

Service Administrator

Action List

Oracle® Retail Xstore Office Cloud Service

Release 19.5

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 receive one email per identity domain, or environment, with unique URLs and sign-in credentials. **Save these emails.**

Sign in to your new service using the Application URL and the sign-in credentials 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!

Also, please note that only you will be able to access the Retail application until you create other users and grant the appropriate application roles to those users.

Log in using a supported browser listed in the Release Notes located within the applicable library on the Oracle Help Center (docs.oracle.com):

<https://docs.oracle.com/en/industries/retail/index.html>

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 an 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 roles, and reset passwords.

To add a Backup Administrator, follow the steps below:

- 1) Identify at least one other person in your organization who should have access to administrate accounts for your Cloud Service.
- 2) Log in to the Identity Cloud Service application using the OCI IAM URL.
- 3) Under Administration, click Users.
- 4) Under Actions, click Create.
- 5) Enter the user information.
- 6) Click Submit.

For additional assistance in creating users or adding them to groups, see the following documents:

Managing and Monitoring Oracle Cloud

Adding Identity Domain Administrators

Step 4

Identify Key Contacts for Notifications.

As the Service Administrator, initially you will also be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods. Identify the key personnel in your organization who should receive critical notifications about your Cloud Service. This could include backup administrators, project managers, implementation partners and other project team members.

Oracle recommends setting up a distribution list at your company and registering your distribution list for the notifications. If you need to make changes that require Oracle's involvement, you can raise a Service Request (SR) on My Oracle Support. Refer to [Doc ID 2364511.1](#) for details on how to log the SR and what information to provide.

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.

The Oracle Retail Learning Subscription at Oracle University is a digital training solution for anyone on your team seeking training on Oracle Retail Products. For training opportunities, see the following web site:

<http://www.oracle.com/education>

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 and Get Started with your Implementation

Before end users can access the Cloud Service application, it is necessary to provision each user access to the system, and assign *organizations, a role, and org nodes* to each user to control what functionality will be available to them. The access provisioning is done using Identity Cloud Service. For information on creating user accounts and seeding data, see the Xstore Office Cloud Service User Guide found in the online Documentation library at this location:

https://docs.oracle.com/cd/F13595_01/xocs/pdf/195/xstoreofficecs-195-ug.pdf

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 library at this location:

https://docs.oracle.com/cd/F13595_01/xocs/index.htm

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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.



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