

Oracle® Cloud

Getting Started with Oracle Cloud



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The Oracle logo, consisting of the word "ORACLE" in white, uppercase letters, centered within a solid red square.

ORACLE®

Oracle Cloud Getting Started with Oracle Cloud, Release 19.1

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Contents

Preface

| | |
|-------------------|-----|
| Audience | vii |
| Related Documents | vii |
| Conventions | vii |

1 Welcome to Oracle Cloud

| | |
|--|------|
| About Oracle Cloud | 1-1 |
| Web Browser Requirements | 1-1 |
| Overview of Oracle Cloud Subscriptions | 1-2 |
| About Bring Your Own License Subscriptions | 1-3 |
| About My Services and the Oracle Cloud Console | 1-3 |
| About Oracle Cloud Accounts | 1-4 |
| About Cloud Accounts with Identity Cloud Service | 1-4 |
| About Traditional Cloud Accounts | 1-4 |
| About Oracle Data Regions | 1-5 |
| Oracle Cloud Terminology | 1-5 |
| About Universal Credits | 1-7 |
| How Do I Sign Up? | 1-7 |
| Contact Oracle Support | 1-8 |
| Chat Online with an Oracle Representative | 1-8 |
| Get an Oracle.com Account | 1-8 |
| Contact My Oracle Support | 1-9 |
| Additional Support Channels | 1-10 |
| Get Your CSI Number | 1-10 |
| Register Your CSI Number | 1-10 |
| Get Your Order Number | 1-11 |

2 Request and Manage Free Oracle Cloud Promotions

| | |
|---|-----|
| Sign Up for the Free Oracle Cloud Promotion | 2-1 |
| Monitor Your Credit Balance | 2-2 |
| Upgrade Your Free Oracle Cloud Promotion | 2-3 |

| | |
|---|-----|
| Upgrade to Monthly Flex | 2-3 |
| Upgrade to Pay As You Go | 2-4 |
| Contact Oracle Sales | 2-5 |
| Update Your Account Details | 2-5 |
| What Happens When the Promotion Expires | 2-6 |

3 Buy an Oracle Cloud Subscription

| | |
|---|-----|
| Navigate the Oracle Cloud Website | 3-1 |
| Estimate Your Monthly Cost | 3-2 |
| Example: Estimating Your Monthly Cost for Oracle Database Cloud Service | 3-3 |
| Save and Share Your Cost Estimator Results | 3-4 |
| Selecting a Payment Plan | 3-4 |
| Sign Up for a Paid Cloud Account | 3-5 |
| Activate Your Order from Your Welcome Email | 3-6 |
| Verify That Your Services Are Ready | 3-7 |

4 Get Started with Your Cloud Services

| | |
|--|-----|
| Sign In to Your Cloud Account | 4-1 |
| Sign In to Oracle Cloud For the First Time | 4-1 |
| Sign In to Your Account From the Oracle Cloud Website | 4-2 |
| Switch Between Accounts | 4-2 |
| Navigate to Your Cloud Services | 4-3 |
| Discover Infrastructure and Database Cloud Services from the Console | 4-3 |
| Discover Platform Cloud Services from the My Services Dashboard | 4-4 |
| Get Started with the Guided Journey | 4-4 |
| About My Services Dashboard | 4-5 |
| Switch Between Oracle Cloud Console and My Services | 4-5 |
| Create an Instance of a Service | 4-5 |
| Creating a Service Instance from the Oracle Cloud Console | 4-6 |
| Create a Service Instance from My Services | 4-6 |
| Monitor Your Cloud Service Usage | 4-7 |
| Next Steps | 4-7 |

5 Add Users, Assign Policies and Roles

| | |
|---|-----|
| About Adding Users from the Oracle Cloud Console | 5-1 |
| Add Users to a Cloud Account with Identity Cloud Service | 5-1 |
| About the Users Page in a Cloud Account with Identity Cloud Service | 5-2 |
| Learn About Cloud Account Roles | 5-2 |
| View Your Cloud Account Roles | 5-3 |

| | |
|--|------|
| Create Users and Assign Roles | 5-4 |
| Create a Cloud Account Administrator | 5-4 |
| Create an Identity Domain Administrator | 5-5 |
| Create a Service Administrator | 5-5 |
| Create a Business Administrator | 5-6 |
| Create a Non-Administrator | 5-7 |
| About User Groups | 5-7 |
| Create a User Group | 5-8 |
| Add Users To a Group from Groups Page | 5-8 |
| Add Users To a Group from Users Page | 5-8 |
| Assign Roles to Users in a Group | 5-9 |
| Remove a User Group | 5-9 |
| Create and Assign a Custom Role | 5-10 |
| Import a Batch of Users into a Cloud Account with Identity Cloud Service | 5-11 |
| Add Users to a Traditional Cloud Account | 5-11 |
| About the Users Page in a Traditional Cloud Account | 5-12 |
| Overview of the Users Page | 5-12 |
| Tasks That You Can Perform from the Users Page | 5-12 |
| Create a Traditional Cloud Account User | 5-13 |
| Assign a Simple Role | 5-14 |
| Assign Advanced Roles | 5-14 |
| Assigning One Role to Many Users | 5-15 |
| Importing a Batch of User Accounts | 5-17 |

6 Manage Your Passwords

| | |
|--|-----|
| Change and Manage Your Passwords | 6-1 |
| Manage Your Cloud Account with Identity Cloud Service Password | 6-2 |
| Manage your Traditional Cloud Account Password | 6-2 |
| Manage Your Oracle Cloud Infrastructure Password | 6-3 |
| Manage Your Ravello Password | 6-4 |
| Reset Another User's Password | 6-4 |

7 Use the My Home Application

A About Service Administrator Roles

B Access Other Cloud Services or Accounts

| | |
|---|-----|
| Access Traditional Cloud Account Services | B-1 |
|---|-----|

| | |
|---|-----|
| Access Oracle Cloud Infrastructure Services | B-2 |
| Access Oracle Ravello Cloud Service | B-2 |

C Order Other Types of Subscriptions

| | |
|---|-----|
| Buy Oracle Cloud Platform for Oracle SaaS | C-1 |
| Buy a Nonmetered Subscription to an Oracle Cloud Service | C-1 |
| Buy a Prepaid Metered Subscription to an Oracle Cloud Service | C-2 |
| Order Oracle Cloud Applications | C-2 |
| Activate Your Order | C-3 |
| Activating Oracle Cloud Services | C-3 |
| Activating an Order from the Email Link | C-3 |
| Activating an Order from Oracle Cloud | C-5 |
| Manage Your Oracle Cloud Service | C-7 |
| About the Assign Service Details Page | C-8 |

D Sign Up For Traditional Free Trials

| | |
|--|------|
| Overview of Subscribing to an Oracle Cloud Service Trial | D-1 |
| Get an Oracle.com Account | D-2 |
| Request a Trial Subscription | D-3 |
| Activate Your Trial Subscription | D-6 |
| About Activating a Trial Subscription | D-6 |
| Notes About Activating a Trial Subscription | D-6 |
| Activating Trial Subscriptions from the Email Link | D-7 |
| Activating Trial Subscriptions From Oracle Cloud | D-7 |
| Verify That Your Trial Subscription Is Running | D-8 |
| Manage Your Oracle Cloud Trial Subscriptions | D-10 |

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://cloud.oracle.com>

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

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|-----------------|--|
| boldface | 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](#)
- [About Oracle Data Regions](#)
- [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

The following table lists supported browsers supported by the Oracle Cloud Console and the My Services Dashboard. Some Oracle Cloud services and tools have additional or specific browser requirements. See the documentation for the Cloud Services you are using.

| Web / Mobile Browser | My Services | Oracle Cloud Console |
|-----------------------------|-------------|---|
| Microsoft Internet Explorer | 11 or later | <ul style="list-style-type: none">• Latest desktop version• Private browsing not supported |

| Web / Mobile Browser | My Services | Oracle Cloud Console |
|--|-------------|--|
| Mozilla Firefox | 52 or later | <ul style="list-style-type: none"> • Latest desktop version • Private browsing not supported |
| Google Chrome | 63 or later | Latest desktop version |
| Apple Safari | 10 or later | Latest desktop version |
| Microsoft Edge | 35 or later | <ul style="list-style-type: none"> • Latest desktop version • Private browsing not supported |
| Safari, Chrome, Firefox on iOS (iPad and iPhone) | Latest | Not supported |
| Chrome, Firefox on Android (Phone and Tablet) | Latest | Not supported |

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 [About Universal Credits](#).

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](#).

Oracle Cloud Platform for Oracle SaaS

Includes Oracle Cloud Platform services that you can use to connect your Oracle SaaS applications to other applications, or, to extend your Oracle SaaS applications. Oracle Cloud Platform for Oracle SaaS is offered both in standard and enterprise editions. See [Buy Oracle Cloud Platform for Oracle SaaS](#).

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 Bring Your Own License Subscriptions

If you've existing Oracle software licenses for services such as Oracle Database, Oracle Middleware, or Oracle Analytics, you can reuse them when subscribing to Oracle Platform Cloud Services (Oracle PaaS). This is called Bring Your Own License (BYOL).

With BYOL, you can leverage existing software licenses for Oracle PaaS at a lower cost. 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. This enables you to get a discounted price for your services. Oracle BYOL to PaaS includes Compute and Compute support along with automation.

You continue to get the same license support (that you had for your existing licenses) and contract when you buy Oracle PaaS with BYOL pricing. This flexible licensing allows you to move between your on-premises and cloud services with ease.

How do You Use Your BYOL for Oracle PaaS?

When you have an existing Oracle software license and you want to use it on Oracle Cloud, you can do so in the following ways:

- Select specific Oracle BYOL options in the [Cost Estimator](#) to get your BYOL pricing.
- Apply your BYOL pricing to individual cloud service instances when creating a new instance of your PaaS service. BYOL is the default licensing option during instance creation for all services that support it. For example, when creating a new instance of Oracle Database Cloud Service using the QuickStarts wizard, BYOL option is automatically applied.

See [Estimate Your Monthly Cost](#) and [Create a Service Instance from My Services](#).

For a list of cloud services that support BYOL, search for BYOL in the [Universal Credits Service Descriptions Document](#).

For more information, see [BYOL Overview video](#) and [Frequently Asked Questions](#).

About My Services and the Oracle Cloud Console

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

When you sign up for the free Oracle Cloud Promotion from the Oracle Cloud website (cloud.oracle.com) and you sign in to your account, you'll be directed to the new Oracle Cloud Console. The Oracle Cloud Console provides the latest features available for Oracle Cloud users, and it gives you quick access to the Oracle Cloud Infrastructure and specific database cloud services.

If you sign up for a paid account either from the website, or by calling Oracle Sales, and you sign in, then you'll be directed to the My Services dashboard. My Services Dashboard provides a full range of Cloud Account and cloud services, specifically for managing Oracle Platform as a Service (PaaS) and Software as a Service (SaaS) offerings.

As you get started with Oracle Cloud, you will see references to both 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 a JD Edwards instance, you'll use My Services.

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 My Services dashboard and then **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 My Services dashboard.

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 My Services Dashboard.

- 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.

About Oracle Data Regions

When you sign up for an Oracle Cloud Account, you must select a Data Region, which is a geographic region that contains one or more Oracle Cloud data centers.

When deciding upon a default Data Region, you should consider:

- The location of the Data Region.

Ideally, the data region should be as close to your cloud service users as possible. See [Data Regions for Platform and Infrastructure Services](#) for a world map of Oracle Data Region locations.

- The services available in each Data Region.

Not all cloud services are available in every Data Region. If you are interested in using a specific Oracle Cloud Service, see [Data Regions for Platform and Infrastructure Services](#), and review the table of services below the map. It lists all the Cloud services and indicates the Data Regions where each service is available.

- Any restrictions or guidelines for the country in which you reside.

For some specific countries, you might have to select a specific data center or keep in mind certain restrictions. See [Data Regions for Platform and Infrastructure Services](#), and review the notes at the bottom of the page, which list the additional considerations when selecting a data region.

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"> • An Oracle Account is different from an Oracle Cloud Account that you use to access your cloud services. • 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. • 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. • An Oracle Account is also required when logging support or service requests in My Oracle Support. |
| Oracle Cloud account | Use this account to access your cloud services and to sign in to the My Services dashboard, 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 My Services dashboard in the Message center. Notifications provide information about upcoming events such as system outages or blackouts, service maintenance, promotion expiry, or resource quota breach. |

About Universal Credits

Oracle Cloud provides a flexible buying and usage model for Oracle Cloud Services, called Universal Credits.

When you sign up for an Oracle Cloud Account, you have unlimited access to all eligible IaaS and PaaS services. You can sign up for a Pay-As-You-Go subscription to pay in arrears based on your actual usage at the end of your monthly billing cycle, or, opt for a Monthly Flex plan based on your estimated monthly usage. In the Monthly Flex plan, you benefit from lower rates by committing to a monthly subscription amount.

After you sign up, you can start using any of the IaaS or PaaS services at any time. Not all services are available in all the data regions. You can only use services in the data regions that your subscription is enabled in. However, you can always extend your subscription to other data regions to access services available there. See [Extending Your Subscription to Another Data Region](#).

When new eligible services become available as part of the Universal Credits program, you'll receive an email with the details of the newly added services if they are available in one of your enabled data regions.

For new services added to data regions where your subscription is not enabled, see the [Service Availability Matrix](#).

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 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 new Oracle Cloud Account with Universal Credits.

- Sign up for a free credit promotion and try out the Oracle Cloud services.
See [Request and Manage Free Oracle Cloud Promotions](#).
- Sign up for a paid Oracle Cloud account, and get access to all the eligible Oracle Cloud IaaS and PaaS services.

When you select this option, Oracle provides you with a Cost Estimator, so you can quickly estimate the monthly cost of the resources you need.

See [Buy an Oracle Cloud Subscription](#)

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](#).

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 My Services dashboard and select **Chat with us**.
- Click the **Click to Chat** pop-up button in My Services.
- 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:

Live chat is only available during weekdays. During non-operational hours or 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 My Services.

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 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 Oracle Cloud My Services application, click Help  from the top of My Services dashboard 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 Oracle Cloud My Services application, click Help  from the top of My Services dashboard 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 My Services.

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

To get your CSI number from My Services:

1. Sign in to My Services.
2. Click  (Help) from the top of My Services dashboard.
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 My Services.

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 My Services:

1. Sign in to My Services.
2. Click the **Account Management** 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

Request and Manage Free Oracle Cloud Promotions

You can sign up for a 30-day Oracle Cloud promotion and receive free credits. This promotion applies to eligible Oracle Infrastructure as a Service (Oracle IaaS) and Platform as a Service (Oracle PaaS) services.

Topics:

- [Sign Up for the Free Oracle Cloud Promotion](#)
- [Monitor Your Credit Balance](#)
- [Upgrade Your Free Oracle Cloud Promotion](#)
- [What Happens When the Promotion Expires](#)

Sign Up for the Free Oracle Cloud Promotion

Signing up for the Free Oracle Cloud Promotion is easy. You create an Oracle Cloud account, and then you get a welcome email with the details that you need to sign in.

1. Go to the [Oracle Cloud](#) website and click **Try for Free**.
2. Fill out the Sign Up for Free Oracle Cloud Promotion form.

You are asked to:

Create Account:

- Provide a valid email address. Instructions about signing in to your new cloud account are sent to this address. If your email address is already associated with a cloud account, then you can click the link to get all your accounts associated with your email address.
Your email ID is also used to check if you are eligible for any special offers. If you are, then you'll be prompted to select a special offer from a list of applicable offers.
- Select your country and click **Next**. For some countries such as Russia, you must manually accept the Terms of Use by selecting the check boxes when prompted.

Provide Account Details:

- Create a cloud account name, which is used to identify your cloud account.
- Select a **Default Data Region**, where your services will be hosted. See [Data Regions for Platform and Infrastructure Services](#).
- Provide additional information, such as a PO box number, if you're asked for it.
- Enter a valid cell phone number, so we can text you a verification code and click **Next:Verify Mobile Number**. VOIP or internet-only mobile numbers are not accepted.

- Your address is validated and displayed with corrections, if any. Confirm your address if prompted.

Verify Your Phone Number:

- Enter the SMS code you received on your phone and click **Verify Code**. If you already have a verification code, then follow the on-screen instructions to verify your phone number.
- You can also request another code if you don't receive a verification code soon.

Add Credit Card Details:

- Click **Add Credit Card Details**. Enter your credit card information if you're asked for it. You may see a small charge on your credit card. This is a verification hold, and it's reversed after we validate the credit card and billing address.

 **Note:**

Your credit card won't be charged unless you opt for a paid account.

- Click **Finish** .
3. Accept the terms and conditions and click **Complete Sign-Up** to submit your request for a new Oracle Cloud account.

Your account is created shortly and you'll get a welcome (Get Started) email with your sign-in credentials for the new Oracle Cloud Console, after the services in your tenancy are provisioned.

You can use the console to create instances of your Oracle Cloud infrastructure services and specific database cloud services. However, to create instances for some of your Oracle Platform Cloud services, navigate to the My Services dashboard. See [Navigate to Your Cloud Services](#) .

For some countries, you may not be able to request a free promotion from the Oracle Cloud website. In such a case, contact Oracle Sales to request a free promotion.

Monitor Your Credit Balance

After you get free credits, you can monitor and manage your service usage and your credit balance.

- To monitor your usage costs in the Oracle Cloud Console, navigate to the **Billing** page. See [Checking Your Balance and Usage](#) in *Oracle Cloud Infrastructure* documentation.
- To monitor your credit balance in My Services:
 1. Go to the **My Services** dashboard. Your current credit balance is displayed on the **Cloud Services** bar.
 2. To view the **Usage** page, click the balance amount. Here, you can quickly see which services are consuming your free credits.

Oracle sends you a notice as you get close to your credit limit. The notification on the My Services dashboard also lets you know how many credits you have left. You can then let the promotion expire or upgrade to a paid account.

Upgrade Your Free Oracle Cloud Promotion

If you're the buyer or a Cloud Account Administrator, you can choose to upgrade your free promotion to a paid account at any time during the promotion period or within 30 days of the promotion expiration.

Note:

If you're using the Oracle Cloud Console, then you can upgrade your promotion to a paid account from the **Billing** page. See [Upgrade Your Free Account](#) in *Oracle Cloud Infrastructure* documentation.

Choose from the following options to upgrade to a paid account.

- [Upgrade to Monthly Flex](#): Use this option to commit to a monthly amount for a minimum period of 1 year. Note that this option isn't available in Oracle Cloud Console.
- [Upgrade to Pay As You Go](#): Use this option to pay for your actual service usage with no monthly commitment.
- [Contact Oracle Sales](#): Use this option to explore other payment options or for further assistance.

Note that you can't upgrade your promotion when you switch to a Traditional Cloud Account. The **Upgrade** button is disabled in such a case.

Note: You can also request a one-time extension of your free promotion (with free credits) for another 30 days by contacting your Oracle Sales representative. To contact an Oracle Sales representative, click the **Upgrade to Paid** link on the dashboard and select **Request a Sales Call**.

Upgrade to Monthly Flex

Select the **Monthly Flex** payment plan to pay in advance, based on your estimated monthly usage.

In this plan, you can use all the eligible Oracle Infrastructure and Platform Cloud Services (Oracle IaaS/PaaS) for a subscription period of minimum 1 year. You'll be billed in advance for the monthly amount you committed to. For example, if you committed to 1000 USD per month for the term of 1 year, then you'll be charged 1000 USD at the start of every month.

The minimum amount you can commit to this plan is 1000 USD or equivalent in local currency. Choose monthly flex to get higher discounts on your subscription. You must use your monthly credits at the end of the month. Any unused credits will lapse if you don't use up all the credits.

This option isn't available in Oracle Cloud Console.

1. From the Cloud Services banner in the My Services Dashboard, click **Upgrade to Paid**.

The Upgrade to Paid Plan page displays your upgrade options.

2. Select **Monthly Flex** and click **Next**.
3. Use the cost estimator below to estimate your monthly service usage by adding your service configurations. Notice how the estimates change based on your selections. See [Estimate Your Monthly Cost](#).
4. When you are satisfied with the monthly cost estimate, enter the amount you want to commit monthly in the **Monthly Amount** box. The minimum amount is 1000 USD or equivalent in local currency.
5. Select a subscription term from the **Select Term** list. The minimum period you can select is 1 year. Choose a longer subscription term or a higher monthly commitment amount to avail better discounts.
6. Click **Next**.
7. On the Review and Verify page, enter your Cloud Account password and tax information if applicable.
8. Accept the terms and conditions and click **Complete**.
9. Add your credit card details if prompted and click **Finish**. You'll be prompted to provide your credit card details only if you haven't added the payment method during sign up.

Your credit card may see a temporary charge again as part of the card authorization process. This charge is reversed after the card is authorized and verified. Oracle then sends you a confirmation mail with the details of your upgraded plan. In case the credit card authorization fails, you can contact us by using the Chat link.

Upgrade to Pay As You Go

Select the **Pay As You Go** plan to start using Oracle Cloud services with no up-front cost.

In this plan, you can use all the eligible Oracle Infrastructure and Platform Cloud Services (Oracle IaaS/PaaS). There is no minimum amount or a subscription period. You'll be billed monthly in arrears based on Oracle's price list and your actual usage of cloud services.

1. From the Cloud Services banner in the My Services Dashboard, click **Upgrade to Paid**.

The Upgrade to Paid Plan page displays your upgrade options.

2. Select **Pay As You Go** and click **Next**.
3. Use the cost estimator below to estimate your monthly service usage by adding your services configurations. Notice how the estimates change based on your selections. See [Estimate Your Monthly Cost](#).
4. Compare the *Pay As You Go* and *Monthly Flex* costs and click **Next**.
5. On the Review and Verify page, enter your Cloud Account password and tax information if applicable.
6. Accept the terms and conditions, and click **Complete**.
7. Add your credit card details if prompted and click **Finish**. You'll be prompted to provide your credit card details only if you haven't added the payment method during sign up.

Your credit card may see a temporary charge again as part of the card authorization process. This charge is reversed after the card is authorized and verified. Oracle then sends you a confirmation mail with the details of your upgraded plan. In case the credit card authorization fails, you can contact us by using the Chat link.

Contact Oracle Sales

If you want to discuss specific subscription terms and conditions, or want more information on the subscription options, other payment methods, or an extension of your free promotion, then contact an Oracle Sales representative.

1. From the Cloud Services banner in the My Services Dashboard, click **Upgrade to Paid**.

The Upgrade to Paid Plan page displays your upgrade options.

2. Select **Request a Sales Call**.
3. Specify your preferred method of contact and provide your phone number or your email address.
4. Click **Submit**.

An Oracle Sales representative will call you to help you with your purchase.

Update Your Account Details

If you're the buyer or a Cloud Account Administrator, then you can update your account and credit card details when upgrading your free cloud promotion to a paid account. Both Monthly Flex and Pay As You Go (PAYG) payment plans support account updates.

You can do the following updates during upgrade:

- Change your account from personal to corporate
 - Change your credit card from the one used during promotion sign up
 - Register a new payment method if an Oracle Service Engineer has requested the free cloud promotion on your behalf
1. From the Cloud Services banner in the My Services Dashboard, click **Upgrade to Paid**.

The Upgrade to Paid Plan page displays your upgrade options.

2. Select **Monthly Flex** or **Pay As You Go** payment plan as needed and click **Next**.
3. Check your usage costs, specify an amount if prompted, and click **Next**.

The Review and Verify page opens.

4. To change your account from personal to corporate:
 - a. Click the **Update Account Details** link.
 - b. Fill in the company name and address details, and click **Apply**.
 - c. Click **Continue** to confirm the updates.
5. To change your credit card:
 - a. The credit card used during promotion sign up is automatically selected during upgrade. To change, clear the check box **Use card ending with..**

- b. You'll be prompted to enter your new card details after you click **Complete** in the Review and Verify page.
6. To register a new credit card:
 - a. If you haven't used a credit card during sign up, then you'll be prompted to register a new card after you click **Complete** in the Review and Verify page.
7. Enter your Cloud Account password and tax information if applicable or prompted.
8. Accept the terms and conditions and click **Complete** to complete the upgrade process.

If you added or changed your credit card details, then your credit card may see a temporary charge again as part of the card authorization process. This charge is reversed after the card is authorized and verified.

In case the credit card authorization fails, you can contact us by using the Chat link.

What Happens When the Promotion Expires

If you don't upgrade your free credit promotion to a paid subscription, then it's important to understand what happens to your Cloud Account.

Your Free Credit Promotion expires:

- Thirty (30) days from the day you signed up.
- OR
- When you use up the free credits available in your promotion offer

In both cases, Oracle Cloud sends you warning messages that you are nearing the end of your promotion period or getting close to your free credit limit. Another email will let you know when the promotion actually expires. You will have a grace period of 30 days to upgrade your account to a paid subscription. If you don't upgrade your account during this period, then it is terminated.

Note that instances you have created during the promotion period will continue to run during the grace period and you can stop them if required. However, you can't create new instances or use additional resources unless you upgrade your account.

3

Buy an Oracle Cloud Subscription

The Oracle Cloud website makes it easy to estimate your cloud usage and costs, select a payment plan, and sign up for an Oracle Cloud Account.

Topics

- [Navigate the Oracle Cloud Website](#)
- [Estimate Your Monthly Cost](#)
- [Sign Up for a Paid Cloud Account](#)
- [Activate Your Order from Your Welcome Email](#)

Navigate the Oracle Cloud Website

Your first stop in buying an Oracle Cloud subscription is the Oracle Cloud website. From here, you can learn about the available services and start the process of estimating your monthly cost, selecting a payment plan, and signing up for your Cloud Account.

Oracle is one of the only cloud providers to offer all the services you need in one place. As you browse the Oracle Cloud website, notice how the site categorizes the services:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)

To purchase a subscription to any of the IaaS or PaaS services using Universal Credits and create your Cloud Account, simply click **Buy**. Or, click **Estimate** to use the self-service cost estimator to determine the amount of Oracle Cloud services and resources you need, select a payment plan, and then sign up for your new Oracle Cloud account.

You can also contact Oracle Sales to purchase IaaS or PaaS services. After your order is processed, you'll receive a welcome email to activate your services. See [Activate Your Order from Your Welcome Email](#).

To purchase a subscription to SaaS services, or if you represent a public sector, an enterprise-level, or a government organization, contact Oracle Sales by clicking **Request a Quote** from the **Pricing** tab. 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.

For information on contacting Oracle Support or Sales, see [Contact Oracle Support](#).

Next steps for IaaS or PaaS services:

- [Estimate Your Monthly Cost](#).
- [Sign Up for a Paid Cloud Account](#).

Next step for SaaS services: [Order Oracle Cloud Applications](#).

Estimate Your Monthly Cost

When you're ready to order any of the Oracle's Infrastructure and Platform Cloud (Oracle IaaS/PaaS) services, Oracle provides you with a cost estimator to help you figure out your monthly usage and costs before you commit to a subscription model or an amount.

The cost estimate is automatically calculated based on your choice of the Oracle Cloud service category, its service configurations, and the usage of each resource in the configuration.



The cost estimator gives you an estimate for the **Pay-As-You-Go** and **Monthly Flex** subscriptions:

1. Go to the [Oracle Cloud](#) website.
2. Browse Oracle's IaaS or PaaS services, and then click **Estimate**.
3. Select a category of cloud services such as Infrastructure or Data Management from the list on the left side of the page.

The cost estimator displays a set of packages, which represent the services and resources that are typically required to support the selected service category. To see all the packages of the selected service category, scroll to the right.

4. Select one of the packages, as a starting point for your estimate. The estimator begins calculating the cost for the selected service and package.
5. In the **Configuration Options** section, expand each service, use the sliders, or select from the drop-down lists to adjust the values to match your project's or organization's needs.

As soon as you adjust the amount of resources, the cost estimate changes. For some services, the Monthly Flex subscription estimate is lower than the Pay-As-You-Go subscription because standard discounts are applied to the base cost of the Monthly Flex subscription. You'll also see additional discounts in the **Monthly Flex Discount** bar when you select larger configurations or select a longer subscription period. The amount of the additional discount that's shown in the **Monthly Flex Discount** bar is based on the number of instances and other resources that you select.

6. If you've existing software licences for services such as Oracle Database or Oracle Middleware, you can use them to estimate your cost for cloud services. Simply select the BYOL (Bring Your Own License) option from the service packages or under the **Configuration Options** section.

For example, If you've an existing license for Autonomous Data Warehouse, then select the **Autonomous Data Warehouse Cloud - BYOL** package from the service packages set.

If you've an Oracle Database Enterprise Edition license, then select **Enterprise Edition Extreme Performance BYOL** option from the **Edition** list under **Configuration Options**.

The cost immediately reflects the BYOL pricing, which is typically lower than the normal cloud service costs.

7. Experiment with different configuration options until you balance the cost with your organization's needs.
8. Review your estimates, select a payment plan, and then click **Buy Now**.

When you're done, you can save your cost estimates and share them with others in your organization. See [Save and Share Your Cost Estimator Results](#).

Example: Estimating Your Monthly Cost for Oracle Database Cloud Service

In this example, see how you can estimate your monthly cost for Oracle Database Cloud Service based on your requirements.

Follow the steps below:

1. In the Cost Estimator page, select the **Data Management** category from the list on the left side of the screen.
2. From the list of configurations displayed, select **Oracle Database Cloud Service** and click **Add**.
3. In the Configuration Options section of the page, expand **Database**.
4. Expand each of the resources under Database such as Number of Instances, Average Days Usage per Month, or Average Hours Usage per Day.
You'll see some default values as you expand each item.
5. Increase the number of instances to 2, one for development, and one for testing.
6. If required, adjust your values for **Average Days Usage per Month** or **Average Hours Usage per Day**, using the slider. By default, they are set to 31 days (in a month) and 24 hours (per day) of usage. If you intend to use the Database service for a lesser period, then adjust the values accordingly.
7. Select **Enterprise Edition High Performance - General Purpose** from the Edition drop-down menu to see how this affects the monthly estimate.
8. Similarly, expand **Database Backup** and **Storage Classic** sections and play around with the values. These services are required to set up a secure database environment for development, test, and production.
9. You can also remove certain sections by clicking the trash icon next to them. For example, if you don't need Database Backup service, you can remove it by clicking the trash icon.
10. Notice how the estimates change and how the Monthly Flex discount is computed, based on your selections. To get additional discounts, change the subscription term to a 2-year or a 3-year term in the Monthly Flex Discount bar and see how your discount increases.
11. When you have estimated all your requirements, select a payment plan, and click **Buy Now**.

You can also add other configurations in the **Data Management** category such as Oracle Database Exadata Cloud Service or Oracle Big Data Cloud Service to estimate your total cost. Or, you can add other service categories such as Infrastructure or Integration and their configurations, if required, to get your total usage cost estimate.

Save and Share Your Cost Estimator Results

When you are satisfied with your monthly usage estimates, you can save them either by downloading them as a PDF file or exporting them to an `.oce` file. The `.oce` file is only used to export and import your saved estimates in the Cost Estimator. This is useful when you want to share and review the quotes with your management, finance, or other concerned departments to get their approval.

Save Your Cost Estimates

To save your cost estimate:

- In the Cost Estimator page, select from the following options:
 - **Load/Save:** Click this button to save your service configurations in your browser. Provide a name for your configuration and click **Save**. Note that this action is browser specific. You can't use a configuration that you saved on Google Chrome in Firefox, or vice versa.
 - **Save as PDF:** Click this button to save the estimates as a PDF file. This is useful for presenting the estimates to the concerned departments. The PDF is read-only.
 - **Export:** Click this button to export the estimates to an `.oce` file. This is useful if you've to share the estimates with the reviewers or make changes to them later. The reviewers can then import the `.oce` file to their own Cost Estimator pages and make changes, if required.

Import or Load Your Saved Estimates

If you want to make changes to your saved estimates or you're reviewing them, you can do so by importing them to the Cost Estimator. You can also load previously saved service configurations on your browser to continue with your estimation.

To import or load your saved cost estimate, use any of the following options:

- **Load/Save:** Click this button to load your saved service configurations. Note that this action is browser specific.
 1. Click **Select Saved Configuration**.
 2. Select a saved configuration and then click **Load**.
- **Import:** Click this button to import any previously exported estimates. Ensure that you've exported the estimates to an `.oce` file.
 - Browse for the `.oce` file and click **Open**.

The saved estimates appear in the Cost Estimator page. You can then make changes as required.

Selecting a Payment Plan

Oracle offers the following payment plans.

- Select the Pay-As-You-Go plan if you don't want any up-front costs; you'll be charged only for the services and resources you use

OR

- Save money, by selecting the Monthly Flex plan, where you're billed monthly, based on the results of your monthly cost estimate.

The Cost Estimator provides the estimated monthly cost for both options. Use the information in the Cost Estimator and the information in the following table to learn more.

 **Note:**

This topic summarizes the Oracle Cloud payment plans. Be sure to review the details provided on the Oracle Cloud website before you select a plan.

| Payment Plan | Description |
|---------------|---|
| Pay as You Go | Select the Pay As You Go plan to start using Oracle Cloud with no up-front cost. Oracle will bill you for the services and resources you use. For planning purposes, use the results from the Cost Estimator to estimate how much you are likely to be charged for usage each month. |
| Monthly Flex | Select the Monthly Flex payment plan to pay in advance monthly, based on your estimated monthly usage. You can apply your credits toward any of the eligible Oracle Cloud IaaS or PaaS services. Standard or additional discounts may apply when you opt for Monthly Flex. Use the Cost Estimator to estimate your monthly usage which will be used to determine your payment amount. The minimum monthly commitment is US\$1000, or the equivalent value in your chosen currency. The minimum subscription term is one year. If you go above the estimated amount, you'll be charged an overage fee. |

Sign Up for a Paid Cloud Account

When you are ready to purchase Oracle Cloud services, you can sign up for a paid Cloud Account from the Oracle Cloud website.

Click **Buy** from any of the pages in the [Oracle Cloud](#) website to sign up for a paid account.

On the Place an Oracle Cloud Order page, verify that the correct payment plan is selected. If you select the Monthly Flex plan, enter a monthly amount that you would like to commit for your service usage. To estimate your costs or adjust this amount, click **Cost Estimator**.

1. Fill out the Place an Oracle Cloud Order form.

You are asked to:

- Create an account name to identify your cloud account.
- Select a **Default Data Region**. If you need more information, click the **Data Regions** link.
- Provide a valid email address. Instructions about signing in to your new cloud account are sent to this address.
- Enter a valid cell phone number, so we can text you a verification code.

- Enter your credit card information. You may see a small charge on your credit card statement. This is a verification hold, and it's reversed after we validate the credit card and billing address. Your card will be charged monthly for the services you use based on your payment plan.
2. Click **Complete** to submit your request for an Oracle Cloud account.

Oracle Cloud sends a welcome email to the email address that you entered in the order form.

While you're waiting for the email to arrive, you can view an introductory video and explore a video or tutorial about some of the Cloud services you'll be able to use when you log in to your new account.

You can also start creating instances as and when the services are provisioned within the Guided Journey pages. A message at the top of the dashboard indicates how many services are active.

Activate Your Order from Your Welcome Email

If you ordered Oracle Infrastructure as a Service (Oracle IaaS) and Oracle Platform as a Service (Oracle PaaS) cloud services with Universal Credits through Oracle Sales, then you must activate your services before you start using them.

When an Oracle Sales representative orders Oracle Cloud services on your behalf, you'll receive a welcome email and you'll be designated as an activator of the services. To activate your services, you must provide your details and set up your account with Oracle. Review the instructions in the email to create an account and start using your services.

1. Open the email you received from Oracle Cloud.
2. Review the information about your service in the email.
3. Click **Activate My Services**.
4. Complete the form to sign up for your new Oracle Cloud Account.

You will be asked to:

- Provide a new account name, which will be used to identify your Cloud account.
- Provide your email address. You must provide the same email address at which you received your welcome email. Instructions for logging in to your new Oracle Cloud account will be sent to this address. You'll be prompted for the email ID only if you don't already have an Oracle Cloud account.
- If prompted, select a Default Data Region. If you need more information, click the **Data Regions** link below the field.
- Provide Oracle Cloud account administrator details. The person you specify here will be a Cloud Account Administrator and a Service Administrator and can create other users as required. This person will manage and monitor services in the specified Oracle Cloud account.
- After you enter all the required information, click **Create Account** to submit your request for an Oracle Cloud account.

After successful activation, you'll receive another email with your login credentials. Use this information to sign into your account and change your password on initial login.

Verify That Your Services Are Ready

When you sign up for a Free Oracle Promotion or a paid account, your Oracle Cloud account is created soon after sign up, but the service provisioning takes some time. You'll receive a Welcome email soon after you sign up.

The email contains information required to access your account and sign in to My Services:

- Your user name and temporary password (sign-in credentials)
- The name of your Cloud Account

Sign in to My Services to see how many services are provisioned or explore the Guided Journey pages. A message at the top of the My Services dashboard indicates how many services are active.

1. Click **Get Started with Oracle Cloud** from your welcome email.
2. Change your password when prompted.
3. Scan the dashboard to check the current status of your service.

When the services are provisioned, they might not immediately be displayed on the My Services dashboard. Services with instances are automatically displayed.

4. Click **Customize Dashboard** and set the services to **Show**.

By default, all service tiles are hidden, unless a service has at least one instance.

When all the services in your order are provisioned, you'll get a message on the My Services dashboard. You can then add users, view service details, monitor account usage, and access the service consoles.

Some services in your order may require additional sign-in credentials, which you can find in the Account Management, **My Admin Accounts** page. See [Access Other Cloud Services or Accounts](#).

4

Get Started with Your Cloud Services

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

Topics

- [Sign In to Your Cloud Account](#)
- [Navigate to Your Cloud Services](#)
- [Create an Instance of a Service](#)
- [Monitor Your Cloud Service Usage](#)
- [Next Steps](#)

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.

Depending on how you signed up for Oracle Cloud, you'll be directed to either:

- The Oracle Cloud Console
- The Oracle Cloud Guided Journey page

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

If you're directed to the Guided Journey, see [Get Started with the Guided Journey](#).

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
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 **Account Details** on the right side of the Cloud Account sign-in page, 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://cloud.oracle.com/`
2. Click **Sign In** at the top of the page.
3. In the Cloud Account section, select your account type, **Cloud Account with Identity Cloud Service** or **Traditional Cloud Account**.
4. If you select **Cloud Account with Identity Cloud Service**, then enter the name of your Cloud Account. You'll find the Cloud Account name in your welcome email.
5. If you select **Traditional Cloud Account**, then select the data center where your services are located. (Not available on Oracle Cloud at Customer).
6. Click **Next** to 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.

See [About Oracle Cloud Accounts](#)

For a list of the services that require a Traditional Cloud Account, navigate to the My Admin Accounts page in My Services. See [Access Other Cloud Services or 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 My Services Dashboard 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 My Services.
- 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

From the Oracle Cloud Console, you can navigate to your infrastructure services and specific database cloud services, or you can navigate to platform cloud services, such as Oracle Analytics Cloud and Oracle Integration Cloud, on the My Services dashboard.

Topics:

- [Discover Infrastructure and Database Cloud Services from the Console](#)
- [Discover Platform Cloud Services from the My Services Dashboard](#)
- [Switch Between Oracle Cloud Console and My Services](#)

Discover Infrastructure and Database Cloud Services from the Console

Many Infrastructure (IaaS) services and specific database cloud services are available directly from the new Oracle Cloud Console. This includes all compute, storage, networking, and the high-performance database cloud services that are integrated with Oracle Cloud Infrastructure.

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 Platform Cloud Services from the My Services Dashboard

In addition to the services available from the Oracle Cloud Console, you can find a variety of platform cloud services on the My Services Dashboard. Use the My Services Dashboard to create instances of these services, and to manage aspects of your overall Oracle Cloud Account, if you decide to use these services as part of your Oracle Cloud Account.

To quickly navigate to My Services:

1. Open the navigation menu in the upper right.
2. Go to **Administration** and click **My Services Dashboard**.
3. From the My Services Dashboard, click **Customize Dashboard** in the blue bar in the My Services Dashboard window.
4. In the resulting dialog box, scroll through the list of services to determine which services you want to see on the dashboard. Only active services are displayed in the **Customize Dashboard** dialog box.
5. 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.

Get Started with the Guided Journey

The Guided Journey page helps you get started with Oracle Cloud, by prompting you with a few questions. Based on your answers, it points you to related Cloud services and specific videos and tutorials to help you get started with the suggested services.

For example, click **Autonomous Database**. The system prompts you with some basic questions, and guides you to some suggested Cloud services, videos, and tutorials.

From the Guided Journey page, you can also:

- Watch an introductory video that demonstrates how to use the Guided Journey and how to locate specific Cloud Services on the My Services Dashboard.
- Review Frequently Asked Questions (FAQs) about getting started with Oracle Cloud.
- Navigate to the My Services Dashboard, when services become active.
- Review some specific use cases that can help you plan your move to Oracle Cloud.
- Create instances as and when the services are provisioned. A message at the top of the Guided Journey page indicates how many services are active.

To access the Guided Journey at any time:

- Click **Access your Cloud Services** in the Welcome email you received when you signed up for Oracle Cloud.
- OR
- Click **Guided Journey** on the My Services Dashboard.

About My Services Dashboard

The My Services Dashboard is your starting point for managing your platform cloud services. From here, you can view and access your platform cloud services, create and manage additional users, and monitor your billing and service usage of platform cloud services.

For more information about the features of the Dashboard, see Exploring the My Services Dashboard in *Managing and Monitoring Oracle Cloud*.

Switch Between Oracle Cloud Console and My Services

If you're working with Oracle Cloud infrastructure and database services, then you'll be using the new Oracle Cloud Console. If you're working with Oracle Platform Cloud Services or Oracle Cloud Applications, then you'll be using My Services. To access the different Oracle Cloud offerings, you may need to switch between Oracle Cloud Console and My Services, as required.

Navigating to My Services from Oracle Cloud Console

1. Open the navigation menu in the Oracle Cloud Console.
2. Click **Administration** and then click **My Services Dashboard**.

Navigating to Oracle Cloud Console from My Services

- Select **Compute** on the My Services dashboard and then click **Open Service Console** from the Action menu.
- Alternatively, click the **Account Management** tile and then click **My Admin Accounts**. From the list of accounts displayed, click the Oracle Cloud Infrastructure account URL to open the Oracle Cloud Console.

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.

Create an Instance of a Service

How you create a service instance varies, depending on whether the service is available on the Oracle Cloud Console or on the My Services Dashboard.

Topics:

- [Create a Service Instance from the Oracle Cloud Console](#)
- [Create a Service Instance from My Services](#)

Creating a Service Instance from the Oracle Cloud Console

Use the Quick Launch buttons at the top of the console to create instances of cloud 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 My Services

Use the My Services dashboard to create instances for some of the Oracle Platform Cloud Services or Oracle Software as a Service (Oracle SaaS) applications.

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 My Services.
2. In the My Services Dashboard, 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 My Services Dashboard. 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 My Services Dashboard.

Note:

If you're using the Oracle Cloud Console, then you can view your service usage costs from the **Billing** 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 My Services Dashboard.

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 My Services Dashboard, 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 | Getting Started with Oracle Application Container Cloud Service | Oracle Application Container Cloud Service |
| Oracle Cloud Infrastructure | Getting Started with Oracle Cloud Infrastructure | Getting Started with Oracle Cloud Infrastructure |
| Oracle Big Data Preparation Cloud Service | Getting Started with Oracle Big Data Cloud Service | Oracle Big Data Cloud Service |
| Oracle Big Data Cloud Service - Compute Edition | Getting Started with Oracle Big Data Cloud Service - Compute Edition | Getting Started with Oracle Big Data Cloud Service - Compute Edition |
| Oracle Cloud Infrastructure Compute Classic | Getting Started with Oracle Cloud Infrastructure Compute Classic | Oracle Compute Cloud Infrastructure Compute Classic |
| Oracle Cloud Infrastructure Container Service Classic | Getting Started with Oracle Cloud Infrastructure Container Service Classic | Getting Started with Oracle Cloud Infrastructure Container Service Classic |
| Oracle Content and Experience Cloud | Getting Started with Oracle Content and Experience Cloud Service | Getting Started with Oracle Content and Experience Cloud Service |
| Oracle Database Backup Cloud Service | Getting Started with Oracle Database Backup Cloud Service | Getting Started with Oracle Database Backup Cloud Service |
| Oracle Database Cloud Service | Getting Started with Oracle Database Cloud Service | Oracle Database Cloud Service |
| Oracle Database Exadata Express Cloud Service | Getting Started with Oracle Database Exadata Cloud Service | Getting Started with Oracle Database Exadata Cloud Service |
| Oracle Developer Cloud Service | Getting Started with Oracle Developer Cloud Service | Oracle Developer Cloud Service |
| Oracle GoldenGate Cloud Service | Getting Started with Oracle GoldenGate Cloud Service | Getting Started with Oracle GoldenGate Cloud Service |
| Oracle Integration Cloud Service | Getting Started with Oracle Integration Cloud Service | Getting Started with Oracle Integration Cloud Service |
| Oracle Internet of Things Cloud Service | Getting Started with Oracle IoT Cloud Service | Oracle Internet of Things Cloud Service |
| Oracle Java Cloud Service | Getting Started with Oracle Java Cloud Service | Getting Started with Oracle Java Cloud Service |
| Oracle Mobile Cloud Service | Get to Know Oracle Mobile Cloud Service | Oracle Mobile Cloud Service |
| Oracle MySQL Cloud Service | Getting Started with Oracle MySQL Cloud Service | Getting Started with Oracle MySQL Cloud Service |
| Oracle Process Cloud Service | Getting Started with Oracle Process Cloud Service | Getting Started with Oracle Process Cloud Service |
| Oracle Cloud Infrastructure Ravello Service | Getting Started with Oracle Ravello Cloud Service | None |
| Oracle Cloud Infrastructure Object Storage Classic | Getting Started with Oracle Storage Cloud Service | Oracle Storage Cloud Service |
| Oracle SOA Cloud Service | Getting Started with Oracle SOA Cloud Service | Getting Started with Oracle SOA Cloud Service |

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

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 My Services dashboard, then you'll use the Users page in My Services 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.

If your team will be using services available from the My Services dashboard, 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.

For more information, see [Adding Users](#) in *Oracle Cloud Infrastructure* documentation.

Add Users to a Cloud Account with Identity Cloud Service

If you are planning to use and manage Platform Cloud Services, such as Oracle Analytics or Oracle Integration Cloud, then you must create and manage users from My Services. The users you create in My Services can also be assigned roles that allow them to manage Oracle Cloud Infrastructure services.

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 My Services 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 My Services **Users** page:

- 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 | A buyer administrator controls the <i>buying</i> process, and can: <ul style="list-style-type: none"> • Make purchases on behalf of a company or an organization. • 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. • Change (upsized or update) a paid subscription to an Oracle Cloud service. • Terminate a paid subscription to an Oracle Cloud service. |
| Purchase Entitlement Buyer Administrator | A purchase entitlement administrator can manage purchases in Oracle Store. |
| Cloud Account Administrator/ Account Administrator | 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 My Account in Oracle Cloud in order to manage services that belong to a traditional cloud account or an identity domain. Each solution requires different combination of roles, so an account administrator assigns roles to service administrator depending on the services needed by each solution. |
| Purchase Entitlement Account Administrator | 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. |

| User Role | Privileges |
|-------------------------------|--|
| Business Administrator | <p>A business administrator can only view and monitor the account usage from the Account Management page in My Services. They have read-only access to My Services 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"> • Create user accounts and roles within a given identity domain, independent of any service. • Assign one or more roles (privileges) to a user. Can assign the identity domain administrator role to other users. • Manage roles assigned to a user. • Create custom roles. • Reset user passwords. • Set up secure SFTP user accounts for Oracle Cloud services |
| 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 About Service Administrator Roles.</p> <ul style="list-style-type: none"> • 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. • Instance administrator role is assigned to manage specific instances of the assigned service. |
| 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 My Services 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 My Services to view a list of all your roles.

To view your roles:

1. Sign in to My Services.
2. Click **Users**.
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 My Services dashboard 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 **My Services**.
2. On the dashboard, click **Users**, and then click **Add**.
3. 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.
4. Click **Next**.
5. 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.

6. 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 **My Services**.
2. On the My Services dashboard, click **Users**, and then click **Add**.
3. 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.
4. Click **Next**.
5. To assign the Identity Domain Administrator role to the user, click the text box under **Identity Cloud** and select this role.
6. 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 **My Services**.
2. On the My Services dashboard, click **Users**, and then click **Add**.
3. 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.
4. Click **Next**.
5. 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.
6. 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.
7. 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 My Services in read-only mode and can only view and monitor the account usage from the Account Management page in My Services.

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

1. Sign in to **My Services**.
2. On the My Services dashboard, click **Users**, and then click **Add**.
3. 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.
4. Click **Next**.
5. 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 My Services, but can monitor the account usage and download reports.
6. 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 My Services application 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 **My Services**.
2. On the My Services dashboard, click **Users**, and then click **Add**.
3. 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.
4. Click **Next**.
5. To assign all the available non-administrative roles to the user, click **Add User Roles**.
6. 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.
7. 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 My Services.

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 My Services. Groups help you in segregating users meaningfully, leading to an efficient user management.

To create a user group:

1. Sign in to My Services with your sign-in credentials.
2. In the dashboard, click **Users**, and then click **Groups**.
3. In the Groups list page, click **Add**.
4. Provide a name and description to your group.
5. 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 My Services, 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 My Services with your sign-in credentials.
2. In the dashboard, click **Users**, and then click **Groups**.
3. In the Groups list page, click the name of the group.

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

4. In the Group Details page, select the **Users** tab.
5. Click **Add to Group**.
6. In the Add to Group dialog box, select the users to add to the group.
7. 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 My Services with your sign-in credentials.
2. In the dashboard, click **Users**.
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 My Services with your sign-in credentials.
2. In the dashboard, click **Users**, and then click **Groups**.
3. In the Groups list page, select the group for which you want to assign roles.
4. Select the **Roles** tab.
5. In the Roles page, use the **Filter by Service** to search for specific services, if required.
6. 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.
7. 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.
8. 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.
9. To assign user roles to the users in the group, click **Add User Roles**. These roles will be applied to your selections above.
10. 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 My Services.

To add users to a group:

1. Sign in to My Services with your sign-in credentials.
2. In the dashboard, click **Users**, and then click **Groups**.
3. In the Groups list page, locate the group you want to delete.
4. From the Action  menu, click **Remove**.
5. 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 My Services 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 My Services.
 - b. Click **Users** and then click **Groups**.
 - c. Click **Add**. The Add Group dialog box opens.
 - d. Provide the name of your custom role. For example, `Monitoring_ApiAcces` or `DBAAS_Notification_User`.
 - e. 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 My Services with your sign-in credentials.
4. In the dashboard, click **Users** and then click **Identity Console**.
You'll be redirected to the IDCS User Management console, with the **Users** tab in focus.
5. Click **Import**.
6. 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.
7. 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](#)

- [Assigning One Role to Many Users](#)
- [Importing a Batch of User Accounts](#)

About the Users Page in a Traditional Cloud Account

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

The system stores the user accounts in an identity management repository that's dedicated to your enterprise. An identity domain administrator must manage these user accounts.

From the My Services Users page, you can:

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

Note:

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

Tasks That You Can Perform from the Users Page

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

| 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. |

| Tab on Users Page | Description |
|-----------------------|---|
| 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 **My Services**, and ensure that you specify the identity domain where you want to create the user.
2. Click **Users**.
3. Click the **Users** tab.
4. Click **Add**.
5. 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.

Assigning One Role to Many Users

Oracle Cloud lets you assign one role to many users.

Topics:

- [Task 1: Verify the User Accounts Exist](#)
- [Task 2: Create or Edit a CSV File to Assign a Role to Many Users](#)
- [Task 3: Assign the Role in a Batch](#)

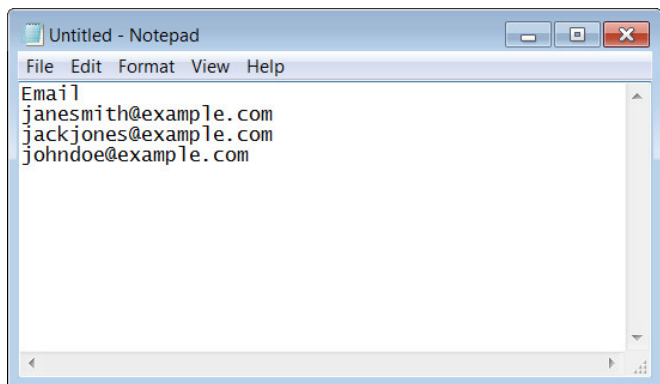
Task 1: Verify the User Accounts Exist

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

Task 2: Create or Edit a CSV File to Assign a Role to Many Users

You can create a comma-separated values (CSV) file that contains user information and then upload the CSV file to assign a role to all the users identified in the file.

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

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

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

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

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

Importing a Batch of User Accounts

Oracle Cloud lets you import a batch of users accounts.

Topics:

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

Task 1 Create a Comma-Separated Values File

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

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

- First Name
- Last Name
- Email
- User Login

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

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

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

| | A | B | C | D |
|---|------------|-----------|--|-------------|
| 1 | First Name | Last Name | Email | User Login |
| 2 | Alice | Gold | alice.gold@example.com | AliceGold |
| 3 | Brian | Jones | brian1234@example.com | BrianJones |
| 4 | John | Smith | jjsmith@example.com | Jsmith |
| 5 | Sally | Washer | sally.was@example.com | 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:

```

File Edit Format View Help
First Name,Last Name,Email,User Login
Alice,Gold,alice.gold@example.com,AliceGold
Brian,Jones,brian1234@example.com,BrianJones
John,Smith,jjsmith@example.com,JohnSmith
Sally,Washer,sally.was@example.com,Sallywasher

```

The CSV file must meet to the following requirements:

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

 **Note:**

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

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

If you don't include a value in the User Login column, then the system makes the user name the same as the email address *unless* the user name being used or

been used within the current domain. For these cases, the system adds a number to the email address to create a unique value for the user name.

The maximum length of the user name is 80 characters.

- Not contain more than 50,000 user records

Task 2 Import the Comma-Separated Values File

To import a comma-separated values (CSV) file and automatically add a batch of user accounts to the identity management system:

1. Sign in to My Services. Be sure to specify the appropriate identity domain.
2. Click **Users**.
3. Click the **Users** tab.
4. Click **Import**.
5. Enter the name of the CSV file to import. You can also click **Browse** to locate and select the CSV file to use.
6. Click **Import**. A message confirms that the import operation is in progress

The system begins creating the user accounts. The time required to create the user accounts depends on several factors such as system load, import requests in progress, and number of user entries in the CSV file.

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

User Loading completed

The email provides the following information:

- The total number of user records processed in the CSV file
- The number of user records successfully uploaded
- The number of user records that failed
- Details about failure and errors, if any

Task 3 Review and Fix Any Reported Errors

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

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

If there are only a few invalid accounts, then re-create these user accounts manually. See [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 My Services to add user accounts, the system automatically generates a temporary password for each user. After the CSV file finishes processing, and the user accounts are created, Oracle Cloud automatically sends your users an email with details about the account created for them.

The email includes the following sign-in credentials:

- The user's sign-in name (also referred to as the user login).
- A temporary password. Users are forced to change their temporary password when they sign in the first time.

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

- The name of the identity domain.

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

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

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 | Sign in to your My Services and select My Profile from the user name menu. Click Change My Password tab and change your password. |
| Get your password if you forgot it | Click the Forgot Password link on the Sign-in page. Enter your username and click Submit . 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. |
| Reset your password | Sign in to your My Services to reset your password. For more details, see Reset your password . |
| Get your password if you forgot it | Click the Can't access your account? link on the Sign-in page and then follow the instructions in the wizard. |

| To: | Do this: |
|---|---|
| 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 Can't access your account? 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 Contact Oracle Support . |

Reset your password

Follow these steps to reset your password:

1. Sign in to your My Services and select **My Profile** from the user name menu.

Your view in My Services depends on your role:

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

Click **My Profile**, or you can select **My Profile** from the user name menu at the top right corner of the My Home application.

- If you are assigned an administrative role, then My Services opens the Dashboard page. To view the self-service options, click **Users**, and then click the **My Profile** tab.
2. 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 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 Console and click your user name, and then click Change Password . |

| To: | Do this: |
|---|---|
| Get your password if you forgot it | Click the Forgot Password link on the Sign-in page. Enter your user name and click Submit . 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 Console because you've tried 10 times in a row unsuccessfully, contact your administrator. Your administrator can reset the password in the 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 Console with the newly created credentials and select the Admin option in the left navigation pane, and then select Users to reset your password. If you have User privileges, you can change the password anytime by clicking Change Password on the right hand side of the title bar. |
| Get your password if you forgot it | Click the Forgot Password link on the Sign-in page. Enter your user name and click Submit . The password information is sent to you in an email. |

More Details

See User Management in *Using Oracle Ravello Cloud*.

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 My Services. Be sure to specify the appropriate identity domain. Click **Users** and 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 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 Console.

7

Use the My Home Application

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

My Home provides you with a single window to access all the service consoles applicable to you. You can also change your sign-in password 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 My Services 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. |

| Element | Description |
|---------------|--|
| Service Tiles | <p>Each tile on the My Home dashboard displays the following:</p> <ul style="list-style-type: none"> • Service type and icon. Click the cloud icon to access the service console. Service tiles with <div data-bbox="987 401 1068 485" style="display: inline-block; vertical-align: middle;">  </div> 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. • Name of the service instance • Admin Console link if available <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 Search box. 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> |

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"> Application Administrator Audit Administrator Identity Domain Administrator Security Administrator User Administrator | 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) | Getting Started |
| Big Data - Compute Edition | BDCSCE_Administrator (BDCSCE Administrator.) | About Big Data Cloud Roles and Users |

| Name of the Service | User Roles | More Info |
|---------------------------------|--|--|
| Compute | OCI_Administrator (Provide administrative access in Oracle Cloud Infrastructure.) | Access Oracle Cloud Infrastructure Services When you create users from the My Services dashboard, they are created in the Identity Cloud Service identity domain and are added automatically to the OCI_Administrators group to manage any of the Oracle Cloud Infrastructure services. |
| Compute Classic | <ul style="list-style-type: none"> • Compute.Compute_Operations (Compute_Operations) • Compute.Compute_Monitor (Compute_Monitor) | Compute Classic Roles |
| 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 My Services dashboard, 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 | OEHCS_Administrator (OEHCS Administrator) | Roles in Oracle Identity Cloud Service |
| Event Hub - Dedicated | OEHPCS_Administrator (OEHPCS 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 |

| Name of the Service | User Roles | More Info |
|------------------------------------|---|--|
| 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"> Service Entitlement JaaS_Administrator (JaaS Administrator) | About Oracle Java Cloud Service Roles and User Accounts |
| Load Balancer Classic | <ul style="list-style-type: none"> LBAAS_ADMINISTRATOR (Oracle Load Balancer Service Administrator Role.) LBAAS_CERTMGMTGROUP (Oracle Load Balancer Service Cert Management Group.) LBAAS_OPERATIONS (Oracle Load Balancer Service Operations Role.) LBAAS_READONLYGROUP (Oracle Load Balancer Service Read Only Group.) LBAAS_READWRITEGROUP (Oracle Load Balancer Service Read Write Group.) | 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"> CASB_Administrator (Provide administrative access in Oracle Public Cloud.) CASB_ReadOnlyGroup (CASB_ReadOnlyGroup) CASB_ReadWriteGroup (CASB_ReadWriteGroup) | 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 |

| Name of the Service | User Roles | More Info |
|---------------------|---|--|
| Storage Classic | <ul style="list-style-type: none"> • Storage_Administrator (Storage_Administrator) • Storage_ReadOnlyGroup (Storage_ReadOnlyGroup) • Storage_ReadWriteGroup (Storage_ReadWriteGroup) | About Object Storage Classic Roles and Users |
| Visual Builder | VISUALBUILDER_ENTITLEMENT_ADMINISTRATOR (Visual Builder Cloud Service entitlement administrator role.) | Getting Started |
| 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"> • Messaging_Administrator (Messaging Administrator) • Messaging_Worker (Messaging Worker) | About Oracle Messaging Cloud Service Roles and Users |

B

Access Other Cloud Services or Accounts

Some services in your Oracle Cloud Account require a separate set of sign-in credentials. For these services, you can also create and manage a distinct set of users so that they can use and manage those services separately.

The additional services include:

- [Access Traditional Cloud Account Services](#)
- [Access Oracle Cloud Infrastructure Services](#)
- [Access Oracle Ravello Cloud Service](#)

 **Note:**

The sign-in credentials for these services are different from your My Services sign-in details and are managed separately.

See [About Oracle Cloud Accounts](#).

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 My Services.
2. Click the **Account Management** 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.

Access Oracle Cloud Infrastructure Services

Oracle Cloud Infrastructure (OCI) services have their own identity management system.

To access these services:

1. Sign in to My Services.
2. Click the **Account Management** tile and then click the **My Admin Accounts** tab.
A list of all your administrative accounts are provided along with their login details.
3. Click the URL for the **Compute (OCI) Users** account to log in to the console. If you're not a federated user, then you may be prompted to sign in again. In such a case, use the initial password provided in your welcome email to sign in.
4. Reset your password when prompted. Make a note of this password as it's required whenever you access OCI services.

Access Oracle Ravello Cloud Service

Oracle Ravello Cloud service has its own identity management system..

To access this service:

1. Sign in to My Services.
2. Click the **Account Management** tile and then click the **My Admin Accounts** tab.
A list of all your administrative accounts are provided along with their login details.
3. Click the URL for the **Ravello Users** account and sign in using the initial 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 Oracle Ravello Cloud Service.

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](#)
- [Order Oracle Cloud Applications](#)
- [Activate Your Order](#)
- [Manage Your Oracle Cloud Service](#)
- [About the Assign Service Details Page](#)

Buy Oracle Cloud Platform for Oracle SaaS

The purchase process for Oracle Cloud Platform for Oracle SaaS is similar to your typical Oracle SaaS purchases.

An Oracle Sales representative will guide you through the purchase process and you'll get an activation email. Activate your services and create your account to start using Oracle Cloud Platform for Oracle SaaS.

Note that you'll need to access two accounts, the traditional cloud account for your SaaS applications, and the cloud account for Oracle Cloud Platform services. The welcome email you receive after you activate your services will provide your account details.

For more information, see *Get Started with Oracle Cloud Platform for Oracle SaaS in Using Oracle Cloud Platform for Oracle SaaS*.

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?](#).

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 website and browse the Oracle Cloud Applications.
For example, select **Financials** from the **Applications** drop-down menu.
2. Review the features and capabilities of the service.
3. When you're ready to order, select the **Pricing** tab.

The website provides some basic pricing information.

4. Click **Request Quote** to contact Oracle Sales by phone or by live chat session.

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.

Next step: [Activate Your Order](#)

Activate Your Order

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.

Topics:

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

Activating Oracle Cloud Services

Activating your order is required for specific types of Oracle Cloud subscriptions. It is not required if you have ordered IaaS or PaaS services with Universal Credits from the Oracle Cloud website.

When you order a paid subscription from Oracle Sales, you can specify information about the person who will be the account administrator for the service. You can designate either yourself or another person to be the account administrator for the service.

For application services, such as Oracle Sales Cloud, Oracle HCM Cloud, and Oracle ERP Cloud, the person designated as the service activator at the time of ordering the service activates the service on your behalf. After the activator finishes the activation process, the service is listed in the Dashboard page and also in the Orders page (as an activated service) in the My Account application.

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

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

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

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

Activating an Order from the Email Link

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 they receive when the order is processed.

1. Open the email you received from Oracle Cloud.
2. Review the detailed information about your service included in the email.
3. Click **Complete My Order**.
 - If you are not signed in, then the Oracle Sign In page opens. Enter your Oracle.com account user name and password, and click **Sign In**. The Oracle Cloud Order Activation wizard opens. The wizard steps you through activating your services.
 - If you are already signed in to your Oracle.com account, then the Oracle Cloud Order Activation wizard opens. The wizard steps you through activating your services.

 **Note:**

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

4. In the Oracle Cloud Order Activation wizard, complete the Select Services page.
 - The wizard displays the Select Services page *only if* this purchase order includes line items for more than one Oracle Cloud service.
 - The Select Services page displays the details for the order you selected and lists the services in your order.
 - Select the service you want to activate.
 - Click **Next**.
5. Complete the **Assign Service Details** page.

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

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

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

For example:

Service URL Preview: [https://mydocumentstrial-mytrialdomain.Documents.us1.oraclecloud.com/...](https://mydocumentstrial-mytrialdomain.Documents.us1.oraclecloud.com/)

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

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

You have one URL for your production service instance and one URL for your test service instance. Each instance is in its own identity domain. We append `-test` to

your specified identity domain to create a unique domain name for the test instance. For example, if you enter `ourdomain` as the identity domain name and `hcm` as the service name, then your service URLs begin with:

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

See [About the Assign Service Details Page](#) for field descriptions in this page.


6. Complete the **Associations** page. Specify the services associations, if any.

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

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

When the selected identity domain contains Oracle 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

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

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

8. To request us to activate the services you selected, click **Activate**.
9. Review the information on the **Review Summary** page.
 - Verify that your request to activate the service was submitted successfully.
 - Note the details about your service.
 - Check out the other options, such as activating another service or viewing all the services in your account.
10. Click **Close**.

Activating an Order from Oracle Cloud

If you'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://cloud.oracle.com>
2. Click **Sign In** at the top of the page.
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**.

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.

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.

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

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

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

| Task | Who Can Perform This Task |
|---|--|
| Verify that a service is up | Identity domain administrators or service administrators |
| Manage and monitor a service | Identity domain administrators or service administrators |
| Lock and unlock services | Identity domain administrators or service administrators |
| Add and manage users in your identity domain | Identity domain administrators |
| Note: Users must be added before they can sign in and use a service. | |
| Grant roles to users | Identity domain administrators or service administrators |
| Note: 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 |
| 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>Note: 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>Note: 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. Administrator User Name is a required field, and it accepts spaces in between characters. Administrator User Name also supports multibyte characters.</p> <p>To make this person the administrator of the service and the identity domain, select the Make this person the service administrator also? 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 Make this person the service administrator also? check box in the Identity Domain Administrator section, then enter information about the person who will be responsible for managing and monitoring service operations (the administrator for the service). You can enter spaces between characters in the User Name field for the service administrator. User Name is a required field and it supports multibyte characters. The User Name field allows up to 80 characters.</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> |

D

Sign Up For Traditional Free Trials

For services that do not offer free Oracle Cloud promotions, you can sign up for free trials from the Free Trials page by clicking **Try It**. Scan the page to see a list of services that offer Oracle Cloud promotions or traditional trials.

Sign up for a traditional free trial only if you don't find your service in the list of services offering cloud promotions.

A traditional free trial account differs from the Oracle Cloud Free Credit Promotion:

- A traditional free trial account can be used only for evaluation. When the trial period ends, you lose any instances or other resources you created in the trial account.
- When you sign up for the Oracle Cloud Free Credit Promotion, you can upgrade to a paid account and continue to use the instances and resources you created in the account.
- The Oracle Cloud Free Credits Promotion provides access to all the eligible IaaS and PaaS services and takes advantage of Universal Credits. See [Request and Manage Free Oracle Cloud Promotions](#) .

Topics

- [Overview of Subscribing to an Oracle Cloud Service Trial](#)
- [Get an Oracle.com Account](#)
- [Request a Trial Subscription](#)
- [Activate Your Trial Subscription](#)
- [Verify That Your Trial Subscription Is Running](#)
- [Manage Your Oracle Cloud Trial Subscriptions](#)

Overview of Subscribing to an Oracle Cloud Service Trial

This section explains how you can subscribe to an Oracle Cloud Service trial. It applies only to Traditional Trial Accounts and not to the new Oracle Cloud Free Credit Promotions.

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

Note:

It's recommended that you sign up for Oracle Cloud Promotions with free credits instead of traditional free trials. Sign up for the trials only if the services you need don't offer the free cloud promotions.

| Task | Description | More Information |
|---|--|--|
| Get an Oracle.com account | Go to the Oracle Cloud website, click Sign In , and sign up for the service. | Get an Oracle.com Account |
| Request a trial subscription | Go to the Oracle Cloud website, provide your information, and submit your request. | Request a Trial Subscription |
| Activate your trial subscription | Sign in to My Account and activate the Oracle Cloud service. | Activate Your Trial Subscription |
| Verify that your trial subscription is ready to use | After you activate your service, sign in to My Account or My Services to confirm that your service is ready to use. | Verify That Your Trial Subscription Is Running |
| Manage your Oracle Cloud trial subscription | Service administrators and identity domain administrators use My Services to manage and monitor service usage, view service details, use the control panel and associated tools for Oracle Cloud services. | Manage Your Oracle Cloud Trial Subscriptions |

Get an Oracle.com Account

Unlike an Oracle Cloud Free Credit Promotion, you must have an Oracle.com account to request a traditional Oracle Cloud trial subscription.

If you don't already have an Oracle.com account, then you can:

- Create the account during the process of signing up for an Oracle Cloud service.
 - Use the following procedure to create your Oracle.com account before you start your request for an Oracle Cloud service.
1. Go to the Oracle.com website:
<http://www.oracle.com>
 2. Click **Sign In/Register**. The **Sign In** page opens.
 3. Click the **Sign Up** link. The **Create Your Oracle Account** page opens.
 4. Enter your account and personal information into the appropriate fields. Be sure to complete all the required fields.

Note:

- We prefer that you use a valid business email address as the user name for your Oracle account. Valid email addresses use the following standard format:
user-name@company-name.com
Only one account can be created for each business email address.
 - Your password must have at least eight characters, must contain both uppercase and lowercase letters, and must contain at least one number.
5. Click **Create**. We create your account and send a confirmation email to the address that you used to create the account.
 6. Follow the instructions in our email to verify your email address.

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

Request a Trial Subscription

Like the Oracle Cloud Free Credit Promotion, you can start the request for a traditional fee trial subscription from the Oracle Cloud website.

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

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

To request a trial subscription:

1. Open your web browser and go to the Oracle Cloud website:
<http://cloud.oracle.com>
2. Select one of the service category tabs. For example, Applications or Platform.
3. Click **Free Trial**. The page lists the services that offer free cloud promotions and trials.

Note that most IaaS and PaaS services support the Oracle Cloud Free Credits Promotion, and you should sign up for the Free Credits Promotion, rather than a traditional free trial, unless the service you want to try does not support the promotion or if the promotion is not available in your region.

4. Click **Try It** for the service you want to try.
5. Select one of the following options to continue:
 - If you already have an Oracle Account, enter your single sign-on (SSO) user name and password, and click **Sign In**. The Sign Up for a Trial Subscription wizard opens.
Note that if you are already signed in to your Oracle.com account, the system does not prompt for your credentials again. The Sign Up for a Trial Subscription wizard opens immediately.
 - If you don't have an Oracle Account, then click **Sign Up** to register for a free account. Follow the on-screen instructions. We create your account and send you a confirmation email. Follow the instructions in the email to verify the status of your email address. You can then use your Oracle.com account to register for Oracle Cloud services.
6. Enter the information required to set up your Oracle Cloud account as follows:

| Field | Description |
|-----------------------|---|
| First Name, Last Name | Enter your name. |
| Company, Country | Enter a new company name or select an existing one. Parentheses are allowed in the company name. If you are requesting your first trial, enter the company name, and select the country. If you have already requested a trial, the Company field shows a company name by default. You can select an existing company name from the list or you can enter a new company name. |

| Field | Description |
|--|---|
| Country Calling Code | The country calling code is automatically selected based on the country you choose from this list. If you select Other in this field, then you're prompted to enter the country code. |
| Mobile Number | Enter a valid mobile number. |
| Request Code/ Verification Code | You must request a verification code, which will be sent to the mobile number you specified, to verify your identity and complete the trial flow. Click Request Code . Enter the code (that you received on the mobile phone) in this field. Verification codes are valid for one-time use. |
| Service Name /Identity Domain/Account Name | <p>Enter the service name that you want to use for which you are requesting a trial subscription.</p> <p>Oracle Cloud determines your options for the Identity Domain field based on the company name and country you entered on the Account Information page. For metered services, this is the account name. You can either create a new identity domain when requesting for metered service trials or use an existing domain. Note that you can't activate metered trials in a domain containing applications such as Oracle Human Capital Management Cloud Service (Oracle HCM) or Oracle Customer Relationship Management Cloud Service (Oracle CRM).</p> <ul style="list-style-type: none"> • If an identity domain for trial subscriptions does not exist for the company and country you entered, then Oracle Cloud automatically generates and displays a unique name for the identity domain. You cannot change the value. • If an identity domain for trial subscriptions already exists for the company and country you entered, then the Identity Domain field displays the name of an existing domain by default. You can select any existing domain from the list or create a new identity domain. <p>Some trial services require dependent services to be in the same domain you create or select. Depending on the service type definition, you can either create a new domain for such trial services or select an existing one from the list. This list includes only those domains that contain the required dependent services, if defined by the service type.</p> <p>You can see the assigned name in the Identity Domain field. If you change the domain name, then ensure that you enter a unique domain name in the Identity Domain field. If you don't, then you'll get an error message when you try to go to the next step of the workflow.</p> <p>When generating names for identity domains, Oracle Cloud uses either of the following formats:</p> <ul style="list-style-type: none"> • For metered trial subscriptions: <i>countrycompanynnnnn</i> • For nonmetered trial subscriptions: <i>countrycompanytrialnnnnn</i> <p>where:</p> <ul style="list-style-type: none"> • <i>country</i>: Standard two-letter abbreviation for the country. • <i>company</i>: <ul style="list-style-type: none"> – For metered trial subscriptions: Up to the first eight characters of the company name that you specified previously. – For nonmetered trial subscriptions: Up to the first 13 characters of the company name that you specified previously. • <i>trial</i>: The word "trial" • <i>nnnnn</i>: A 5-digit number, randomly generated. <p>Examples:</p> <ul style="list-style-type: none"> • For metered trial subscriptions: usopenbree94621, caopenbree37518 • For nonmetered trial subscriptions: usopenbreezetrial94621, caopenbreezetrial37518 |

| Field | Description |
|-------------|--|
| Data Region | <p>If you are prompted, then select the region where you want us to set up your trial service. Data regions are filtered based on the requested service and subscription type. A data region is automatically selected based on the Company's country. However, you can select another data region to set up your trial, if supported. You can't select a data region when you request metered trials.</p> <p>The company's country is mapped to configured data region in the system such as:</p> <ul style="list-style-type: none"> • APAC • EMEA • South America • North America <p>North America is selected by default if the country doesn't belong to the other 3 data regions. If North America isn't available, then the first available data region is selected. You can customize the data region settings as required.</p> |

 **Note:**

The generated service URL preview is displayed at the bottom:

```
https://<service_name>-
<identity_domain_name>.<cloud_service>.<data_center_name>.orac
lecloud.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 change the service name, the identity domain name, or both. Note that the actual format of service URL preview varies based on the service type.

7. Read and accept the terms and conditions of the trial agreement before continuing.
8. Click **Sign up**. The system confirms that Oracle has received your request for a trial.

The Review Summary page displays the following details:

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

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

- **Order Information:** Displays the order ID, which is a unique identifier for this order, and the order date. Refer to the order ID whenever you contact us about billing or payment issues.
- **Trial Information:** Displays the trial duration (usually 30 days).

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

Welcome to Oracle Cloud. Activate your trial.

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

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

See [Activating Your Trial Subscription](#).

Activate Your Trial Subscription

Unlike an Oracle Cloud Free Credit Promotion, you must activate your traditional free trial subscription after the order is submitted.

Topics:

- [About Activating a Trial Subscription](#)
- [Activating Trial Subscriptions from the Email Link](#)
- [Activating Trial Subscriptions From Oracle Cloud](#)

About Activating a Trial Subscription

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

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

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

Notes About Activating a Trial Subscription

These are some points to bear in mind when activating a trial subscription.

When you activate a trial subscription, note that:

- If you activate an Oracle Java Cloud Service trial, both Oracle Java Cloud Service and Oracle Database Cloud Service, which is included with the Java trial, will be activated.
- If you view the record for the trial service just after activation, the service is listed but it may not be fully activated yet by Oracle. When fully activated, the status is set to `Active`.
- When the service activation process is complete, the service and its details will be available in My Services, where you can monitor the status and usage of the service.

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

Activating Trial Subscriptions from the Email Link

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

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

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

On the details page for the service, note that the system:

- Displays a message that indicates the service was submitted for activation. You'll get another email when the service is active and ready to use.
- Updates the cloud icon to indicate the current status.
- Updates the **Status** field in the Additional Information section to indicate the current status.

Activating Trial Subscriptions From Oracle Cloud

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

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

1. Sign in to My Account.
 - a. Open your web browser and go to the Oracle Cloud website:
<http://cloud.oracle.com>
 - b. Click **Sign In** and then click **My Account** in the Order Management section.
 - c. Enter your Oracle.com account user name and password, and click **Sign In**.
The Dashboard page in My Account opens.
2. Navigate to the listing of the trial service that you want to activate.



javatrial6314 (JCS - SaaS Extension)

Subscription: Trial (Activate by **16-Nov-2014 3:13 PM IST**)

Data Center: US Commercial 1

Identity Domain: inmycompanytrial80830

Note:

- The cloud icon and its hover text indicate that the service hasn't been activated.
- The **Subscription** field specifies the date by which you must activate the trial subscription for this service. If you don't activate the service by the deadline, then Oracle Cloud cancels the subscription.
- The **Activate** button, which appears only if the service needs to be activated, is now available.

3. Click **Activate.**

Note that the system:

- Displays a message at the top of the page that indicates the service was submitted for activation. You'll get another email when the service is active and ready to use.
- Places the service listing in alphabetic order on the page.
- Updates the cloud icon and the **Subscription** field to indicate that the activation is in progress.

Verify That Your Trial Subscription Is Running

As the account administrator, you use the My Account application to view the current status of an Oracle Cloud service and monitor the progress of an activation request.

When you activate a trial subscription, we process the information and create the required instances for your Oracle Cloud service. This process may take some time. You can view the service information in My Account, but its status may show that the activation for the service is still initializing or is in progress.

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

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

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

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

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

1. Open your web browser and go to the Oracle Cloud website:
<http://cloud.oracle.com>
2. Click **Sign In**. The Sign In page displays several options, including signing in to My Services.
3. Be sure to specify the correct data center in the **Select Data Center** field. The postactivation email includes the name of the data center where your service is located.
4. Click **Sign In to My Services**.
5. Enter your service administrator user name and password, and the identity domain that contains the services you want to administer.

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

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

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

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

The following table describes the service status icons you may see on the dashboard.

| Status | Description |
|--------------------|---|
| Pending activation | <p>This service and any associated services haven't been activated.</p> <p>You ordered either a trial or paid subscription for an Oracle Cloud service. We received and processed your order, and sent you an email that says your service needs to be activated.</p> <p>To activate your services, click Activate. The status changes to Activation in progress.</p> |

| Status | Description |
|------------------------|--|
| Activation in progress | This service and any associated services are in the process of being activated. You clicked the Activate button to request that we activate the service. We are in the process of activating and fully provisioning the service in Oracle Cloud. When the service is ready for you to use, the status changes to Active . |
| Active | Service is active. You activated this service and we fully provisioned the service. An active service can be active and up, active and down (issue), or active and locked. |

Manage Your Oracle Cloud Trial Subscriptions

After a trial subscription is active, administrators use the following applications to manage trial requests, trial subscriptions, and users:

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

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

- **My Services:** As an identity domain administrator or a service administrator, you sign in to My Services and view the active Oracle Cloud services in a single identity domain that you are assigned to manage. You can verify that services are up and running, develop and administer services for an identity domain, view service details, monitor utilization, and view notifications and historical uptime.
- **Users Page in My Services:** As an identity domain administrator, you use My Services to manage the user accounts and roles for those users who need access to My Services and any of the Oracle Platform as a Service (Oracle PaaS) services and Oracle Planning and Budgeting Cloud Service for a specific domain.

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

| Task | Who Can Perform This Task |
|---|--|
| Verify that a service is up | Identity domain administrators or service administrators |
| Manage and monitor a service | Identity domain administrators or service administrators |
| Lock and unlock services | Identity domain administrators or service administrators |
| Add and manage users in your identity domain Note: Users must be added before they can sign in and use a service. | Identity domain administrators |
| Grant roles to users Note: The appropriate roles must be explicitly granted to individual users according to the service type they are allowed to access. | Identity domain administrators or service administrators |
| Add custom roles | Identity domain administrators |

| Task | Who Can Perform This Task |
|----------------------|--|
| Reset user passwords | Identity domain administrators |
| Manage applications | Identity domain administrators or service administrators |