

Service Administrator

Action List

Oracle® Retail Integration Cloud Service

Release 19.0.000

Services List

- Oracle Retail Integration Cloud Service

Purpose

This article outlines the actions that need to be completed by the Service Administrator for your company within 60 days of receiving the environment access email.

Audience

This article is intended for the Service Administrator at your company.

- The Service Administrator has the primary responsibility for a successful implementation and ongoing use of your Cloud Service.
- Oracle will target important communications to the Service Administrator, who is the key person in your business that manages your Cloud Service(s).
- The Service Administrator communicates the status of the implementation and ongoing use of your Cloud Service to stakeholders within your business.

Important Timeline

Perform these critical tasks as soon as possible after receiving your environment access email. Your temporary password to log in to your environment expires in 60 calendar days.

Step 1

Follow all instructions in the “Action Required: Access and Administer Production/Stage/Test Environment...” email.

This environment access email contains critical details required for you to access and administer your Cloud Service. You will receive on email for each provisioned environment. **Save these emails.**

Log in to your Cloud Service. Use the Identity Management URL, username and temporary password provided in the environment access email to verify access to your service. At your first login attempt, create a new password and make note of it because at this point you are the only one with access!

You will receive a separate e-mail for each provisioned environment, and the password for each environment is maintained separately. Also, please note that you will not be able to access the Retail applications until you grant the appropriate application roles to your user.

Log in using a supported browser listed in the Release Notes located within the applicable library on the Oracle Technology Network (OTN), also known as docs.oracle.com:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

The Cloud Service also provides a secure FTP (SFTP) integration feature. The environment access emails also contains details on how to access this SFTP account. Log in using a SFTP client and the connection details provided in the access email to validate you can connect successfully.

Step 2

Register your New Customer Support Identifier in My Oracle Support.

You should receive a separate email instructing you to register your new Customer Support Identifier (CSI) number with My Oracle Support (MOS). Follow the steps in the email or on the sign-in page (support.oracle.com) to create a new account.

If you already have a MOS account, remember to [add your new CSI to your existing MOS account](#).

The first person to request access to a CSI must be checked by Oracle to ensure the domain of their email address matches the domain associated with the CSI. Once approved, they will be made the “administrator” of that CSI, and can approve others to user it. If someone else has already been made the administrator of that CSI, then the request will be emailed to him or her for approval.

Step 3

Select Backup Service Administrators.

Until you add backup administrators, you are the sole Service Administrator and the only person able to add accounts, grant groups, and reset passwords. You will also be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods.

- To get the backup member or DL added to notifications about upgrades, monthly updates, planned downtime, and maintenance periods - Raise a MOS SR with the details of the members/DL to be added to the Notification.
- To add a Backup Administrator, please go through the IDCs Documentation: <https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/managing-user-user-accounts-and-roles.html> and <https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/adding-identity-domain-administrators.html>

Step 4

Identify Key Contacts for Notifications.

Verify that the key personnel in your organization who should receive critical notifications about your Cloud Service have been added as a user in the Identity Management application. This could include backup administrators, project managers, implementation partners and other project team members.

Once the users have been created, notify your Customer Success Manager with the list of users who should receive notifications about the Cloud Service.

Step 5

Leverage Oracle Support

Attend a session on [Working Effectively with Support \(WEWS\)](#) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the [Oracle Support Contacts Global Directory](#) to find the Oracle Support Hotline for your country, and explore the My Oracle Support site at support.oracle.com.

Step 6

Get Connected

Register for RGPU support communities:

- Use My [Oracle Support Community](#) to post technical questions and get resolution on technical issues.
 - See [Getting Started](#) to learn how to use the Support Community.
 - Use [The RACK](#) to view informative resources and participate in discussions around Retail Solutions.

Step 7

Create End User Accounts

Before end users can access the Cloud Service application it is necessary to provision each user access to the system, and assign roles to each user to control what functionality will be available to them. The access provisioning is done using IDCS. Instructions for end user account creation(reference to IDCS Document) are documented in an

Administration Guide, found in an online Documentation library at this location:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

Step 8

Get Started with your Implementation

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation libraries at this location:

Review Transfer of Information (TOI) and Product Overview educational materials for your product hosted through [Release Readiness Transfer of Information \(TOI\) Recordings](#) on My Oracle Support and run by Oracle University.



Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

CONNECT WITH US

-  blogs.oracle.com/retail
-  facebook.com/oracleretail
-  twitter.com/oracleretail
-  oracle.com/retail

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

