Be sure to select three different questions and provide three unique answers.

5. Click **Submit**. The system displays a confirmation message if your challenge questions were updated successfully.
Accessing Service Consoles

If you’re a user without administrative privileges, then when you sign in to My Services or Global My Services, you’re redirected to the My Home application. You can also log in to My Home from the logged-in user name menu in My Services. My Home provides you with a single window to access all the service consoles applicable to you. You can also change your sign-in password and password challenge questions.

The top-right corner of the My Home application displays the identity domain name, the Preferences menu, and the user name menu.

You can select Diagnostics from the user name menu to test the end-to-end throughput (in Mbps) of the network connection between the browser displaying the network throughput test page and the Oracle Cloud data center.

The My Home application contains the following:

- **Consoles Page**
- **My Profile Page**

**Consoles Page**

The Consoles page is displayed as a default when you open My Home. Use the Consoles page to view and access the service consoles that you’ve access to.

By default, service consoles in the domain that you logged into are displayed. You can select another identity domain to view all the service consoles in that domain from the Scope menu. You can also search for a specific identity domain by entering a few characters in the search box in the Scope menu. The system suggests possible matches and the list is refined to display only those, from which you can select the required domain.

The following table describes the key elements shown on the Consoles page.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Center: US Commercial 1 (Time zone: US/Pacific)</td>
<td>Displays the data center name and the time zone information for a specific identity domain.</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| Displays the following information (if available) for a particular service:  
  • Service name  
  • Data center name  
  • Identity domain name  
Clicking the Action icon on the top right corner of the console displays the following options, based on the user role:  
  • Open User Console  
  • Open Admin Console  
  • Open My Services  
Clicking the star icon (Favorites) marks a particular service as a favorite. Marking a service as a favorite adds the service to the list of favorite services. After you mark at least one service as a favorite, the favorites (star) icon appears next to the **Show** filter.  
If you select multiple services as favorites, the most recently added service is displayed first in the favorites list. You can mark up to four services as favorites. If you already selected four favorite services, and you try to add another service as a favorite, then a pop-up window will prompt you to deselect one of the services. You must deselect one of the services before you can add a new service to the list of favorites. |
| User Badge Icons | A console with a user badge denotes one of the following:  
  • Indicates that the logged-in user *may* have access to the service console.  
  • Indicates that this user is a normal user and has access only to the user console.  
  • Indicates that this user is an administrator and has access to the administrator console. |
Note:
With Oracle Public Cloud services, individual service listings display the service name, such as Oracle Storage Cloud Service, and a link to access the service console.

My Profile Page
The My Profile page lets you view your user information, change your password, and change your password challenge questions. See Managing Your Password for more information.
This section lists the frequently asked questions (FAQ) related to Oracle Cloud Portal.

**Topics:**

- Where do I get information about Oracle Cloud services?
- Where can I get a list of the available trial Oracle Cloud services?
- When does my 30-day trial period for an Oracle Cloud service begin?
- Can I use any email address to sign up for a trial subscription to an Oracle Cloud service?
- I activated my trial subscription. What should I do next?
- My 30-day free trial period for a service is over. Can I get an extension?
- Can I transfer my existing trial account to a paid one?
- I purchased a subscription to Oracle Java Cloud service, and I want to activate the service. Why is the Activate button disabled in My Account?
- Where do I find my Customer Support Identifier (CSI)?
- How can I contact Oracle to get help on the Oracle Cloud services?

**Where do I get information about Oracle Cloud services?**

From the Oracle Cloud website, you can learn about the available Oracle Cloud services, sign up for a free trial subscription, or purchase one or more subscriptions to Oracle Cloud services.

To go to the Oracle Cloud website, open your web browser and enter the following address:

http://cloud.oracle.com

See About the Oracle Cloud Website.

**Where can I get a list of the available trial Oracle Cloud services?**

For a list of Oracle Cloud services that are available on trial, use the following link:

https://cloud.oracle.com/tryit
When does my 30-day trial period for an Oracle Cloud service begin?

Your 30-day free trial subscription begins on the date that you activate your trial subscription to an Oracle Cloud service. It doesn’t begin on the date that you requested the trial.

Can I use any email address to sign up for a trial subscription to an Oracle Cloud service?

Before you can request a trial subscription or purchase a subscription to an Oracle Cloud service, you must have an Oracle.com account.

We prefer that you use a valid business email address as the user name for your Oracle.com account. Your Oracle.com account gives you access to a variety of online applications and resources such as Oracle Store and My Oracle Support.

See Getting an Oracle.com Account.

I activated my trial subscription. What should I do next?

After your trial subscription is activated, you’ll get an email with role-specific details and access information. Use the information in the email to sign in to the My Services application to verify whether the service is running.

See Verifying That Your Trial Subscription Is Running.

After you verify that your trial service is running, you can start using your service. If you’re the administrator of the service, then you can use My Account and My Services to manage the service and activate trial subscriptions of other requested services.

See Managing Your Oracle Cloud Trial Subscriptions.

My 30-day free trial period for a service is over. Can I get an extension?

You can request a one-time 30-day extension for your trial subscriptions.

Can I transfer my existing trial account to a paid one?

No. Currently, you can’t convert or transfer your existing trial account to a paid account.

I purchased a subscription to Oracle Java Cloud service, and I want to activate the service. Why is the Activate button disabled in My Account?

Oracle Java Cloud Service requires Oracle Database Cloud Service. Therefore, the Activate button for Oracle Java Cloud Service is disabled until there is at least one active Oracle Database Cloud Service in the identity domain.

Where do I find my Customer Support Identifier (CSI)?

You can find your CSI in the following ways:

• From the Welcome email that we sent you when your subscribed services were ready for use.
• Using Oracle Cloud Portal – My Account:

2. Click the **Sign In** link.
4. Click the **Orders** tab.
5. Set the display filter to **Show: All**.
6. Navigate to the particular service order entry. You can find the CSI number displayed there.

**How can I contact Oracle to get help on the Oracle Cloud services?**

You can get help on the Oracle Cloud services by:

- **Chatting online with an Oracle support representative:** To start a live online chat with an Oracle Support representative, click 🗣 at the right edge of any Oracle Cloud page. Enter your questions and get immediate assistance from a support representative.

- **Contacting Oracle over phone:** To contact Oracle, click 📞 located on any Oracle Cloud page. This displays a toggle window with the contact information. See **Contacting Oracle Support**.
About the Assign Service Details Page

When you activate your service, refer to this table. This table provides information on the Assign Service Details page.

<table>
<thead>
<tr>
<th>Service Detail</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>Select the default language for all the administrators for the Oracle Cloud Account for which the current order is being provisioned. This is useful if you’re activating an order for a customer whose primary language is not English. Based on your selection, the Welcome and Onboarding emails are sent in the specified language.</td>
</tr>
<tr>
<td>Time Zone</td>
<td>Select the country and relevant time zone for all the administrators for the Oracle Cloud Account for which the current order is being provisioned.</td>
</tr>
<tr>
<td>Account Administrator</td>
<td>Displays the user name, first name, and last name of the person designated as the account administrator at time of ordering the service. If the account administrator and the person who activated the order are the same person, then these fields are read-only.</td>
</tr>
<tr>
<td>Identity Domain Name</td>
<td>You can create a new identity domain for this service or select an existing domain. You can also select a domain, which contains metered Oracle Cloud services, when activating a nonmetered Oracle Cloud service. Enter a name for the identity domain to which this service belongs. <strong>Note:</strong> To activate your service in any of the existing domains, you must be an account administrator to at least one of the subscriptions in the selected identity domain. If not, the identity domain will not be displayed for selection. If you create a new identity domain, but you enter the name of an existing identity domain in the Identity Domain field, then you’ll get an error message when you try to go to the next step in the workflow. When you order an Oracle Platform as a Service (Oracle PaaS) such as Oracle Software as a Service (Oracle SaaS) and an application such as Oracle Customer Relationship Management Cloud Service (Oracle CRM) together, it is recommended that you activate Oracle SaaS first and then use the same identity domain for extending Oracle CRM in that domain. Identity domain names must be unique across all Oracle Cloud services. <strong>Note:</strong> When activating a service type that requires Software as a Service (SaaS), it’s good practice to select an identity domain that already contains an Oracle Software as a Service offering. If not, the system warns you that the domain you selected does not contain a SaaS offering but allows you to continue. However, you can’t change the identity domain after the service is activated.</td>
</tr>
<tr>
<td>Service Detail</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Identity Domain Administrator</td>
<td>Enter information, such as email address, user name, first name, and last name, for the person who will be the administrator for the domain. Administrator User Name is a required field, and it accepts spaces in between characters. Administrator User Name also supports multibyte characters. To make this person the administrator of the service and the identity domain, select the Make this person the service administrator also? check box.</td>
</tr>
<tr>
<td>Service Name</td>
<td>Enter the service name. Service names must be unique within an identity domain. Oracle Cloud automatically assigns the name for some services. You can’t change the name. Provide an optional description to help you easily identify this service in your account. Enter information, such as email address and user name, for the person who will be the administrator for the service.</td>
</tr>
<tr>
<td>Service Administrator</td>
<td>If you didn’t select the Make this person the service administrator also? check box in the Identity Domain Administrator section, then enter information about the person who will be responsible for managing and monitoring service operations (the administrator for the service). You can enter spaces between characters in the User Name field for the service administrator. User Name is a required field and it supports multibyte characters. The User Name field allows up to 80 characters. The service administrator can be the same person as the identity domain administrator. Every service must have a service administrator. You can use the same information as an existing service administrator if you want one service administrator to manage multiple services. For some Oracle Cloud services, such as Oracle Database Cloud Service and Oracle Java Cloud Service, the identity domain can have more than one service. By default, the service administrator is also the identity domain administrator. However, you can designate a different user to be the identity domain administrator. For Oracle Applications Cloud services, there is only one service per identity domain. Therefore, for these services, the designated administrator performs the functions of both the service administrator and the identity domain administrator. If an identity domain has an existing Oracle Applications Cloud service, such as Oracle Sales Cloud, and any other Platform as a Service offering, such as Oracle Java Cloud Service - SaaS Extension, and they are added to the same identity domain, then multiple service administrators can handle the different services.</td>
</tr>
<tr>
<td>Additional Details</td>
<td>This section is displayed for some services such as Oracle Integration Cloud Service, depending on the service configuration settings. Provide the details as required.</td>
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</tbody>
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