

# Oracle® Cloud

## Getting Started with Oracle Cloud Applications



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Primary Author: Oracle Corporation

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# Preface

*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:

- [Audience](#)
- [Related Documents](#)
- [Conventions](#)

## 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://oracle.com>

On the navigation pane, under **Product Help**, click **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:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

# 1

## Welcome to Oracle Cloud

Oracle Cloud is the industry's broadest and most integrated cloud provider, with deployment options ranging from the public cloud to your data center. Oracle Cloud offers best-in-class services across Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS).

### Topics

- [About Oracle Cloud](#)
- [Overview of Oracle Cloud Subscriptions](#)
- [About Oracle Cloud Accounts](#)
- [Oracle Cloud Terminology](#)
- [How Do I Sign Up?](#)
- [Contact Oracle Support](#)

## About Oracle Cloud

Oracle Cloud is one of the few cloud providers that can offer a complete set of cloud services to meet all your enterprise computing needs.

Use Oracle Infrastructure as a Service (IaaS) offerings to quickly set up the virtual machines, storage, and networking capabilities you need to run just about any kind of workload. Your infrastructure is managed, hosted, and supported by Oracle.

Use Oracle Platform as a Service offerings to provision ready-to-use environments for your enterprise IT and development teams, so they can build and deploy applications, based on proven Oracle databases and application servers.

Use Oracle Software as a Service (SaaS) offerings to run your business from the Cloud. Oracle offers cloud-based solutions for Human Capital Management, Enterprise Resource Planning, Supply Chain Management, and many other applications, all managed, hosted, and supported by Oracle.

## Web Browser Requirements

Find out about browsers supported by the Infrastructure Classic Console and Applications Console.

See [Supported Browsers](#) to identify the list of supported browsers for Oracle Cloud Console. Some Oracle Cloud services and tools have additional or specific browser requirements. See the documentation for the Cloud Services you are using.

# 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.

## Universal Credit Services

These are bundled Oracle Infrastructure as a Service (Oracle IaaS) and Oracle Platform as a Service (Oracle PaaS) cloud services and offer unlimited access to all the services in these categories.

See [Universal Credits](#) in *Oracle Cloud Infrastructure documentation*.

## Bring Your Own License (BYOL)

Allows you to use any pre-existing Oracle software licenses that you may have when buying new subscriptions on Oracle Cloud. For example, if you have purchased a perpetual license for Oracle Database Standard Edition earlier, then you can use the same when you buy Database Standard Package with BYOL pricing. See [About Bring Your Own License Subscriptions](#) in *Oracle Cloud Infrastructure documentation*.

## Metered Services, Prepaid

With the metered service offerings, you're billed in arrears based on your actual usage. The metered offerings apply to Oracle Infrastructure as a Service (Oracle IaaS) and Oracle Platform as a Service (Oracle PaaS) Cloud services. You can purchase our metered Cloud services from Oracle Store or by contacting Oracle Sales.

See [Buy a Prepaid Metered Subscription to an Oracle Cloud Service](#).

## Nonmetered Services

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 example, Government subscriptions are nonmetered services and their usage is drawn down from the committed amount.

See [Buy a Nonmetered Subscription to an Oracle Cloud Service](#).

## About the Consoles

Oracle Cloud provides three distinct consoles you can use to manage the services and features of your Oracle Cloud Account.

You'll be directed to a console depending on how you signed up for Oracle Cloud.

- If you have subscribed to Oracle Cloud Infrastructure and Platform services, you'll be directed to Oracle Cloud Console or Infrastructure Classic Console. If you see **Oracle Cloud Infrastructure Classic** at the top of the page, then you are using the Infrastructure Classic Console, otherwise you are using the Oracle Cloud Console.
- If you've subscribed to Oracle Cloud Applications, you'll be directed to Applications Console.

As you get started with Oracle Cloud, you will see references to these consoles. Which one you use daily will depend on the types of services and features you use.

For example, If you're creating compute instances, you'll use the Oracle Cloud Console. If you're creating an Oracle Cloud ERP instance, you'll use the Applications Console.

## About Oracle Cloud Accounts

Most Oracle Cloud services are designed to run in an Oracle Cloud account with Oracle Identity Cloud Service. This means that the service uses Oracle Identity Cloud Service to manage users and control access to cloud services.

However, some Oracle Cloud services still rely on Oracle Identity and Access Management or their own identity management systems for the same purposes.

You can see a list of the Oracle Cloud accounts that have their own identity management system by clicking **Account Management** on the Infrastructure Classic Console or Applications Console, and then click **My Admin Accounts**.

You can also use the My Admin Accounts page to switch between these accounts.

## About Cloud Accounts with Identity Cloud Service

When you sign up for a new Oracle Cloud Account with Universal Credits, you get a Cloud Account with Identity Cloud Service. Oracle Identity Cloud Service is a cloud-based Identity and access Management System, designed to support the latest Oracle Cloud offerings. It provides a wide range of user management and security features, designed for the cloud.

A version of Oracle Identity Cloud Service comes with every Cloud Account. It allows you to create and manage users and control access to your Oracle Cloud Account. You can also use this version of Oracle Identity Cloud Service to create groups, and implement a wide variety of security features to protect your Oracle Cloud resources.

However, Oracle Cloud Infrastructure (OCI) has its own identity management system for managing users and roles. You can use Oracle Cloud Infrastructure Identity and Access Management (IAM) to create and manage users who can access OCI services, but when used in the context of an Oracle Cloud Account, the OCI IAM software can be federated with Oracle Identity Cloud Service. Federating OCI with Oracle Identity Cloud Service allows you to have a seamless connection between services, without having to create a separate username and password for each one.

## About Traditional Cloud Accounts

Traditional Cloud Accounts do not use the Oracle Identity Cloud Service to manage users and roles. Instead, they use traditional Identity and Access Management software. This means that Traditional Cloud Accounts have sign-in credentials and procedures for creating and managing users that are different from Oracle Cloud Accounts with Identity Cloud Service.

There are three scenarios where you might be using a Traditional Cloud Account:

- If you sign up for a free credit promotion or a paid Oracle Cloud Account, you get a Traditional Cloud Account automatically. This is because some of the services in your account do not yet support Oracle Identity Cloud Service. To view those services, you can select your traditional cloud account from the **Identity Domain** drop-down menu in the Infrastructure Classic Console or Applications Console.

To create services and manage users for those services, you must also sign in to the account using the Traditional Cloud Account URL, which is available in the email you received when your services were provisioned and on the **My Admin Accounts** tab of the Account Management page in the Infrastructure Classic Console or Applications Console.

- If you ordered your Oracle Cloud subscription before Universal Credits subscriptions were available, it's likely you are using a Traditional Cloud Account. For example, if you have a classic metered or non-metered subscription, the credentials you use and users you created in the account are managed by traditional Identity and Access Management software.
- If you are using any of the Oracle Software as a Service (SaaS) offerings, you are also likely to be using a Traditional Cloud Account. Most of the Oracle Applications available on Oracle Cloud use traditional Identity and Access Management software.

## Oracle Cloud Terminology

As you start using Oracle Cloud, it helps to understand the basic terminology we use to describe the Oracle Cloud features and services.

Term	Definition
Data center	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.
Data region	A geographical region that's associated with one or more data centers. When you sign up for an Oracle Cloud account, you select a default data region, where your services will be hosted.
Identity domain	A domain that controls the authentication and authorization of the users who can sign in to an Oracle Cloud service and which features they can access. An Oracle Cloud service in a traditional cloud account must belong to an identity domain.
Oracle Account	Oracle Account is a unique customer account and can correspond to an individual, an organization, or a company that is an Oracle customer. This account gives you access to the Oracle.com website, which includes your access to applications, communities, and Oracle Technology Network (OTN). Note the following: <ul style="list-style-type: none"> <li>• An Oracle Account is different from an Oracle Cloud Account that you use to access your cloud services.</li> <li>• For Oracle Infrastructure as a Service (Oracle IaaS) or Oracle Platform as a Service (Oracle PaaS) offerings, an Oracle account is no longer required if you're signing up for the Free Oracle Cloud Promotion or for a new Oracle Cloud account.</li> <li>• An Oracle Account is required if you're using Oracle Store to purchase services or if you sign up for certain traditional metered Oracle PaaS offerings that are part of the Free Oracle Cloud Promotion.</li> <li>• An Oracle Account is also required when logging support or service requests in My Oracle Support.</li> </ul>

Term	Definition
Oracle Cloud account	Use this account to access your cloud services and to sign in to the Infrastructure Classic Console or Applications Console, where you manage your account and your services. There are two types of Oracle Cloud accounts: traditional cloud accounts (also known as Cloud Service accounts) and cloud accounts with Oracle Identity Cloud Service.
Service	A Software offered in Oracle Cloud
Service console	The unique console of a service or the administrator console if the service has both an administrator console and a user console
Service Entitlement	Service entitlements represent the right to use Oracle Cloud services, based on the resources you've purchased or the rights assigned to you by your Cloud Account administrator.
Service instance	The existence of a cloud service, for example, an instance of Oracle Java Cloud Service
Service instance URL	The web address (URL) that you use to access a provisioned service instance.
Service name	A name assigned to your Oracle Cloud service. The service name must be unique in the identity domain. You can add a longer description to help you identify the service after it's activated.
Service notification	An event reported on the Infrastructure Classic Console or Applications Console in the Message center. Notifications provide information about upcoming events such as system outages or blackouts, service maintenance, promotion expiry, or resource quota breach.

## How Do I Sign Up?

When you're ready to sign up for an Oracle Cloud Account, consider the services and your specific computing requirements.

If you're interested in Oracle Software as a Service (Oracle SaaS) services, or if you represent a public sector or enterprise-level organization, then contact Oracle Sales. If you have any questions or if your country isn't supported, then contact Oracle Sales Team.

For example, start a chat session on the Oracle Web site or click the **Request Quote** button on one of the Oracle Cloud website pages. An Oracle representative will help you meet any special requirements and ensure you are signing up for the most efficient and cost-effective Cloud solutions. See [Contact Oracle Support](#).

For specific information about ordering Oracle Software as a Service (SaaS) offerings, see [Order Oracle Cloud Applications](#).

If you're interested in any of the Infrastructure as a Service (IaaS) or Platform as a Service (PaaS) services, use the Oracle Cloud website to sign up for a free credit promotion and try out the Oracle Cloud services. See [Request and Manage Free Oracle Cloud Promotions](#) in *Oracle Cloud Infrastructure documentation*.

## Contact Oracle Support

Whether you've signed up for the free Oracle Cloud Promotion or you've purchased Oracle Cloud services, you can use any of the following support options at any time to get help with your cloud services.

However, if you've purchased Oracle Cloud services, we recommend that you use My Oracle Support to log your requests and get help.

**Topics:**

- [Chat Online with an Oracle Representative](#)
- [Contact My Oracle Support](#)
- [Additional Support Channels](#)
- [Get Your CSI Number](#)
- [Get Your Order Number](#)

## Chat Online with an Oracle Representative

If you've signed up for free Oracle Cloud promotion, use the online chat to get help. If you've purchased Oracle Cloud services, it's recommended that you use My Oracle Support to get help.

To start a live online chat with an Oracle Support or Sales representative, do any of the following:

- Click  from any page in the [Oracle Cloud](#) website.
- Click  (Help) from the top of Infrastructure Classic Console or Applications Console and select **Chat with us**.
- Click the **Click to Chat** pop-up button in Infrastructure Classic Console or Applications Console.
- Use the chat links provided in your welcome email.

In the Chat with Us dialog box, select **Live Cloud Chat**. Enter your questions and get immediate assistance from a support or sales representative.

 **Note:**

If you are unable to reach an Oracle support representative due to high chat volumes, you can leave a message in the chat window and we'll get back to you as soon as possible.

## Get an Oracle.com Account

An Oracle Account (oracle.com account) is a unique identifier that gives you access to all of Oracle Cloud's website. You need this account when making purchases through Oracle Store, or when logging support requests through My Oracle Support. This is also known as Oracle Single-Sign on (Oracle SSO) account.

Note that this is different from your Cloud Account, which hosts your Oracle Cloud services and enables you to log in to Infrastructure Classic Console or Applications Console.

If you don't already have an Oracle Account, then you can create it from the Oracle Cloud website (<http://www.oracle.com>) or from the My Oracle Support page.

To request an Oracle Account from the Oracle Cloud website:

1. Go to the [Oracle Cloud](#) website.
2. Click  **View Accounts**.
3. Click **Create an Account**.
4. Enter your email address and other details in the appropriate fields. Be sure to complete all the required fields.
5. Click **Create Account**.  
After your account is created, you'll receive a confirmation email at the email address that you provided.
6. Follow the instructions in the email to verify your email address.

To request an Oracle Account from My Oracle Support:

1. Go to the My Oracle Support website:  
<https://support.oracle.com/>
2. Click **New user? Register here** to create your Oracle Account.  
The **Create Your Oracle Account** page opens.
3. Enter your email address and other details in the appropriate fields. Be sure to complete all the required fields.
4. Click **Create Account**. We create your account and send a confirmation email to the address that you provided.
5. Follow the instructions in the email to verify your email address.

After your email address is verified, you can use your Oracle.com account make purchases or log service requests.

## Contact My Oracle Support

If you've purchased Oracle Cloud services, then use My Oracle Support (MOS) to log your service requests. My Oracle Support enables you to track your requests and reach out to relevant support teams who can prioritize and resolve your requests faster.

Log in to [My Oracle Support](#) to log your service requests and get help. You must have an [oracle.com](#) account to sign in to My Oracle Support. Create an account if you don't have one already. See [Get an Oracle.com Account](#).

Instructions on filing a service request are available on the My Oracle Support page. Follow the instructions to create a service request.

### **Important:**

Use the CSI number and register it with My Oracle Support when logging a service request. This enables the system to identify you and process your request accordingly.

If you're a new user, the system prompts you to enter your CSI number when signing in to My Oracle Support. See [Get Your CSI Number](#).

If you're an existing user, ensure that you register your CSI number with My Oracle Support. See [Register Your CSI Number](#).

Alternate methods of contacting My Oracle Support:

- Use the link in your welcome email to contact My Oracle Support.
- Click  from any page in the [Oracle Cloud](#) Website and select **Technical Support**.
- If you've already logged in to Infrastructure Classic Console or Applications Console, click Help  from the top of Infrastructure Classic Console or Applications Console and select either **Create Service Request** or **Technical Support**.

## Additional Support Channels

Use any of these support options to start or view discussions related to your product or service.

Click  from any page in the [Oracle Cloud](#) Website. Or, if you've already logged in to Infrastructure Classic Console or Applications Console, click Help  from the top of Infrastructure Classic Console or Applications Console and select one of the following options:

- Click the link to the Oracle Support Community if you have questions on system usage or metrics.
- Click the 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.

## Get Your CSI Number

The Customer Support Identifier (CSI) number is generated after you purchase Oracle Cloud services. This number is present in your contract document and also in Infrastructure Classic Console or Applications Console.

You'll need the CSI number to register and log support requests in [My Oracle Support](#) (MOS).

To get your CSI number from Infrastructure Classic Console or Applications Console:

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Click  (Help) from the top of Infrastructure Classic Console or Applications Console.
3. You'll find the CSI number below the **Create Service Request** link.

## Register Your CSI Number

If you're an existing user in Oracle Cloud, you must register your CSI number in My Oracle Support. This helps Oracle Support to quickly identify you and troubleshoot your issue effectively.

Keep your CSI number handy before registering it. See [Get Your CSI Number](#).

To register your CSI number in My Oracle Support:

1. Go to the My Oracle Support website:  
<https://support.oracle.com/>
2. Sign in with your Oracle Account.
3. From the logged-in user menu, click **My Account**.
4. In the **Support Identifiers** section, click **Request Access**. The **Support Identifiers** section displays the accounts that your user name is currently associated with.
5. Enter your CSI number, an optional note to approver, and then click **Request Access**.
6. Enter your company name that owns the CSI number and click **Validate**.
7. Click **Next** and enter your contact details.
8. Accept the terms and conditions and click **Next**.

After your request is approved, you can log support requests.

## Get Your Order Number

Your order number is generated when you purchase Oracle Cloud services. The order number is given in your Order document and is also available in Infrastructure Classic Console or Applications Console.

Include your order number in any of your correspondence with us and when you want to get in touch with Oracle Sales or Support representative.

To get your order number from Infrastructure Classic Console or Applications Console:

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Click the **Manage Account** tile, and then click the **Account Management** tab. Your subscription details are displayed in the page.
3. Scan the **Order** column for your order number.

# 2

## Get Started with Oracle Cloud Services

After you sign up for an Oracle Cloud Account and log in to Oracle Cloud Console, you can start using your Oracle Cloud services.

### Topics

- [Sign In to Your Cloud Account](#)
- [Navigate to Your Cloud Services](#)

## Sign In to Your Cloud Account

To sign in to your Oracle Cloud Account, you need to know the URL to the sign-in page and your user name and password.

### Topics

- [Sign In to Oracle Cloud For the First Time](#)
- [Sign In to Your Account From the Oracle Cloud Website](#)
- [Switch Between Accounts](#)

## Sign In to Oracle Cloud For the First Time

After you sign up for the free Oracle Cloud promotion or sign up for a paid account, you'll get a welcome email. The email provides you with your cloud account details and sign in credentials.

1. Open the welcome email and scroll down to the **Access Details** section.
2. Note the user name and password, and then click **Access your Cloud Services**.
3. Enter the user name and temporary password from the welcome email and click **Sign In**.
4. You'll be prompted to change your password the first time you sign in.

You'll be directed to a console depending on how you signed up for Oracle Cloud.

- If you have subscribed to Oracle Cloud Infrastructure and Platform services, you'll be directed to Oracle Cloud Console or Infrastructure Classic Console. If you see **Oracle Cloud Infrastructure Classic** at the top of the page, then you are using the Infrastructure Classic Console, otherwise you are using the Oracle Cloud Console.
- If you've subscribed to Oracle Cloud Applications, you'll be directed to Applications Console.

If you're directed to the Infrastructure Classic Console or Applications Console, see [Navigate to Your Cloud Services](#).

If you're directed to the Oracle Cloud Console, see [Using the Console](#) in *Oracle Cloud Infrastructure documentation*. Refer to the *Oracle Cloud Infrastructure documentation* for the next steps that you have to perform.

## Sign In to Your Account From the Oracle Cloud Website

If you don't have access to your Welcome email, you can sign in to your Cloud Account from the Oracle Cloud website.

### Before You Begin

To sign in via the Oracle Cloud website, you must have:

- The name of your Cloud Account, if you are signing in to a Cloud Account with Identity Cloud Service. This is the Cloud Account name you have chosen during account signup. You'll find the Cloud Account name in your welcome email.

OR

Your data center and identity domain, if you are signing in to a Traditional Cloud Account

- The user name and password for your Cloud Account.

If you don't have this information, then click need help logging in and enter the email address associated with the Cloud Account. Oracle will send you an email with a summary of your account information.

### Signing In To Your Account

To log in to your account from the Oracle Cloud website:

1. Point your browser to the following URL:  
`http://oracle.com/`
2. Click , and then click **Sign in to Cloud**.
3. Enter the name of your Cloud Account if you are signing in to a Cloud Account with Identity Cloud Service.
4. To sign in to a traditional cloud account:
  - a. Click **Sign In using Traditional Cloud Account**.
  - b. Select the data center where your services are located. (Not available on Oracle Cloud at Customer)
  - c. Enter your identity domain, and then click **Go**.
5. Enter your user name and password, and then click **Sign In**.

## Switch Between Accounts

Most Oracle Cloud services are designed to work in your Cloud Account with Identity Cloud Service.

However, a small list of services still require a Traditional Cloud Account. For these services, you must switch to the Traditional Cloud Account to manage the users assigned to administer those services. For a list of the Oracle Cloud Infrastructure services that require a Traditional Cloud Account, navigate to the My Admin Accounts page in Infrastructure Classic Console. See [Access Traditional Cloud Account Services](#).

For more information about types of accounts, see [About Oracle Cloud Accounts](#).

If your subscription is extended to another data region, you must switch to that account to manage services and users in that region. For signing in to another data region, see the Welcome email you received when you extended the services to that data region.

### Viewing Services in the Other Account

To view the services available in the other account, select the other account from the **Identity Domain** drop-down menu. Traditional cloud accounts in the list are indicated by the suffix (*traditional*). Extended subscription accounts are suffixed with the data region name. For example, `cloudcm23-APAC`.

Note the following when you switch accounts from the drop-down menu:

- The account name at the top of the Applications Console or Infrastructure Classic Console does not change when you switch accounts. Instead, it always reflects the name of the cloud account you signed in to initially.
- You cannot create or manage users or instances in the other account when you switch accounts.

### Managing Users and Services in the Other Account

- If you want to create or manage users for the other account, then you must enter the URL for the account in your browser, and sign in to the account using the account credentials.
- You can locate the account URL by going to the **My Admin Accounts** tab on the Account Management page in Applications Console or Infrastructure Classic Console.
- When you sign in to the other account, be sure to use the initial password in the email you received, or the password you created, when you initially signed in to the account.

## Navigate to Your Cloud Services

Oracle Cloud web console provides three different dashboards to create instances and manage your services. To access the different Oracle Cloud offerings, you may need to switch between the dashboards as required.

### Topics

- [Discover Infrastructure, Platform, and Database Cloud Services from the Console](#)
- [Discover Infrastructure and Platform Cloud Services from the Infrastructure Classic Console](#)
- [Discover Oracle Cloud Applications on Applications Console](#)
- [Switch Between the Consoles](#)

## Discover Infrastructure and Platform Cloud Services from Oracle Cloud Console

All Infrastructure (IaaS) services and platform (PaaS) services are available directly from the Oracle Cloud Console.

To discover the services available from the console:

1. Open the navigation menu in the upper left corner.

2. Browse the available services and resources.

For example, open the navigation menu and click **Compute** to work with the Compute service and compute instances. To familiarize yourself with the Compute, Networking, and Block Volume services by following a guided workflow, see [Tutorial - Launching Your First Linux Instance](#).

To learn more about a specific service, see [Navigating to Services](#) in the Oracle Cloud Infrastructure documentation.

## Discover Infrastructure and Platform Cloud Services from the Infrastructure Classic Console

If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console. Use Infrastructure Classic Console to create instances of Infrastructure and Platform Cloud Services, and to manage aspects of your overall Oracle Cloud Account.

You can customize the dashboard by selecting the services that you want to see or hide on Dashboard.

To customize the dashboard:

1. Open the navigation menu. Under **Dashboards**, click Infrastructure Classic Console.
2. In Infrastructure Classic Console, click  next to Dashboard.  
The **Customize Dashboard** dialog box appears.
3. Scroll through the list of services to determine which services you want to see on the Dashboard. The active services that you can access are listed dynamically in the dialog box. Services that have expired are not listed.
4. For each service you want to see listed on the Dashboard, set the service to **Show**.

If you can't see some of the services in your order, either in the Customize Dashboard dialog box or on the dashboard, check the data region or identity domain you logged in to. Some services in your subscription may be enabled in other data regions where they are supported. If this is the case, extend your subscription to those regions to see your services.

## Discover Oracle Cloud Applications on Applications Console

By default, when you first sign in to your new Oracle Cloud Account, no Cloud services are visible on the Applications Console until you create a service instance. Note that only services you have access to are shown on the dashboard.

You can override this behavior by customizing the dashboard:

1. Open the navigation menu. Under **Dashboards**, click Applications Console.
2. In Applications Console, click  next to Dashboard.  
The **Customize Dashboard** dialog box appears.
3. In the resulting dialog box, scroll through the list of services to determine which services you want to see on the Dashboard. The active services that you can

access are listed dynamically in the dialog box. Services that have expired are not listed.

4. For each service you want to see listed on the Dashboard, set the service to **Show**.

## Switch Between the Consoles

All Oracle Cloud Infrastructure (IaaS) services are available directly from the Oracle Cloud Console.

If your Oracle Cloud account has Oracle Cloud infrastructure service subscriptions, then you'll have access to either Oracle Cloud Console or Infrastructure Classic Console to create your service instances and to manage aspects of your overall Oracle Cloud Account. Only if you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you can use Infrastructure Classic Console as your subscription does not support access to the Oracle Cloud Console.

If your Oracle Cloud account has Oracle Cloud Applications subscriptions, then you'll be using Applications Console to create service instances and manage your services.

If your Oracle Cloud account has both Oracle Cloud infrastructure services and Oracle Cloud Applications services subscriptions, then you'll have access to Infrastructure Classic Console or Oracle Cloud Console as well as the Applications Console.

To access the different Oracle Cloud offerings, you may need to switch between Oracle Cloud Console, Infrastructure Classic Console, and Applications Console as required.

### Navigate to Oracle Cloud Console from Applications Console or Infrastructure Classic Console

You can navigate to the Oracle Cloud Console from the Applications Console or Infrastructure Classic Console in one of the following ways:

- Open the navigation menu in the Applications Console or Infrastructure Classic Console, under **Dashboards** click **Infrastructure**.
- Alternatively, click **Infrastructure** at the top of the page.

### Navigate to Applications Console from Oracle Cloud Console or Infrastructure Classic Console

You can navigate to the Applications Console from the Oracle Cloud Console or Infrastructure Classic Console in one of the following ways:

- Open the navigation menu in Oracle Cloud Console or Infrastructure Classic Console. Under **Dashboards**, click **Applications**.
- Alternatively, click **Applications** at the top of the page.

While switching from the Oracle Cloud Console to the Applications Console, you may be required to re-authenticate to access Oracle Cloud Applications. Enter the credentials that you received when you subscribed to Oracle Cloud Applications.

### Navigate to Infrastructure Classic Console from Applications Console

- Open the navigation menu in the Applications Console, under **Dashboards** click **Infrastructure Classic**.

If your subscription is extended to another data region, then you must switch to that account to manage services and users in that region. For signing in to another data region, see the Welcome email you received when you extended the services to that data region.

# 3

## Get Started with Oracle Cloud Infrastructure Services

After you sign up for an Oracle Cloud Account and log in to the Oracle Cloud Console, you can start using your Oracle Cloud services.

### Topics

- [Create an Instance of a Service](#)
- [Monitor Your Cloud Service Usage](#)
- [Next Steps](#)

## Create an Instance of a Service

The process to create a service instance depends on whether your subscription supports access to Oracle Cloud Console or the Infrastructure Classic Console. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

### Topics

- [Create a Service Instance from Oracle Cloud Console](#)
- [Create a Service Instance from Infrastructure Classic Console](#)

## Creating a Service Instance from the Oracle Cloud Console

If your subscription supports access to Oracle Cloud Console, use the Quick Launch buttons at the top of the Oracle Cloud Console to create instances of Oracle Cloud infrastructure and platform services.

For example, click **Create a VM instance Compute** to create a Compute instance.

To access additional services, open the navigation menu. For more information, see [Navigating to Services](#) in the Oracle Cloud Infrastructure documentation.

## Create a Service Instance from Infrastructure Classic Console

If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console. Create a service instance, and then manage your service and its users using the Infrastructure Classic Console.

Note that you can create service instances only if you have at least one of the following roles:

- Cloud Account Administrator
- Entitlement Administrator

- Service Administrator
- Identity Domain Administrator

 **Note:**

Check for dependent services or entitlements when creating your service instance. Some services or entitlements may require additional user roles. Refer to the service-specific documentation for more information.

1. Sign in to the Infrastructure Classic Console.
2. In the Infrastructure Classic Console, click **Create Instance**.

The Create Instance dialog box has two tabs:

- The **Featured Services** tab, which lists key services that provide service instance Quick Starts and guide you through the process of creating a new instance.

Typically, this tab displays Oracle Autonomous Cloud services. If you don't see them, then your cloud account belongs to a data region other than EMEA or North America. If you want to use and create instances for Oracle Autonomous Cloud services, then extend your cloud account to either North America or EMEA data region, which support these services.

- The **All services** tab, which lists all the services.
3. Locate the service you want to use on either of the tabs.
  4. Click **Create** to create a new instance of the selected service.

Depending on the service, you'll be presented with a QuickStart wizard to guide you through the service instance creation process, the service console, or a sign-in page, where you can sign in to the service console.

If you are presented with a sign-in page, check for the required password in the Welcome email you received when you first signed up for an Oracle Cloud Account. For example, many of the Oracle Cloud Infrastructure services, such as Compute (OCI), require a separate sign-in password, which is listed in the Welcome email.

If you have existing Oracle Database or Oracle Middleware licenses, then you can reuse them on Oracle Cloud when creating new instances. This is called Bring Your Own License (BYOL). For example, when you create instances using QuickStarts for services such as Oracle Database Cloud Service or Oracle Java Cloud Service, BYOL licensing is applied by default. If you don't want to use your existing license, then follow the prompts on the screen.

5. In the Instance Creation page, provide the details. The **Bring Your Own License** check box is selected by default for services using BYOL. If you don't want to apply BYOL pricing, clear the check box.

By default, after you create a service instance, the service tile shows up in the Infrastructure Classic Console. This is because most services are set to *Automatic* in the Customize Dashboard dialog box. That means the service will display in the Dashboard as long as at least one instance of the service has been created.

# Monitor Your Cloud Service Usage

Oracle Cloud offers advanced monitoring features to keep track of your Cloud Account usage. In addition, you can quickly get information about your Universal Credits balance or Oracle Free Credit Promotion balance from Infrastructure Classic Console.

## Note:

If you're using the Oracle Cloud Console, then you can view your service usage costs from the **Account Management** page. See [Checking Your Balance and Usage](#) in *Oracle Cloud Infrastructure* documentation.

The current balance of your Universal Credits (if you are on a paid plan) or your remaining Free Credit Promotion is always listed prominently on the Infrastructure Classic Console.

To see additional details about your current usage, click the current value of your balance to display the Usage page. The Usage page lists the services you are actively using and shows you the current credits consumed by each service.

For more detailed monitoring of individual services, see Monitoring Service Status and Utilization in *Managing and Monitoring Oracle Cloud*.

## Next Steps

After you explore the Infrastructure Classic Console, you can get started with any of the Oracle Cloud Services.

For example, here's a list of some services and how you can get started with them.

Cloud Service	User Assistance	Videos and Tutorials
Oracle Application Container Cloud Service	<a href="#">Getting Started with Oracle Application Container Cloud Service</a>	<a href="#">Oracle Application Container Cloud Service</a>
Oracle Cloud Infrastructure	<a href="#">Getting Started with Oracle Cloud Infrastructure</a>	<a href="#">Getting Started with Oracle Cloud Infrastructure</a>
Oracle Big Data Preparation Cloud Service	<a href="#">Getting Started with Oracle Big Data Cloud Service</a>	<a href="#">Oracle Big Data Cloud Service</a>
Oracle Big Data Cloud	<a href="#">Getting Started with Oracle Big Data Cloud Service - Compute Edition</a>	<a href="#">Getting Started with Oracle Big Data Cloud Service - Compute Edition</a>
Oracle Cloud Infrastructure Compute Classic	<a href="#">Getting Started with Oracle Cloud Infrastructure Compute Classic</a>	<a href="#">Oracle Compute Cloud Infrastructure Compute Classic</a>
Oracle Cloud Infrastructure Container Service Classic	<a href="#">Getting Started with Oracle Cloud Infrastructure Container Service Classic</a>	<a href="#">Getting Started with Oracle Cloud Infrastructure Container Service Classic</a>
Oracle Content and Experience Cloud	<a href="#">Getting Started with Oracle Content and Experience Cloud Service</a>	<a href="#">Getting Started with Oracle Content and Experience Cloud Service</a>
Oracle Database Backup Cloud Service	<a href="#">Getting Started with Oracle Database Backup Cloud Service</a>	<a href="#">Getting Started with Oracle Database Backup Cloud Service</a>

Cloud Service	User Assistance	Videos and Tutorials
Oracle Database Cloud Service	<a href="#">Getting Started with Oracle Database Cloud Service</a>	<a href="#">Oracle Database Cloud Service</a>
Oracle Database Exadata Express Cloud Service	<a href="#">Getting Started with Oracle Database Exadata Cloud Service</a>	<a href="#">Getting Started with Oracle Database Exadata Cloud Service</a>
Oracle Developer Cloud Service	<a href="#">Getting Started with Oracle Developer Cloud Service</a>	<a href="#">Oracle Developer Cloud Service</a>
Oracle GoldenGate Cloud Service	<a href="#">Getting Started with Oracle GoldenGate Cloud Service</a>	<a href="#">Getting Started with Oracle GoldenGate Cloud Service</a>
Oracle Integration Cloud Service	<a href="#">Getting Started with Oracle Integration Cloud Service</a>	<a href="#">Getting Started with Oracle Integration Cloud Service</a>
Oracle Internet of Things Cloud Service	<a href="#">Getting Started with Oracle IoT Cloud Service</a>	<a href="#">Oracle Internet of Things Cloud Service</a>
Oracle Java Cloud Service	<a href="#">Getting Started with Oracle Java Cloud Service</a>	<a href="#">Getting Started with Oracle Java Cloud Service</a>
Oracle Mobile Cloud Service	<a href="#">Get to Know Oracle Mobile Cloud Service</a>	<a href="#">Oracle Mobile Cloud Service</a>
Oracle MySQL Cloud Service	<a href="#">Getting Started with Oracle MySQL Cloud Service</a>	<a href="#">Getting Started with Oracle MySQL Cloud Service</a>
Oracle Process Cloud Service	<a href="#">Getting Started with Oracle Process Cloud Service</a>	<a href="#">Getting Started with Oracle Process Cloud Service</a>
Oracle Cloud Infrastructure Ravello Service	<a href="#">Getting Started with Oracle Ravello Cloud Service</a>	None
Oracle Cloud Infrastructure Object Storage Classic	<a href="#">Getting Started with Oracle Storage Cloud Service</a>	<a href="#">Oracle Storage Cloud Service</a>
Oracle SOA Cloud Service	<a href="#">Getting Started with Oracle SOA Cloud Service</a>	<a href="#">Getting Started with Oracle SOA Cloud Service</a>

See [Use the My Home Application](#) for information about accessing specific cloud service consoles to monitor your service.

# 4

## Get Started with Oracle Cloud Applications

After you sign up for an Oracle Cloud Account and log in to the Applications Console, you can start using your Oracle Cloud services.

### Topics

- [Workflow to Provision Oracle Cloud Applications](#)
- [Order Oracle Cloud Applications](#)
- [Activate Your Oracle Cloud Applications Order](#)
- [Sign In to Oracle Cloud For the First Time](#)
- [Plan Your Environment](#)
- [Create an Instance](#)
- [Create an Additional Test Environment](#)
- [Access Your Service Instance](#)
- [Frequently Asked Questions When Getting Started with Oracle Cloud Applications](#)

## Workflow to Provision Oracle Cloud Applications

If you've subscribed to Oracle Cloud Applications or you have those entitlements in your account, then you can provision these services from the Applications Console dashboard before your users can start using them.

A typical provisioning workflow includes:

1. You purchase Oracle Cloud Applications through Oracle Sales. See [Order Oracle Cloud Applications](#).
2. The administrator receives welcome email to log in to the Applications Console dashboard. See [Sign In to Oracle Cloud For the First Time](#).
3. The administrator completes all the tasks in the Service Administrator Action List. See <https://download.oracle.com/tutorials/docs/Service-Administrator-Action-List.pdf>.
4. After logging in, the administrator sees the services on the dashboard. If the services are not visible on the dashboard, you can customize the dashboard to view your services. See [View Your Services on the Dashboard](#).
5. A message on the Applications Console dashboard indicates that there are Oracle Cloud Application environments that need to be provisioned. To provision these services, see [Create an Instance](#).
6. (Optional.) Create an additional test instance. See [Create an Additional Test Environment](#).
7. After submitting the provisioning request, you'll receive e-mail notifications when the production and stage instances of your service are provisioned. Ensure that you can access these instances. See [Access Your Service Instance](#).

## Order Oracle Cloud Applications

You can order Oracle Cloud Applications (Software as a Service) offerings by contacting Oracle Sales. After your order is processed, you can then activate your services.

To order a subscription to Oracle Cloud Applications:

1. Go to the Oracle Cloud Applications website at <https://www.oracle.com/applications/> where you can browse applications and compare products and features.
2. When you're ready to order, click **Contact Sales** to chat, call, or submit a message to Oracle Sales.

Later, after you have worked with Oracle Sales to order the Oracle Cloud Application best suited to your requirements, you will receive an email, which contains a link you can use to activate the services you've ordered.

## Activate Your Oracle Cloud Applications Order



### Note:

Most new Oracle Cloud Applications manage their applications environments on the Oracle Cloud Console. If you recently purchased a Fusion Applications subscription for the first time, see [Activating Your Oracle Cloud Applications Order](#).

If you are a new Oracle Cloud Applications user, you'll likely receive a Welcome email after your order is processed.

The Welcome email will provide you with information to sign in to your new account; after you sign in, you can activate your services by creating a new service instance. See [Create an Instance](#).

However, there are cases where Oracle configures and creates your Cloud Application services for you. In those cases, you'll receive a separate email that asks you to activate your order. If you receive such an email, follow the instructions in the email to provide some additional required information and activate your Oracle Cloud order. You'll then receive a follow-up email with the information you need to sign in and start using your Cloud Applications. See [Activate Your Order](#).

Next step: [Sign In to Oracle Cloud For the First Time](#).

## Sign In to Oracle Cloud For the First Time

After you sign up for a paid account, you'll get a welcome email. The email provides you with your cloud account details and sign in credentials.

### Prerequisites

The welcome email is sent only to the email ID that is provided while ordering the service. You receive an email with sign-in credentials and unique URLs for the

services that you have ordered. If you have received the welcome email, you are the primary Service Administrator and Account Administrator for the service. Only you have received details on how to access the new service. If you cannot fulfill the role of the Service Administrator or Account Administrator, reassign the role to another user by creating a new Service Administrator and a new Account Administrator. See [Create a Service Administrator](#) and [Adding an Account Administrator](#) in *Managing and Monitoring Oracle Cloud*.

To verify access to your Oracle Cloud Applications:

1. Open the welcome email and scroll down to the **Access Details** section.
2. Note the user name and password, and then click the application URL.
3. Enter the user name and temporary password from the welcome email, and then click **Sign In**.

The temporary password is valid only for 60 days.

4. You'll be prompted to change your password the first time you sign in.

You're directed to the Applications Console dashboard. You can customize the dashboard to view your services. See [View Your Services on the Dashboard](#).

**Next:** Complete all the tasks mentioned in the Service Administrator Action List. See <https://download.oracle.com/tutorials/docs/Service-Administrator-Action-List.pdf>.

## Plan Your Environment

Before you start creating service instances, decide whether you want to provision all services on a single Oracle Cloud Applications instance or if you want to provision each service on a separate Oracle Cloud Applications instance.

### Considerations for Production and Stage Environments

When you select a service or services to be provisioned on an Oracle Cloud Applications instance, a production and a stage environment will be created for you.

Consider the following points while planning your environment.

- If you are provisioning instances for the first time, you'll provision your services on a new Oracle Cloud Applications instance. The brand new instance provides application environments with no application data so that you can setup and configure Oracle Applications afresh. Every new instance that you create will be a standalone and completely independent to any of your existing instances. The entitlements that you have selected will be consumed by the new instance and cannot be transferred to any of your existing instances.
- For provisioning any subsequent subscribed services, you can use an existing Oracle Cloud Applications instance or create a new one.

What is the impact of choosing an existing Oracle Cloud Applications instance or creating a new one? When you select an existing Oracle Cloud Applications instance, you add the entitlements to the existing instance that you select. This enables additional functionality to the existing instance immediately or after the next update window depending on the functionality included in the entitlements.

When you create a new Oracle Cloud Applications instance, the new instance will be completely standalone and independent of any existing instances that you have already created. A simple example is that data is stored independently for each instance and data will not be shared between the instances.

Once you submit the request to create an instance, it is an irreversible process. The entitlements that you have selected will be consumed only by the new or existing instance that you have specified and the entitlements cannot be transferred to any other instances.

### Considerations for Creating Additional Test Environments

While creating additional test environments take care of the following points:

- Create additional test environments only after creating your production and stage environments.
- The additional test environment is created on a new single Oracle Cloud Applications instance in the data center where you have created your production instance. This ensures that the test environments are separate from your production and stage environments. The additional test instance will be brand new with no application data so you can setup and configure Oracle Applications afresh. You can also schedule production-to-test to bring application data from the production instance to the newly provisioned additional test instance.

## Create an Instance

You can provision Oracle Cloud Applications from the Applications Console dashboard so that your users can start using these services. When you log in to Applications Console, a message on the dashboard indicates the number of services to be configured. To configure, you must create instances for each of the Oracle Cloud Applications in your account. For example, you can create stage and production instances for Oracle HCM Cloud or Oracle ERP Cloud so that your users can use these services.

### Prerequisites

- Identify if you want to provision your services on a single Oracle Cloud Applications instance or if you want to provision each service on a separate Oracle Cloud Applications instance. See [Plan Your Environment](#).
- To complete this task you must have one of the following roles assigned:
  - Cloud Account Administrator
  - Entitlement Administrator
  - Service Administrator
  - Identity Domain Administrator

To create an instance:

1. Access the Create Instance wizard in one of the following ways:
  - Click the **Activate Your Services** link in the welcome email that you have received. This is the email which contains your account credentials.
  - Sign in to Applications Console Dashboard, and then open the Create Instance Wizard.
    - a. In the Applications Console Dashboard, click **Create Instance**.
    - b. Select the entitlement you want to provision. If you have multiple entitlement types, select any one of them. For example, HCM, CRM, or ERP.

- c. Click **Create** to create a new instance of the selected service.

The order details are displayed in the Choose Services to Activate page in the Create Instance wizard.

2. Check the order details. Ensure that you have selected check boxes only for the service or entitlements that you want to provision, and then click **Next**.

All the services that are selected on this page will be provisioned together on a single Oracle Cloud Applications instance, which allows the services to be associated and share resources. If you want your services to be provisioned on different Oracle Cloud Applications instances, clear the check box for the service that you want to provision on a separate instance.

3. Verify that you are using the correct cloud account to activate the service instances in the Cloud Account page, and then click **Next**.

Services that you create in a cloud account are accessible only to the users and instances within the account.

4. Add services to a new instance or an existing instance in the Add Services to page.

- **Existing Instance:** Select **Existing Instance** to add services or entitlements to an existing instance, and then select the name of the existing instance from the drop-down list.

This option appears only when you have previously provisioned one or more Oracle Cloud Applications instances.

- **New Instance:** Select **New Instance** to create a standalone Oracle Cloud Applications instance.

This is selected for you by default if you don't have any existing Oracle HCM Cloud, Oracle ERP Cloud, or Oracle CRM Cloud instances.

5. Click **Next**. One of the following pages will appear based on your selection in the Add Services to page.

- If you have selected **Existing Instance**, the Configure Service on Existing Instance page appears. Review information on this page. You can't change any information on this page.

- If you have selected **New Instance**, the Configure New Instance page appears. Specify the following information in the Configure New Instance page:

- **Data Center:** Select the data center where you want the new instance to be provisioned.

- **Version:** Select the version of the new instance that you want to provision. If you want to create an instance with a version that is not on the list, contact My Oracle Support or click Live Chat button in the bottom right side of your screen to chat with an Oracle support personnel. In such a scenario, you'll not use the create instance wizard to create your instance. Work with Oracle Support personnel to create an instance based on your requirements.

- **Additional Language packs to add:** English is activated by default. Select the other languages that you want to activate on your instance. You can also activate additional languages later. Languages that you select override the languages that you had specified in the sales order.

6. Click **Next**.

The Review Your Settings page appears.

7. Review all the options that you have specified for the service instances that you want to create, and then click **Complete**.

The instance may take a while to be created. As soon as the instances are created, you will receive an email with your service instance details so that you can start using your Oracle Cloud Applications.

Ready and active instances are indicated in green color on the Applications Console dashboard. Service instances are listed on the service details page. Click the service name from the Applications Console dashboard to view the details. See *Viewing Service Details* in *Managing and Monitoring Oracle Cloud*.

## Create an Additional Test Environment

After provisioning production and stage instances, you can provision additional test instances for the services you have ordered. By default, your additional test environment is created in the data center that hosts your production environment. It is not provisioned on the Oracle Cloud Applications instance that hosts your production environment, but it is provisioned as a blank environment in a separate Oracle Cloud Applications instance.

To create an additional test environment:

1. Sign in to Applications Console.
2. In the Applications Console Dashboard, click **Create Instance**.
3. In the **Test Environment** tile, click **Create** to create a new instance of the selected service.

The order details are displayed in the Choose Services to Activate page.

4. Check the order details. Ensure that you have selected check box only for the test environment that you want to provision, and then click **Next**.

The Cloud Account page appears.

5. Verify that you are using the correct cloud account to activate the service instances, and then click **Next**.

Services that you create in a cloud account are accessible only to the users and instances within the account.

6. Specify the following information in the Additional Test Environment page, and then click **Next**.
  - **Production Instance:** Select the production instance for which you want to create a test environment.
  - **ATE Release Version:** Select the release version for the test environment. If options are not available in the drop-down list, the test environment is created with the same version as the production environment.
7. On the Review Your Settings page, review all the options that you have specified for the test environment that you want to create.
8. Click **Complete**.

The instance may take a while to be created. As soon as the instance is created, you will receive an email with your service instance details so that you can start using your Oracle Cloud Applications.

Ready and active instances are indicated in green color on the Applications Console dashboard. Service instances are listed on the service details page. Click the service name from the Applications Console dashboard to view the details. See *Viewing Service Details in Managing and Monitoring Oracle Cloud*.

## Access Your Service Instance

As soon as the instances are created, you will receive an email with your service instance details so that you can start using your Oracle Cloud services. A production and stage environment is created if you are creating an instance of Oracle Sales Cloud, Oracle HCM Cloud, or Oracle ERP Cloud. You'll receive two separate activation emails: one for the stage environment and another for the production environment. If you are creating a test instance, you'll receive a single activation email as only a single instance is created for test environments.

To verify access your service instance:

1. Open the email and scroll down to the **Service Instance Access Details** section.
2. Note down the username and password, and then click **Access Your New Service**.
3. Enter the user name and temporary password from the email, and then click **Sign In**.  
The temporary password is valid only for 60 days.
4. You'll be prompted to change your password the first time you sign in. Enter a new password based on the password policy specified on the web console.
5. As the primary administrator, your next step is to create additional users and assign those users specific roles and responsibilities within your Cloud Account. See [Add Users, Assign Policies and Roles](#).

## Frequently Asked Questions When Getting Started with Oracle Cloud Applications

This section provides answers to frequently asked questions about getting started with Oracle Cloud Applications.

Topics

- [Notification FAQs](#)
- [Oracle Cloud Account FAQs](#)
- [User Credentials FAQs](#)
- [Instance Configuration FAQs](#)

### Notification FAQs

**I have received an email notification with the subject Welcome to Oracle Cloud! Activate your services. What does this mean?**

You have received an email notification with details about the Oracle Cloud Applications that you have ordered. This email contains a link that you can use to activate the services you've ordered. See [Sign In to Oracle Cloud For the First Time](#).

**Why am I getting this notification? What should I do with it?**

You have received this email notification as you have placed an order for Oracle Cloud Applications. To provision these services, you must create instances for each service in your order. The notification email contains a link that you can use to activate the services. See [Sign In to Oracle Cloud For the First Time](#).

**What does the information in the notification mean?**

The email notification contains details about the Oracle Cloud Applications that you have ordered. It also contains a link that you can use to activate the services you've ordered. See [Sign In to Oracle Cloud For the First Time](#).

**I am not the right recipient of the notification. What should I do?**

The welcome email is sent only to the email ID that is provided while ordering the service. If you have received the welcome email, you are the primary Service Administrator and Account Administrator for the service. Only you have received details on how to access the new service. If you cannot fulfill the role of the Service Administrator or Account Administrator, reassign the role to another user by creating a new Service Administrator and a new Account Administrator. See [Create a Service Administrator](#) and Adding an Account Administrator in *Managing and Monitoring Oracle Cloud*.

## Oracle Cloud Account FAQs

**My organization has an existing Oracle Cloud account. Can I use the existing account to configure my Oracle Cloud Applications?**

Contact My Oracle Support to raise a service request.

**My organization has an existing Oracle Cloud account, but I want to use a different Oracle Cloud account to set up my Oracle Cloud Applications.**

Contact My Oracle Support to raise a service request.

## User Credentials FAQs

**When I clicked on the activation link that is provided in the notification email from Oracle, it takes me to a login page. How do I log in? What user name and password should I provide?**

The user name and temporary password is available in the welcome email notification that you have received from Oracle. If you have not received the welcome notification email, contact My Oracle Support.

**I cannot log in using the temporary password provided in the notification email. What is wrong?**

When you log in to your Oracle account for the first time, you are prompted to reset your account password. If you don't remember your password, you can reset it. See [Resetting Your Password](#) in *Managing and Monitoring Oracle Cloud*.

**I have changed the temporary password, but I forgot it. What should I do?**

If you don't remember your password, you can reset it. See [Resetting Your Password in Managing and Monitoring Oracle Cloud](#).

**We placed an order for an Oracle Applications Product along with Oracle Cloud Applications services, such as Oracle ERP Cloud and Oracle HCM Cloud. Why can't I see all these services in my cloud account?**

Oracle will set up an instance of the Oracle Applications product that you have ordered. Once the instance is set up, you'll receive an email notification with details about the instance availability. For Oracle Cloud Applications services, such as Oracle ERP Cloud, Oracle CRM Cloud, and Oracle HCM Cloud, you must activate your service and configure your instance. See [Sign In to Oracle Cloud For the First Time](#).

## Instance Configuration FAQs

**Why can I not see the release version of the Oracle Cloud Applications that I want at the time of configuration?**

By default, Oracle provisions your instance using the latest version. If you want to create an instance with any other version, contact My Oracle Support or click the **Live Chat** button in the upper right side of your screen to chat with an Oracle support personnel. In such a scenario, you'll not use the create instance wizard to create your instance. You'll work with Oracle Support personnel to create an instance based on your requirements.

**Why can I not seeing the data center that I want?**

The **Data Center** drop-down list in the **Configure New Instance** screen of the create instance wizard displays only those data centers where you can provision Oracle Cloud Applications instances. If a data center is not listed, it indicates that the data center either does not support Oracle Cloud Applications or some of the services that you have purchased are not available in that data center.

**Why can't I name my Oracle Cloud Applications instance during the provisioning process?**

While provisioning the service, Oracle automatically creates instances with a name that is globally unique.

**I have completed configuring and creating the instance, but I missed selecting specific language packs while configuring the instance. How do I enable specific language packs on my instance?**

Raise a service request on My Oracle Support.

**I am adding new services to my existing instance, but I can't activate additional language packs. How can I add new language packs to my instance?**

Raise a service request on My Oracle Support.

**While configuring the Oracle Cloud Applications instance, I am unable to determine if I should create a new instance or use an existing instance. How can I determine this?**

See [Plan Your Environment](#).

**Can I get an instance with a specific size?**

Oracle automatically determines the size of the instance based on your subscribed services. If you want the size of your instance to be increased, create a service request on My Oracle Support and specify the instance details and the required size.

**How do I know my patching schedule?**

After provisioning your instances, you can determine the patching schedule for your instances. See *Scheduling Maintenance and Service Requests* in *Managing and Monitoring Oracle Cloud*.

**Why am I not able to select a data center while creating an additional test environment?**

By default, your additional test environment is created in the data center that hosts your production environment.

**Why can't I select the release version while creating an additional test environment?**

By default, your additional test environment is created with the version of the selected production environment.

**Why can't I select language packs while creating an additional test environment?**

By default, your additional test environment is created with the same language packs as your selected production environment.

**I have subscribed for multiple additional test environments. Do I have to configure each one individually?**

Yes. You have to configure each additional test environment individually even if the configuration is same for all these instances.

**I have completed configuring the instances, but the instance is not setup yet. Where do I see estimated completion time?**

Your instance will be set up within 48 hours from the time you submit the request. Once the instance is created, you'll receive an email with credentials to access the instance. If you do not receive the email, contact My Oracle Support.

**Where do I add additional users to my configured instance?**

After creating and configuring your instances, your next step as the primary administrator, is to create additional users and assign those users specific roles and responsibilities within your Cloud Account. See [Add Users, Assign Policies and Roles](#).

**I received a notification with the subject line: your service has been terminated. Is this a mistake?**

Raise a service request on My Oracle Support.

# 5

## Add Users, Assign Policies and Roles

After you sign in to your Oracle Cloud Account, one of your first tasks is to create additional account users. For example, you can create a user for each member of your team. Each team member can then sign in to the account with their own credentials. You can also assign each user to specific user groups, and apply specific security policies or roles to each group.

If the users you create will be using the services available from the Oracle Cloud Console, then you can use the Oracle Cloud Console to create your additional users.

However, if the new users will be managing Platform Cloud Services available from the Infrastructure Classic Console, then you'll use the Users page in Infrastructure Classic Console to create and manage those users.

If the new users will be managing Oracle Cloud Applications available from the Applications Console, then you'll use the Users page in Applications Console to create and manage those users.

### About Adding Users from the Oracle Cloud Console

You can add additional users from the Oracle Cloud Console. The users you add in the Console can be assigned to groups with policies that allow them to manage the services and account management features available from the Oracle Cloud Console.

If your team will be using infrastructure services, such as Compute, Block Storage, Networking services, or if they will be using the database services available from the Oracle Cloud Console, you can create users from the Oracle Cloud Console. For more information, see [Adding Users](#) in *Oracle Cloud Infrastructure* documentation.

If your team will be using services available from the Infrastructure Classic Console, then you can federate each user with Oracle Identity Cloud Service. Federated users can perform additional account management tasks and can be assigned service-specific roles.

### Add Users to a Cloud Account with Identity Cloud Service

If the new users will be using and managing Platform Cloud Services from the Infrastructure Classic Console, then you must create and manage users from Infrastructure Classic Console.

If the new users will be managing Oracle Cloud Applications available from the Applications Console, then you'll use Applications Console to create and manage those users.

If the new users will be managing Oracle Cloud Infrastructure services from the Oracle Cloud Console, then you'll use Oracle Cloud Console to create and manage those users.

#### Topics

- [About the Users Page in a Cloud Account with Identity Cloud Service](#)
- [Learn About Cloud Account Roles](#)
- [View Your Cloud Account Roles](#)

- [Create Users and Assign Roles](#)
- [About User Groups](#)
- [Create and Assign a Custom Role](#)
- [Import a Batch of Users into a Cloud Account with Identity Cloud Service](#)

## About the Users Page in a Cloud Account with Identity Cloud Service

The Users page in Infrastructure Classic Console or Applications Console provides a subset of features available from the Identity Cloud Service. The features available on the Users page include the typical user management tasks you need to perform as an Oracle Cloud Account administrator.

For example, you can perform the following tasks from the **Users** page in Infrastructure Classic Console or Applications Console:

- Create a new Cloud Account user
- Assign Cloud Account roles to a user
- Change your password
- Modify or remove user accounts

For more advanced tasks, click **Identity Console** to access the complete set of Oracle Identity Cloud Service features. See *Managing Oracle Identity Cloud Service Users in Administering Oracle Identity Cloud Service*.

## Learn About Cloud Account Roles

An Oracle Cloud account has roles assigned to it.

The role assigned to a user's account determines the privileges a user has, and these privileges let a user do things like purchase an Oracle Cloud service, manage Oracle Cloud services, or manage the accounts of the users who can access a service. A user can have more than one role.

This table describes some of the Oracle Cloud administrator roles.

User Role	Privileges
Buyer Administrator	<p>A buyer administrator controls the <i>buying</i> process, and can:</p> <ul style="list-style-type: none"> <li>• Make purchases on behalf of a company or an organization.</li> <li>• Designate who the initial account administrator is 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.</li> <li>• Change (upsize or update) a paid subscription to an Oracle Cloud service.</li> <li>• Terminate a paid subscription to an Oracle Cloud service.</li> </ul>
Purchase Entitlement Buyer Administrator	<p>A purchase entitlement administrator can manage purchases in Oracle Store.</p>

User Role	Privileges
Cloud Account Administrator/ Account Administrator	<p>An account administrator monitors and manages services of one or more cloud accounts. The account administrator can also create users, provide access to, and upgrade or terminate subscriptions. An account administrator signs in to <b>My Account</b> in Oracle Cloud in order to manage services that belong to a traditional cloud account or an identity domain.</p> <p>Each solution requires different combination of roles, so an account administrator assign s roles to service administrator depending on the services needed by each solution.</p>
Purchase Entitlement Account Administrator	<p>A purchase entitlement account administrator has similar privileges as the service administrator and can create new cloud accounts, or use an existing account to provision purchases in that account.</p>
Business Administrator	<p>A business administrator can only view and monitor the account usage from the Account Management page in Infrastructure Classic Console or Applications Console. They have read-only access to Infrastructure Classic Console or Applications Console and can change their password from the My Profile page. However, they won't have access to other tabs in the Account Management page nor can they perform other operations such as creating instances, alerts, or users.</p> <p>Typically, a cloud account administrator will also have this role, but not vice versa.</p> <p>This role is useful when you want a person to actively monitor your account usage and provide periodic reports.</p>
Identity domain administrator	<p>Identity domain administrators can perform all the administrative functions related to Oracle Cloud services within an identity domain or a cloud account, and can create or manage users. They can:</p> <ul style="list-style-type: none"> <li>• Create user accounts and roles within a given identity domain, independent of any service.</li> <li>• Assign one or more roles (privileges) to a user. Can assign the identity domain administrator role to other users.</li> <li>• Manage roles assigned to a user.</li> <li>• Create custom roles.</li> <li>• Reset user passwords.</li> <li>• Set up secure SFTP user accounts for Oracle Cloud services</li> </ul>
Service Administrator	<p>Service administrator manage or use specific Cloud Services within the cloud account. A service administrator has access to both services and instances. For example, if you're assigned the Database Cloud Service administrator role, then you can create and manage Oracle Database service instances in Oracle Cloud. See <a href="#">About Service Administrator Roles</a>.</p> <ul style="list-style-type: none"> <li>• Service-specific administrator roles vary from one Oracle Cloud service to another, but they typically include at least one administrator role and has access for everything about the assigned service.</li> <li>• Instance administrator role is assigned to manage specific instances of the assigned service.</li> </ul>

User Role	Privileges
Non-administrator (user)	<p>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. All names for predefined roles related to a specific service are typically prefixed by the name and type of service.</p> <p>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 Infrastructure Classic Console or Applications Console application to manage your password. You can access only the My Profile page.</p>

## View Your Cloud Account Roles

If you're not sure of all the roles that are assigned to you by your cloud account administrator and want to find out, then sign in to Infrastructure Classic Console or Applications Console to view a list of all your roles.

To view your roles:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. In the Users list page, select your name from the list of users or search for your name.

4. Click the **Roles** tab.

All the roles that are assigned to you are displayed here below the individual services. They are read-only. You can add other administrator or user roles to yourself but you can't delete the ones that you already have.

To check service-specific roles, navigate to the service details page (Overview tab) from the Infrastructure Classic Console or Applications Console and hover over the small icons at the top. The icons indicate whether you're an account administrator or a service administrator or both, for the selected service.

## Create Users and Assign Roles

If you're a cloud account administrator or an identity domain administrator, then you can create user accounts.

Typically, the following types of users are required to manage Oracle Cloud services:

- Cloud Account Administrator

- Identity Domain Administrator
- Service Administrator
- Business Administrator
- Non-administrator or a user

## Create a Cloud Account Administrator

Large enterprises require multiple Cloud Account Administrators to manage their accounts, subscriptions, services, and users. You, as a buyer or a cloud account administrator, can create other users and make them Cloud Account Administrators.

With your buyer or cloud account administrator privileges, create a Cloud Account Administrator.

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click **Add**.

4. On the **Add User** page, enter this information:

- The first name and last name of the user.
- Their email address, alternate email address, and mobile phone number. Note that the email address and alternate email address must be different.
- Their work information such as their title and work phone number.

5. Click **Next**.

6. On the **Add User-Service Access** page, click **Add My Roles**. Since you've the Cloud Account Administrator privileges, assigning your roles makes the user a Cloud Account Administrator. However, if you've other roles too, then they are also assigned to the new user.

7. Click **Finish**.

The user is added and receives an email to activate their account.

## Create an Identity Domain Administrator

Identity domain administrators can perform all the administrative functions related to Oracle Cloud services within an identity domain or a cloud account. They can create and manage users and services.

With your buyer or cloud account administrator privileges, create an Identity Domain Administrator.

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure

and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.  
The User Management page appears.
3. Click **Add**.
4. On the **Add User** page, enter this information:
  - The first name and last name of the user.
  - Their email address, alternate email address, and mobile phone number. Note that the email address and alternate email address must be different.
  - Their work information such as their title and work phone number.
5. Click **Next**.
6. To assign the Identity Domain Administrator role to the user, click the text box under **Identity Cloud** and select this role.
7. Click **Finish**.

The user is added and receives an email to activate their account. They can then create and manage users in the cloud account.

## Create a Service Administrator

Service administrators manage and monitor specific services in a cloud account. You can assign all the available administration roles or specific service administration roles to the user.

By default, the Add User-Service Access page displays all services in the cloud account. If you want to assign roles for a specific service, then you can filter the list by using the **Filter by Service** box. You can also opt to display only services, only instances, or both, by using the **Show** filter.

For example, to assign roles specifically for the Oracle Cloud Infrastructure Compute Classic instance, select Compute Classic from the **Filter by Service** list, and then select **Only Instances** from the **Show** filter.



### Note:

Only those services or applications that have associated roles are displayed in the Add User-Service Access page. See [About Service Administrator Roles](#).

With your buyer or cloud account administrator privileges, create a service administrator.

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.  
The User Management page appears.
3. Click **Add**.
4. On the **Add User** page, enter this information:
  - The first name and last name of the user.
  - Their email address, alternate email address, and mobile phone number. Note that the email address and alternate email address must be different.
  - Their work information such as their title and work phone number.
5. Click **Next**.
6. On the **Add User-Service Access** page, click **Add Admin Roles**. This will assign all the available administrator roles such as Service Administrator, Application Administrator, Identity Domain Administrator, or Entitlement Administrator, to the user.
7. To assign service-specific administrator roles, click the text boxes below each required service and then select the required roles. Or, use the filter to display services that you require. For example, to assign an OCI Administrator role, filter the service list for Compute, click the text box under Compute and select the `OCI_Administrator` role.
8. Click **Finish**.

The user is added and receives an email to activate their account.

## Create a Business Administrator

Business administrators monitor the account usage and download reports. They access Infrastructure Classic Console or Applications Console in read-only mode and can only view and monitor the account usage from the Account Management page in Infrastructure Classic Console or Applications Console.

With your buyer or cloud account administrator privileges, create a Business Administrator.

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Open the navigation menu. Under **Account Management**, click **Users**.  
The User Management page appears.
3. Click **Add**.
4. On the **Add User** page, enter this information:
  - The first name and last name of the user.
  - Their email address, alternate email address, and mobile phone number. Note that the email address and alternate email address must be different.
  - Their work information such as their title and work phone number.
5. Click **Next**.
6. To assign the Business Administrator role, click the text box under **Cloud Account** and select this role. By default, a Cloud Account Administrator will also have the Business

Administrator role. If you assign only the Business Administrator role to the user, then they will have read-only access to Infrastructure Classic Console or Applications Console, but can monitor the account usage and download reports.

7. Click **Finish**.

The user is added and receives an email to activate their account.

## Create a Non-Administrator

Oracle Cloud automatically creates several user roles such as service-specific user or developer, which are non-administrator roles. These roles let a user access the Oracle Cloud service instances within an identity domain or account. Non-administrators (end users) use the Infrastructure Classic Console or Applications Console to manage their password.

Note that not all cloud services have associated user roles. For those that do, you can use the Add User-Service Access page to assign those roles. Refer to the service-specific documentation for information on assigning these roles to a user. By default, the Add User-Service Access page displays all services in the cloud account. If you want to assign roles for a specific service, then you can filter the list by using the **Filter by Service** box. You can also opt to display only services, only instances, or both, by using the **Show** filter.

With your buyer cloud account administrator privileges, create a non-administrator.

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click **Add**.

4. On the **Add User** page, enter this information:

- The first name and last name of the user.
- Their email address, alternate email address, and mobile phone number. Note that the email address and alternate email address must be different.
- Their work information such as their title and work phone number.

5. Click **Next**.

6. To assign all the available non-administrative roles to the user, click **Add User Roles**.

7. To assign specific user roles, filter the service list. Click the text box below the required service and select the required user roles. For example, APICSAUTO\_ENTITLEMENT\_MONITOR, which lets the user monitor API Platform service instances.

8. Click **Finish**.

The user is added and receives an email to activate their account.

## About User Groups

If you are using an Oracle Cloud Account with Identity Cloud Service, then you can create groups and add users to the groups in Infrastructure Classic Console or Applications Console.

### Topics

- [Create a User Group](#)
- [Add Users To a Group from Groups Page](#)
- [Add Users To a Group from Users Page](#)
- [Assign Roles to Users in a Group](#)
- [Remove a User Group](#)

## Create a User Group

If you're a Cloud Account administrator or an Identity Domain Administrator, you can create groups from the **Users** tab in Infrastructure Classic Console or Applications Console. Groups help you in segregating users meaningfully, leading to an efficient user management.

To create a user group:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Groups** tab.
4. In the Groups list page, click **Add**.
5. Provide a name and description to your group.
6. Click **Add**.

The user group is created and you can now add users to the newly created group. To learn more about user management, see *Managing Oracle Identity Cloud Service Users in Administering Oracle Identity Cloud Service*.

## Add Users To a Group from Groups Page

After you create a group in Infrastructure Classic Console or Applications Console, you can add users to it either from the Groups page or the Users page.

To add users to a group from the Groups page:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you

sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Groups** tab.
4. In the Groups list page, click the name of the group.

Or, from the Action  menu, click **Edit**.

5. In the Group Details page, select the **Users** tab.
6. Click **Add to Group**.
7. In the Add to Group dialog box, select the users to add to the group.
8. Click **Add**.

The selected users are added to the group. You can now batch assign roles to all the users in the group, if required. Click the **Roles** tab to batch assign roles. To learn more about user management, see *Managing Oracle Identity Cloud Service Users* in *Administering Oracle Identity Cloud Service*.

## Add Users To a Group from Users Page

This section tells how you can add users to a group from the Users list page.

To add users to a group from the Users list page:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. In the Users list page, select the users you want to add to a group.

4. From the Action  menu next to the **Add** button, click **Add to Group**.

Or, if you want to add the selected users to a new group, click **Create New Group** from the Action  menu and then add the users. This menu is disabled until you select users.

5. In the Add to Group dialog box, select a group to add the users to.
6. Click **Add**.

The selected users are added to the group. You can now batch assign roles to all the users in the group, if required. To learn more about user management, see *Managing Oracle Identity Cloud Service Users* in *Administering Oracle Identity Cloud Service*.

## Assign Roles to Users in a Group

After you create groups and add users to groups, you can assign roles and provide access to services and instances to all the members of the group at once.

Note that this action assigns the selected roles to all the users in the group in a batch. You can't assign roles individually if you select the group role assignment.

To assign roles to a user group:

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Open the navigation menu. Under **Account Management**, click **Users**.  
The User Management page appears.
3. Click the **Groups** tab.
4. In the Groups list page, select the group for which you want to assign roles.
5. Select the **Roles** tab.
6. In the Roles page, use the **Filter by Service** to search for specific services, if required.
7. If you want to provide access to all the available services, leave the default selection of **All Services** in the filter unchanged. The roles you select will be applied to your selection here.
8. Select **Services**, **Instances**, or both as required, from the **Show** drop-down list. Or, leave the default selection unchanged to provide access to both services and instances. The roles you select will be applied to your selection here.
9. To assign administrative roles to the users in the group, click **Add Admin Roles**. These roles will be applied to your selections above. Note that Cloud Account roles are hidden, as they cannot be assigned to a group.
10. To assign user roles to the users in the group, click **Add User Roles**. These roles will be applied to your selections above.
11. Click **<** to return to the Groups page.

All the users in the selected group are assigned the specified roles.

To learn more about user management, see *Managing Oracle Identity Cloud Service Users in Administering Oracle Identity Cloud Service*.

## Remove a User Group

You can remove groups from the Users page in Infrastructure Classic Console or Applications Console.

To add users to a group:

1. Sign in to Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you

sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Groups** tab.
4. In the Groups list page, locate the group you want to delete.
5. From the Action  menu, click **Remove**.
6. When prompted, click **Remove** to confirm the removal.

The selected group is deleted.

To learn more about user management, see *Managing Oracle Identity Cloud Service Users* in *Administering Oracle Identity Cloud Service*.

## Create and Assign a Custom Role

You may need to assign custom roles to some users (application developers) so that they can secure applications, or run APIs to monitor or manage specific cloud services. For example, to monitor cloud services using the REST API, a user must have the `Monitoring_ApiAcces` custom role.

These custom roles are not predefined unlike the other Oracle Cloud user roles, and hence must be created in Infrastructure Classic Console or Applications Console before assignment. You can create custom roles only if you're a cloud account administrator or an identity domain administrator.

If you're using the Cloud Account with Identity Cloud Service to create a custom role, you must first create a user group with the name of the custom role, and then assign users to the group.

To create a custom role and assign to users:

1. Create a user group with the custom role name.
  - a. Sign in to Applications Console or Infrastructure Classic Console. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
  - b. Open the navigation menu. Under **Account Management**, click **Users**. The User Management page appears.
  - c. Click the **Groups** tab.
  - d. Click **Add**. The Add Group dialog box opens.
  - e. Provide the name of your custom role. For example, `Monitoring_ApiAcces` or `DBAAS_Notification_User`.
  - f. Click **Add**.

The user group with the custom role name is created and you can view it in the Groups page.

2. Add users to the new group that you created.

- a. In the Groups list page, select the group that you created. For example, `Monitoring_ApiAcces`.
- b. Click **Users** and then click **Add to Group**.
- c. From the Add To Group dialog box, select users to add to the group.
- d. Click **Add**.

Selected users are added to the group and are assigned the custom role.

## Import a Batch of Users into a Cloud Account with Identity Cloud Service

If you are an identity domain administrator, you can batch import user accounts using a comma-separated values (CSV) file.

Before importing user accounts, you must first create a CSV file that is properly formatted for the import process. 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 such as First Name, Last Name, Work Email, and User ID.

To import user accounts:

1. Create a CSV file using any standard spreadsheet application. For each user account, create a new row (line) and enter data into each column (field). Each row equals one record.
2. Save your file in a CSV format.
3. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

4. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

5. On the Users tab, click **Identity Console**.

You'll be redirected to the IDCS User Management console, with the **Users** tab in focus.

6. Click **Import**.

7. In the Import Users dialog box, click **Browse** to locate and select the CSV file that contains the user accounts to import. You can also download a sample CSV file for your reference and use.

8. Click **Import**.

- If the import job can be processed immediately, a dialog box appears with the Job ID link. You can review the details by clicking the link.
- If the job can't be processed immediately, a Schedule ID is provided. Use the Schedule ID to search for the job in the **Jobs** page. The job appears in this page after the import process is complete.

See Importing user Accounts in *Administering Oracle Identity Cloud Service*.

## Add Users to a Traditional Cloud Account

Oracle Traditional Cloud Accounts are those that use traditional Identity and Access Management software to manage users and security, as opposed to Cloud Accounts with IDCS, which use Oracle Identity Cloud Service for these tasks.

For more information, see [About Oracle Cloud Accounts](#).

### Topics

- [About the Users Page in a Traditional Cloud Account](#)
- [Create a Traditional Cloud Account User](#)
- [Assign a Simple Role](#)
- [Assign Advanced Roles](#)
- [Assign One Role to Many Users](#)
- [Import a Batch of User Accounts](#)

## About the Users Page in a Traditional Cloud Account

As an identity domain administrator, you use options on the Users page in Infrastructure Classic Console or Applications Console to manage users and their roles for specific Oracle Cloud applications and services.

This topic describes how to use the Users page in a Traditional Cloud Account. See [About Oracle Cloud Accounts](#).

### 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 Users page in Infrastructure Classic Console and Applications Console 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 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 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 Users page in Infrastructure Classic Console and Applications Console.

Tab on Users Page	Description
Users	Add user accounts, import a batch of user accounts, assign roles to users, modify user accounts, reset passwords, and remove user accounts.
SFTP Users	Set passwords for the secure FTP (SFTP) user accounts.
Roles	View a list of all the predefined roles created by Oracle Cloud and link to a list of users assigned the role you select.
Custom Roles	View, add, and remove roles that you created for customized access to your Oracle Cloud services.
Identity Self Service	View your user information, change your password, and change your password challenge questions.
Contacts	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.
My Profile	View your user information, change your password, and change your password challenge questions.

## Create a Traditional Cloud Account User

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

To create a user account:

1. Sign in to Applications Console or Infrastructure Classic Console.
 

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console. Ensure that you specify the identity domain where you want to create the user.
2. Open the navigation menu. Under **Account Management**, click **Users**.
 

The User Management page appears.
3. Click the **Users** tab, and then click **Add**.
4. In the **Add User** dialog box, enter:
  - The user's first name and last name.

- A valid business email address. The email address can't be longer than 71 characters.
- You can use an email address as the user's user name. A user name is unique to each user. Users must enter their user names when they sign in to Oracle Cloud.

If you select the **Use email as user name** check box, then the system automatically uses the user's email address as the user name unless that user name is in use or was previously used in the current domain.

If you don't select the **Use email as user name** check box, then you must enter a unique user name for the user. The **User Name** field accepts spaces between characters, but it doesn't allow special characters such as these ! # \$ % ' \* + / = ? ^ ` { | } ~ & .

- The email address of the user's manager. If you enter the same email address for both the user and the manager, then you'll get an error message.

After the user account is created, Oracle Cloud sends an email notifying the user that an account was created.

## Assign a Simple Role

After you enter the basic information about the user, you can assign one or more roles to this user. Roles control access to applications, resources, and services.

Assign basic roles to the user, such as the Identity Domain Administrator role, or the service-specific user or administrator roles:

- To assign the Identity Domain Administrator role, select the **Identity Domain Administrator** check box.
- To assign service-specific roles, select a service from the **Service** list.  
To assign the service instance administrator role, select an instance from the **Instance** list before selecting a role. You can select one or more instances. Purged or canceled instances aren't displayed in the list.
- If your account has service entitlements, then select **Entitlement Administrator**. An entitlement administrator can create or delete service instances.
- If you purchased one or more metered service categories, then assign the Bucket Entitlement Administrator role to the user. This role is enabled only if you purchased metered services. Select the service, and then select **Bucket Entitlement Administrator**.

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

- The user's user name.
- A temporary password. Users must change their temporary password when they sign in for the first time.
- The name of the identity domain and data region.

Identity domain administrators and service administrators can modify an existing user account and change the roles assigned to a user.

If a user forgets a password, then an identity domain administrator can reset it.

## Assign Advanced Roles

Use this section to assign multiple administrative or user roles to the user.

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.



### Note:

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

To assign the roles:

1. To assign a single role, select the role and click the right arrow button.
2. To assign consecutive roles, use the `Shift` key to select the roles, and then click the right arrow button.
3. To assign non-consecutive roles, use the `Ctrl` key to select the roles, and then click the right arrow button.
4. To assign all available roles to the user, click `>>`.
5. Click **Add**.

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.

## Assign 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](#)

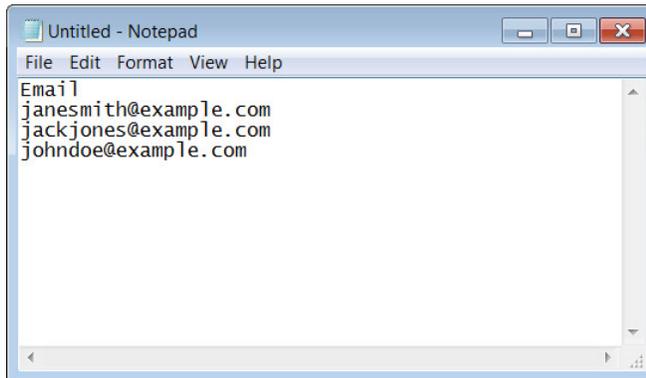
### Task 1: Verify the User Accounts Exist

Before you can assign a role to a group of user accounts, the user accounts must exist. See [Create a Traditional Cloud Account User](#) or [Import 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.

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:



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:

- 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 Applications Console or Infrastructure Classic Console. Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle

Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, 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 that does not exist.

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

See [Learn About Cloud Account Roles](#).

## Import 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.

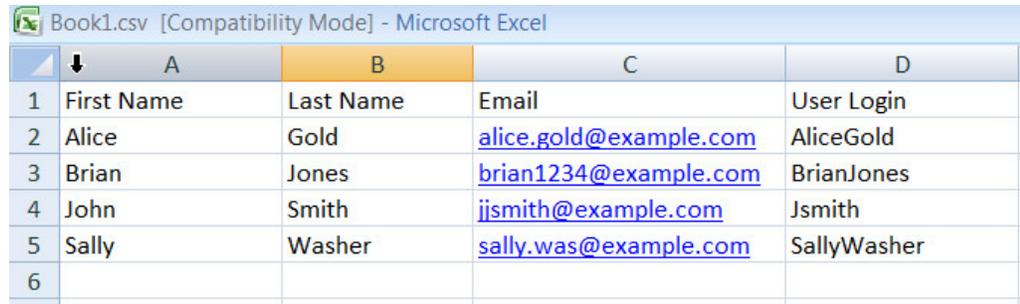
The CSV file is a simple text file in a tabular format (rows and columns). The first row in the file, which defines the columns (fields) in your table, must have these exact column headings:

- 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.

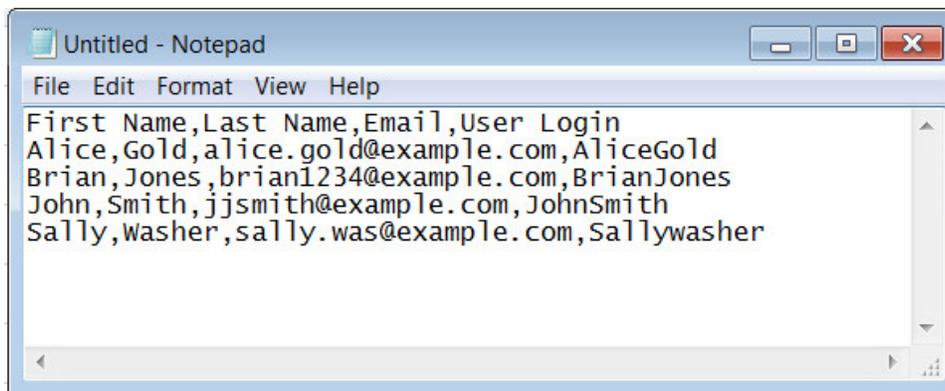
Spreadsheet applications make it easy to create, edit, and save CSV files. You can use standard features to add and delete rows of data, edit individual fields, search for records, or sort the list. The following illustration shows an example of user account data defined in a Microsoft Excel file. The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



The screenshot shows a Microsoft Excel window titled "Book1.csv [Compatibility Mode] - Microsoft Excel". The spreadsheet contains the following data:

	A	B	C	D
1	First Name	Last Name	Email	User Login
2	Alice	Gold	<a href="mailto:alice.gold@example.com">alice.gold@example.com</a>	AliceGold
3	Brian	Jones	<a href="mailto:brian1234@example.com">brian1234@example.com</a>	BrianJones
4	John	Smith	<a href="mailto:jjsmith@example.com">jjsmith@example.com</a>	Jsmith
5	Sally	Washer	<a href="mailto:sally.was@example.com">sally.was@example.com</a>	SallyWasher
6				

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 Infrastructure Classic Console or Applications Console. 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 Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.  
Be sure to specify the appropriate identity domain.
2. Open the navigation menu. Under **Account Management**, 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 [Create a Traditional Cloud Account User](#).

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 Infrastructure Classic Console or Applications Console 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 Infrastructure Classic Console or Applications Console to the user.
- Provide one or more service URLs to the user, depending on the services the user is allowed to access.

# 6

## Manage Your Passwords

You can change your password and retrieve a forgotten password, or reset another user's password if you have the appropriate privileges.

### Topics:

- [Change and Manage Your Passwords](#)
- [Reset Another User's Password](#)

## Change and Manage Your Passwords

When you first sign in to your Oracle Cloud Account, you are prompted to change your password. This is an important step in securing your Oracle Cloud Account.

However, when you change this password, it does not change all the passwords you might need while using your Oracle Cloud Account. Depending on what services you are using, you might have to change the passwords listed in the following topics.



### Note:

All these passwords are initially set to the default password in the Welcome email you received when you first signed up for Oracle Cloud. Use this temporary one-time password to sign in to your Service and then change the password when prompted.

### NOT\_SUPPORTED:

If your account is locked, contact Oracle Support. See [Contact Oracle Support](#).

Also, several cloud services such as Database Cloud Service, Database Backup, or Storage use backup functionality. When backups are first configured, a user id and password are provided. These credentials are independent of your initial login credentials and must be updated. Ensure that you change your backup passwords also when changing your cloud account login password to prevent locking your account. Refer to the service-specific documentation on changing individual service passwords used for backup.

### Topics

- [Manage Your Cloud Account with Identity Cloud Service Password](#)
- [Manage your Traditional Cloud Account Password](#)
- [Manage Your Oracle Cloud Infrastructure Password](#)
- [Manage Your Ravello Password](#)

## Manage Your Cloud Account with Identity Cloud Service Password

You can change your Cloud Account with Identity Cloud Service password, find your original default password, or get your password if you have forgotten it.

The following table describes how to manage your Cloud Account password.

To:	Do this:
Find your original default password	The initial default password is in the Welcome email you received when you signed up for Oracle Cloud. When you first sign in to your Oracle Cloud Account, you are prompted to change your password.
Reset your password	<ol style="list-style-type: none"> <li>1. Sign in to Applications Console or Infrastructure Classic Console. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.</li> <li>2. Select <b>My Profile</b> from the user name menu.</li> <li>3. Click <b>Change My Password</b> tab and change your password.</li> </ol>
Get your password if you forgot it	Click the <b>Forgot Password</b> link on the Sign-in page. Enter your user name, and then click <b>Submit</b> . The password information is sent to you in an email.

### More Details

See Changing your password in *Administering Oracle Identity Cloud Service*.

## Manage your Traditional Cloud Account Password

You can change your Traditional Cloud Account password, find your original default password, or get your password if you have forgotten it.

The following table describes how to manage your Traditional Cloud Account password.

### Note:

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

To:	Do this:
Find your original default password	The initial default password is in the Welcome email you received when you signed up for Oracle Cloud. When you first sign in to your Oracle Cloud Account, you are prompted to change your password and set your password challenge questions and answers.

To:	Do this:
Reset your password	Sign in to Infrastructure Classic Console or Applications Console to reset your password. For more details, see <a href="#">Reset your password</a> .
Get your password if you forgot it	Click the <b>Can't access your account?</b> link on the Sign-in page and then follow the instructions in the wizard.
Get access when you're locked out of your account	If you mistype the password a few times before, your account may get locked. Click <b>Can't access your account?</b> to answer your challenge questions and get access. If you haven't yet logged in or set your challenge questions, you'll have to contact Oracle Support. See <a href="#">Contact Oracle Support</a> .

## Reset your password

Follow these steps to reset your password:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Select **My Profile** from the user name menu.

Your view in Infrastructure Classic Console or Applications Console depends on your role:

- If you are assigned a non-administrative role, then signing in to Infrastructure Classic Console or Applications Console 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 Infrastructure Classic Console or Applications Console opens the Dashboard page. To view the self-service options, click **Users**, and then click the **My Profile** tab.

3. Click **Change My Password** tab and change your password. You can enter up to 128 characters.

### Note:

To change your password challenge questions and answers, scroll down the page to view the Change Challenge Questions section and update.

## Manage Your Oracle Cloud Infrastructure Password

You can change your Oracle Cloud Infrastructure password, find your original default password, or get the password if you have forgotten it.

The following table describes how to manage your Oracle Cloud Infrastructure password.

To:	Do this:
Find your original default password	The initial default password is in the Welcome email you received when you signed up for Oracle Cloud. When you first sign in to your Oracle Cloud Account, you are prompted to change your password.
Reset your password	Sign in to the Oracle Cloud Console the first time with the one-time password, and then change it when prompted. If you want to change your password at a later time, log in to the Oracle Cloud Console and click your user name, and then click <b>Change Password</b> .
Get your password if you forgot it	Click the <b>Forgot Password</b> link on the Sign-in page. Enter your user name and click <b>Submit</b> . The password information is sent to you in an email.
Get access when you're locked out of your account	If you're blocked from signing in to the Oracle Cloud Console because you've tried 10 times in a row unsuccessfully, contact your administrator. Your administrator can reset the password in the Oracle Cloud Console.

### More Details

For information about the types of security credentials you'll use when working with Oracle Cloud Infrastructure, see [Security Credentials](#).

## Manage Your Ravello Password

You can change your Oracle Cloud Infrastructure Ravello Service password, find your original default password, or get your password if you have forgotten it.

The following table describes how to manage your Ravello password.

To:	Do this:
Find your original default password	The initial default password is in the Welcome email you received when you signed up for Oracle Cloud. When you first sign in to your Oracle Cloud Account, you are prompted to change your password.
Reset your password	If you have Admin privileges, sign in to the Oracle Cloud Console with the newly created credentials and select the <b>Admin</b> option in the left navigation pane, and then select <b>Users</b> to reset your password.  If you have User privileges, you can change the password anytime by clicking <b>Change Password</b> on the right hand side of the title bar.
Get your password if you forgot it	Click the <b>Forgot Password</b> link on the Sign-in page. Enter your user name and click <b>Submit</b> . The password information is sent to you in an email.

### More Details

See User Management in *Using Oracle Cloud Infrastructure Ravello Service*.

## Reset Another User's Password

If you have created additional users in your Oracle Cloud Account, you can reset the password for those users.

### Cloud Account with Identity Cloud Service

You can use Oracle Identity Cloud Service to reset the password for a user account. When you request a password change, Oracle Identity Cloud Service sends a notification to the user so that the user can provide a new password for the account. In the Identity Cloud Service console, click **Users**. Select the check box for each user account for which you want to reset the password. Click **More**, and then click **Reset Password**.

For more information, see Resetting Passwords in *Managing and Monitoring Oracle Cloud*.

### Traditional Cloud Account

Only identity domain administrators can reset the passwords of other users, and only the passwords of users in their designated identity domains. If an identity domain administrator resets your password, the password is temporary. The system prompts you to change your temporary password on your next sign-in. Sign in to Infrastructure Classic Console or Applications Console. Be sure to specify the appropriate identity domain. Open the navigation menu. Under **Account Management**, click **Users**. The User Management page appears. Locate and select the user in the list, and then click **Reset Password**.

For more information, see Resetting User Passwords in *Managing and Monitoring Oracle Cloud*.

### Ravello

If you're an administrator, you can create or reset another user's password. Go to Admin, click **Users**. Locate and select the user in the list, and then click **Change Password**.

### Oracle Cloud Infrastructure

If you're an administrator, you can create or reset another user's password. Go to Oracle Cloud Console, click **Identity**, and then click **Users**. Locate the user in the list, and then click the user's name to view / change the details. Resetting the password creates a new one-time password that users are prompted to change the next time they sign in to the Oracle Cloud Console.

# 7

## Use the My Home Application

If you're a user without administrative privileges, then when you sign in to Applications Console or Infrastructure Classic Console, you're redirected to the My Home application. You can also log in to My Home from the logged-in user name menu in Applications Console or Infrastructure Classic Console.

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 from the My Profile page. See [Change and Manage Your Passwords](#).

### My Oracle Services

The My Oracle Services page is displayed as a default when you open My Home. Use the My Oracle Services page to view and access the service consoles that you've access to. You'll see all the available service consoles only if enabled by your cloud account administrator. If you don't see any service listing, then contact your cloud account administrator.

By default, service consoles in the account that you logged into are displayed. If you're using a Cloud Account with Identity Cloud Service, you'll also see the Applications Console or Infrastructure Classic Console tile here. Use the **Search** box to search for a specific service console.

If you're using a traditional account, you can select another identity domain to view all the service consoles in that domain from the **Scope** menu.

The following table describes the key elements shown on the My Oracle Services page.

Element	Description
Data Center/Domain	For Cloud Accounts with Identity Cloud Service, use the Data Center filter to identify your Identity console. For Traditional Cloud Accounts, use the Domain filter to filter your services on the dashboard.

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Element	Description
Service Tiles	<p>Each tile on the My Home dashboard displays the following:</p> <ul style="list-style-type: none"><li>• Service type and icon. Click the cloud icon to access the service console. Service tiles with this badge  indicate that you have access to the Admin console and you're an administrator to those services. Service tiles without this badge indicate that they are user consoles and you don't have administrator access to them.</li><li>• Name of the service instance</li><li>• <b>Admin Console</b> link if available</li></ul> <p>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 <b>Search</b> box.</p> <p>You can mark up to five services as favorites. If you already selected five 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.</p>

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# A

## About Service Administrator Roles

Service administrator roles allow Cloud Account users to manage or use specific cloud services within the Cloud Account. For example, a Database Cloud Service administrator can create and manage Oracle Database instances in the Oracle Cloud.

Service-specific roles vary from one Oracle Cloud service to another, but they typically include at least one administrator role. The following table provides a comprehensive list of the roles available in each of the Oracle Cloud services that are available in a typical Oracle Cloud Account. The table also includes a link to the service-specific documentation that describes these roles in more detail.

Name of the Service	User Roles	More Info
Identity Cloud	<ul style="list-style-type: none"> <li>Application Administrator</li> <li>Audit Administrator</li> <li>Identity Domain Administrator</li> <li>Security Administrator</li> <li>User Administrator</li> </ul>	Understanding Administration roles
Analytics	AUTONOMOUS_ANALYTICS_ServiceAdministrator (Analytics Cloud Instance Administrator with permissions to grant access and manage resources)	About Roles in Oracle Analytics Cloud
Analytics Classic	ANALYTICS_ServiceAdministrator (Analytics Cloud Classic Instance Administrator with permissions to grant access and manage resources)	About Roles in Oracle Analytics Cloud - Classic
API Platform	APICS_Administrator (Administrator Role for administering APICS.)	API Platform Cloud Service
Application Container	APAAS_Administrator	Oracle Application Container Cloud Service
Autonomous Blockchain	BCS Administrator	About OABCS Roles and User Accounts
Autonomous Visual Builder	AUTONOMOUS_VISUALBUILDER_ENTITLEMENT_ADMINISTRATOR (Autonomous Visual Builder Cloud Service entitlement administrator role)	Oracle Integration Roles and Privileges
Big Data - Compute Edition	BDCSCE_Administrator (BDCSCE Administrator.)	About Big Data Cloud Roles and Users
Compute Classic	<ul style="list-style-type: none"> <li>Compute.Compute_Operations (Compute_Operations)</li> <li>Compute.Compute_Monitor (Compute_Monitor)</li> </ul>	Compute Classic Roles

Name of the Service	User Roles	More Info
Data Hub	DHCS_Administrator (DHCS Administrator)	Oracle Data Hub Cloud Service Roles and Users
Data Integration Platform Cloud	DICS_ENTITLEMENT_ADMINISTRATOR (Admin Role for administering DataIntegration cloud service.)	Getting Started with Oracle Data Integration Platform Cloud
Autonomous Data Integration	DIPCAUTO_ENTITLEMENT_ADMINISTRATOR (Admin Role for administering Autonomous DataIntegration Platform Service)	Getting Started with Oracle Data Integration Platform Cloud
Database	DBaaS_Administrator (DBaaS Administrator)	Administering User Accounts and Security
Database (OCI)	DATABASEOCI_Administrator (Provide administrative access in Oracle Cloud Infrastructure.)	When you create users from the Oracle Cloud Console, they are created in the Identity Cloud Service identity domain and are added automatically to the DATABASEOCI_Administrators group to manage any of the Oracle Cloud Infrastructure services.
Event Hub and Event Hub - Dedicated	OEHCS_Administrator (OEHCS Administrator)	About Roles and Users for Oracle Event Hub Cloud Service — Dedicated
GoldenGate	GGCS_Administrator (Admin Role for administering GG cloud service.)	About Oracle GoldenGate Cloud Service Roles and Users
Integration Cloud	INTEGRATIONCLOUD_ENTITLEMENT_ADMINISTRATOR (Integration Cloud entitlement administrator role.)	About Oracle Integration Cloud Service Roles and User Accounts
Autonomous Integration Cloud	AUTONOMOUS_INTEGRATIONCLOUD_ENTITLEMENT_ADMINISTRATOR (Autonomous Integration Cloud entitlement administrator role)	Assigning the Correct User Roles to Create an Instance
Java	<ul style="list-style-type: none"> <li>• Service Entitlement</li> <li>• JaaS_Administrator (JaaS Administrator)</li> </ul>	About Oracle Java Cloud Service Roles and User Accounts

Name of the Service	User Roles	More Info
Load Balancer Classic	<ul style="list-style-type: none"> <li>• LBAAS_ADMINISTRATOR (Oracle Load Balancer Service Administrator Role.)</li> <li>• LBAAS_CERTMGMTGROUP (Oracle Load Balancer Service Cert Management Group.)</li> <li>• LBAAS_OPERATIONS (Oracle Load Balancer Service Operations Role.)</li> <li>• LBAAS_READONLYGROUP (Oracle Load Balancer Service Read Only Group.)</li> <li>• LBAAS_READWRITEGROUP (Oracle Load Balancer Service Read Write Group.)</li> </ul>	About Oracle Cloud Infrastructure Load Balancing Classic Roles
Mobile	OMCE_ENTITLEMENT_ADMINISTRATOR (Oracle Mobile Cloud entitlement administrator role.)	OMCe Team Member Roles
Autonomous Mobile Cloud Enterprise	MOBILESERVICEAUTO_ENTITLEMENT_ADMINISTRATOR (Autonomous Mobile Cloud entitlement administrator role.)	AMCe Team Member Roles
MySQL	MySQLAdministrators (Admin Role for administering MySQLCS.)	MySQL Cloud Service Roles and Users
Oracle CASB	<ul style="list-style-type: none"> <li>• CASB_Administrator (Provide administrative access in Oracle Public Cloud.)</li> <li>• CASB_ReadOnlyGroup (CASB_ReadOnlyGroup)</li> <li>• CASB_ReadWriteGroup (CASB_ReadWriteGroup)</li> </ul>	About Administrator Roles
Ravello Classic	Ravello_Administrator (Provide administrative access in Oracle Public Cloud.)	Users and Permissions Groups
SOA	SOA_Administrator (Admin Role for administering SOA cloud service.)	Oracle SOA Cloud Service Roles and User Accounts
Storage Classic	<ul style="list-style-type: none"> <li>• Storage_Administrator (Storage_Administrator)</li> <li>• Storage_ReadOnlyGroup (Storage_ReadOnlyGroup)</li> <li>• Storage_ReadWriteGroup (Storage_ReadWriteGroup)</li> </ul>	About Object Storage Classic Roles and Users
Visual Builder	VISUALBUILDER_ENTITLEMENT_ADMINISTRATOR (Oracle Visual Builder Service Administrator role)	Oracle Visual Builder Roles and Privileges

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<b>Name of the Service</b>	<b>User Roles</b>	<b>More Info</b>
Management Cloud	OMC_ENTITLEMENT_ADMINISTRATOR (Administrator entitled to create OMC service instances.)	Getting Started with Oracle Management Cloud
Messaging	<ul style="list-style-type: none"><li>• Messaging_Administrator (Messaging Administrator)</li><li>• Messaging_Worker (Messaging Worker)</li></ul>	About Oracle Messaging Cloud Service Roles and Users

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# B

## Access Traditional Cloud Account Services

The following services are available only in a Traditional Cloud Account:

- Exadata Cloud Service
- Exadata Express Cloud Service
- Messaging Cloud Service
- Big Data Cloud Service
- Data Visualization Cloud Service

To access these services:

1. Sign in to Infrastructure Classic Console.
2. Click the **Manage Account** tile, and then click the **My Admin Accounts** tab.  
A list of all your administrative accounts are provided along with their login details. You can also expand the user name to see services available in the Traditional Cloud Account.
3. Click the URL for the **Traditional Cloud Account**, and sign in using the initial temporary password provided in your welcome email.
4. Reset your password when prompted. Make a note of this password as it's required whenever you access services in the Traditional Cloud Account.

# C

## Order Other Types of Subscriptions

If you are signing up for an Oracle Applications (Software as a Service) offering, or if you are working directly with Oracle Sales to sign up for Oracle Cloud, then the procedures for signing up and accessing your services are different than those required when you sign up for Oracle Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) services via the Oracle Cloud website.

For example, when signing up for Oracle Cloud with help from Oracle Sales, you might need to use your Oracle Account (oracle.com) credentials and access the My Account application. In these cases, you might have to activate your service when prompted via email.

For more information, contact your Oracle Sales representative.

### Topics

- [Buy a Nonmetered Subscription to an Oracle Cloud Service](#)
- [Buy a Prepaid Metered Subscription to an Oracle Cloud Service](#)
- [Activate Your Order](#)
- [Manage Your Oracle Cloud Service](#)
- [About the Assign Service Details Page](#)

## Buy a Nonmetered Subscription to an Oracle Cloud Service

Nonmetered subscriptions to Oracle Cloud are available for specific customers when ordered by contacting Oracle Sales directly. In some cases, public sector organizations or enterprise companies with specific requirements require a subscription model that meets their specific business needs.

To order a nonmetered subscription, contact your Oracle Sales representative. As part of the sign-up process, you will likely need to activate your subscription when prompted via email. See [Activating an Order from the Email Link](#).

For example, Government subscriptions are nonmetered services that you can order through Oracle Sales. You buy resources for each service separately and access only those services that you have purchased.

If you do not require a nonmetered subscription and you want to sign up for an IaaS or PaaS service Cloud Account with Universal Credits, you can use the Oracle Cloud website self-service tools to sign up for Oracle Cloud.

See [How Do I Sign Up?](#)

## Buy a Prepaid Metered Subscription to an Oracle Cloud Service

Traditional metered subscriptions to Oracle Cloud are available for specific customers when ordered by contacting Oracle Sales directly. In some cases, public sector organizations or

enterprise companies with specific requirements require a subscription model that meets their specific business needs.

To order a traditional metered subscription, rather than a Universal Credits IaaS and PaaS Oracle Cloud service subscription, contact your Oracle Sales representative. As part of the sign-up process, you will likely need to activate your subscription when prompted via email. See [Activating an Order from the Email Link](#).

If you do not require a traditional metered subscription and you want to sign up for an IaaS or PaaS service Cloud Account with Universal Credits, you can use the Oracle Cloud website self-service tools to sign up for Oracle Cloud.

See [How Do I Sign Up?](#).

## Activate Your Order

Activating your order is required for specific types of Oracle Cloud subscriptions. If you order your Oracle Cloud subscription by contacting Oracle Sales and it is not an order for Oracle Infrastructure as a Service (Oracle IaaS) and Oracle Platform as a Service (Oracle PaaS) services with universal credits, then you might need to activate the service, using a link in the activation email you receive when your order is processed.

You don't need to activate your order if you have ordered IaaS or PaaS services with Universal Credits from the Oracle Cloud website.

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.

### Topics

- [Activating an Order from the Email Link](#)
- [Activating an Order from Oracle Cloud](#)
- [Reactivating Oracle Cloud Services](#)

## Activating an Order from Oracle Cloud

If you've ordered a subscription from Oracle Sales, and you don't have the activation email, you can activate your services by logging in to your account from the Oracle Cloud website.

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

1. Open your web browser and go to the Oracle Cloud website:  
<http://oracle.com/>
2. Click , and then click **Sign in to Cloud**.
3. Scroll down to the Order Management section of the page, and click **My Account**.
4. Enter your Oracle.com account user name and password and click **Sign In**.  
The Dashboard page in My Account opens.
5. Click **Orders**.
6. 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.

7. Click **Activate**.

The Oracle Cloud Order Activation wizard opens and 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.

8. 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.
- Click **Next**.

9. 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/...](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.

10. 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 SaaS applications such as 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. It is also possible to activate

11. 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.

12. To request us to activate the services you selected, click **Activate**.
13. 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.
14. Click **Close**.

## Activating an Order from the Email Link

For specific types of Oracle Cloud subscriptions that were submitted by Oracle Sales, you can activate your order from a link provided in an email you receive when the order is processed.

For details on activating your Oracle Fusion Analytics subscription, see [Activate Your Oracle Fusion Analytics Warehouse Subscription](#).

If you have arrived at this page by clicking a link in an email with the subject line: *Action required: add your service(s) to an Oracle Cloud Account*, this section explains why you have received the email and what the options available to you are.

### Why have I received this email?

- An order was entered for the cloud service specified in the email, and your email address was entered as the primary administrator for the service. The welcome email is only sent to the email address of the System Administrator who is defined at the point of ordering. The email contains an activation token which is unique to the service you have ordered. If you choose not to action this email yourself, please forward it only to another trusted person in your company who can act as the cloud account administrator.

#### **Tip:**

If you are not the administrator for your company's cloud account, then forward the activation email to the person who is, or ask that person to add you as another administrator if you will be taking on that role.

### What is an Oracle Cloud Account

- An Oracle Cloud Account allows you to view and manage all of your company's Oracle Cloud Subscriptions from one place. Most companies will have one cloud account with a number of administrators (at least one primary and one backup, or a number of people with delegated responsibility for different cloud services).

 **Tip:**

The only reason to have multiple cloud accounts is if you have two business units within your company which run completely separately or you want to have some SaaS services running in a different identity domain from another set of services.

You may see the term tenancy used. Your cloud account and the Oracle Cloud Infrastructure tenancy have the same name.

### How do I decide whether to create a new account or use an existing account?

- Best practice is to use one cloud account for all the cloud services your order from Oracle. If your company already has a cloud account, use it unless you have a technical reason to want to separate those services.

### How do I know if my company already has an existing account?

- It is important not to create a new Oracle Cloud Account if your company already has one unless you have specific reasons for doing so. If you are unsure, you can trigger an email which will tell you the cloud accounts associated with your email address.
  1. From the email, click **Add to existing cloud account**.
  2. On the Cloud Sign In page, find **Forgot your cloud account name?** and click **Get Help**. You are taken to a page where you can enter your email address, and if there are existing cloud accounts you will receive an email listing them.
- If you do not have any existing cloud accounts associated with your email but know your company might have an existing Oracle cloud account, reach out to the other admins in your company or contact Oracle Support for help.

### What's next?

- After you have added your new cloud service to either a new account or to an existing account, you receive an email confirming the action and describing the next steps, such as:
  - Signing in to the Console.
  - Adding users and making some of them administrators for different functions.
  - Using your new cloud service.

## Add the New Cloud Service to a New Oracle Cloud Account

If your company does not have an existing Oracle Cloud Account, or if you have decided that you want to create an additional Oracle Cloud Account, follow the steps below.

You create the new cloud account by providing the following information:

- Details about the administrator. Usually, you will add your first name and last name and your email address is already entered. If you are not the administrator that the email was sent to and you are going to be the contact for the cloud account, enter your details.

- Tenancy name: This is the name of your company's cloud account and you will probably want to choose a tenancy name which reflects this.
  - Home region: Usually you will pick the region which is closest to where your company is, or where most of your users are. The list of available regions for the service(s) you are subscribing to might be different from the available regions you can choose as Home Region when creating your cloud account.
1. Open the email you received from Oracle Cloud.
  2. Review the order details about your service included in the email.
  3. Click **Create new cloud account**.
  4. Complete the fields in the New Cloud Account Information page, referring to the notes above.
    - **First Name** and **Last Name**: The name of the administrator and contact person for the cloud account.
    - **Email**: The administrator's email.
    - **Password**: Enter a password and confirm it.
    - **Tenancy Name**: Enter the name you have chosen for your cloud account.
    - **Home Region**: Choose the region which is nearest to either your company, or the majority of your customers (if they are not the same).
  5. Read the Terms of Use and if you are happy, click **Create Tenancy**.

It can take up to 20 minutes, or even longer, for the system to go through the activation process. You will receive an email when your new cloud account and services are ready.

## Add the New Cloud Service to an Existing Oracle Cloud Account

If your company already has an existing Oracle Cloud Account, follow the steps below.

You will see tenancies mentioned as well as cloud accounts. The tenancy has the same name as the cloud account, and you can think of them as the same thing.

1. Open the email you received from Oracle Cloud.
2. Review the order details about your service included in the email.
3. Click **Add to existing cloud account**.
  - If you are not signed in, then the Oracle Sign In page opens and you are asked to sign in to an existing tenancy.

### Tip:

If you have recently logged into a tenancy, that tenancy will be the default. Make sure that this is the tenancy you want to use for your new order. If the tenancy is not correct, change it in **Cloud Account Name**.

If you don't know the name of your tenancy, click **Get help** and an email will be sent to you with the names of any existing cloud accounts for which you are an administrator.

 **WARNING:**

- Don't click **Sign Up** next to **Not an Oracle Cloud customer yet?**. If you do go down this route, you will create a new and unconnected Oracle Cloud Account.

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. The wizard steps you through activating your services.
4. Click **Next**.
  5. If you need to change the tenancy and didn't in the earlier page, you can change it here.
  6. Log in to your cloud account. If you have forgotten your password, find **Need help, click here**.
  7. On the Add subscription page, select the new subscription and click **Add subscription**.

The new subscription is added to your tenancy. It can take up to 20 minutes, or even longer, for the system to go through the activation process. You will receive another email letting you know when your account and subscription are ready.

## Reactivating Oracle Cloud Services

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 Applications Console or Infrastructure Classic Console.  
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
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.

## Manage Your Oracle Cloud Service

If you ordered your Oracle Cloud subscription from Oracle Sales and your Oracle Cloud service is successfully activated, then identity domain administrators and service

administrators can use the following applications to manage new order requests, paid subscriptions, and users.



**Note:**

Customers who have recently subscribed to Fusion Applications or other SaaS services manage their services through the Oracle Cloud Console instead. See [Next Steps](#) for information about provisioning and managing your applications environments.

These steps do not apply if you ordered IaaS or PaaS services with Universal Credits from the Oracle Cloud website.

- **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.

- **Infrastructure Classic Console or Applications Console:** As an identity domain administrator or a service administrator, you sign in to Infrastructure Classic Console or Applications Console 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 Infrastructure Classic Console or Applications Console:** As an identity domain administrator, you use Infrastructure Classic Console or Applications Console to manage the user accounts and roles for those users who need access to Infrastructure Classic Console or Applications Console.

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	Identity domain administrators
<b>Note:</b> Users must be added before they can sign in and use a service.	
Grant roles to users	Identity domain administrators or service administrators
<b>Note:</b> The appropriate roles must be explicitly granted to individual users according to the service type they are allowed to access.	
Add custom roles	Identity domain administrators
Reset user passwords	Identity domain administrators
Manage applications	Identity domain administrators or service administrators

Task	Who Can Perform This Task
Create Service instances	Identity domain administrators, service entitlement administrators or service entitlement administrators

## About the Assign Service Details Page

If you are working with Oracle Sales and you are signing up for a nonmetered or traditional metered Cloud service, then you will likely be prompted by email to activate your new account. This topic describes the Assign Service Details page, which is typically used when you are activating a nonmetered or traditional metered subscription using the My Account application.

If you are signing up for an IaaS and PaaS subscription with Universal Credits, then you can use the Oracle Cloud website to sign up and this page does not apply. See [How Do I Sign Up?](#)

Service Detail	Notes
Language	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.
Time Zone	Select the country and relevant time zone for all the administrators for the Oracle Cloud Account for which the current order is being provisioned.
Account Administrator	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.

Service Detail	Notes
Identity Domain Name	<p>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.</p> <p>Enter a name for the identity domain to which this service belongs.</p> <p><b>Note:</b> 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.</p> <p>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.</p> <p>When you order Oracle Platform as a Service (Oracle PaaS) or 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.</p> <p>You can activate orders containing dependencies into a domain that doesn't contain those required services if your order contains such dependent services. For example, you can activate an order containing Oracle Java as a Service (Oracle JaaS) and Oracle Database as a Service (Oracle DBaaS), which is required for Oracle JaaS, into a domain that contains Oracle Cloud Infrastructure Object Storage Classic and Oracle Cloud Infrastructure Compute Classic even though Oracle DBaaS is not yet activated in that domain. This is possible because your order contains the dependent services which will be activated together.</p> <p>Identity domain names must be unique across all Oracle Cloud services.</p> <p><b>Note:</b> 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.</p>
Identity Domain Administrator	<p>Enter information, such as email address, user name, first name, and last name, for the person who will be the administrator for the domain. <b>Administrator User Name</b> is a required field, and it accepts spaces in between characters. <b>Administrator User Name</b> also supports multibyte characters.</p> <p>To make this person the administrator of the service and the identity domain, select the <b>Make this person the service administrator also?</b> check box.</p>
Service Name	<p>Enter the service name.</p> <p>Service names must be unique within an identity domain.</p> <p>Oracle Cloud automatically assigns the name for some services. You can't change the name.</p> <p>Provide an optional description to help you easily identify this service in your account.</p> <p>Enter information, such as email address and user name, for the person who will be the administrator for the service.</p>

Service Detail	Notes
Service Administrator	<p>If you didn't select the <b>Make this person the service administrator also?</b> 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 <b>User Name</b> field for the service administrator. <b>User Name</b> is a required field and it supports multibyte characters. The <b>User Name</b> field allows up to 80 characters.</p> <p>The service administrator can be the same person as the identity domain administrator.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Additional Details	<p>This section is displayed for some services that may have custom attributes, depending on the service configuration settings or the purchased plan. Provide the details as required.</p>