

Oracle Fusion Cloud Applications

Get Started with Oracle Fusion Demonstration Environment Cloud Service

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1. Overview

This document is intended for IT administrators and outlines the steps required after a demo environment has been provisioned.

To know more about how to provision a demo environment, please visit the documentation [here](#).

It assumes the environment has already been created via the Oracle Cloud Console and focuses on the setup needed to make it fully functional and ready for demo execution.

1.1 Oracle Fusion Demonstration Environment Cloud Service

Overview

Oracle Fusion Demonstration Environment Cloud Service (DECS) is a dedicated, non-production environment that provides hands-on access to Oracle Fusion Applications, including AI-driven capabilities, AI Agents and agentic apps. It is preconfigured with end-to-end business process flows, aligned to Oracle Modern Best Practices and updated quarterly, enabling organizations to explore and evaluate innovation in a safe setting.

Primary Uses

- Evaluate new features and capabilities before production rollout
- Benchmark and optimize business processes
- Train and onboard users in a controlled environment
- Support adoption of AI-driven innovations
- Explore and plan expansion across modules and services

Key Capabilities

- Preconfigured environment with ERP, SCM, HCM, CX and AI Data Platform.
- End-to-end process flows with predefined users, roles, and data
- Quarterly updates aligned to latest Oracle Fusion capabilities.
- Same maintenance schedule as the base services installed
- Safe, non-production setting for exploration and validation

Environment Role

- Production: Runs live operations
- Test: Validates changes
- Demonstration (DECS): Enables hands-on exploration, adoption, and expansion

Summary

DECS enables organizations to test, learn, and evaluate innovations in a controlled environment, supporting faster adoption and informed decision-making before introducing changes into production systems.

2. Setup the Demo Environment

2.1 Access the Environment

2.1.1 Environment URLs and Access Points

After provisioning, multiple URLs are available to access different parts of the Oracle Fusion environment. These URLs correspond to specific modules, tools, and supporting applications used during demo execution.

These URLs are essential for accessing different functional areas of the environment and ensuring users can execute their assigned demo scenarios without access issues.

Why Multiple URLs Exist:

Oracle Fusion Applications are composed of multiple modules, each with its own entry point:

- **ERP / SCM** → Financials, Procurement, Supply Chain (`fscmUI`)
- **HCM** → Human Capital Management (`hcmUI`)
- **CX (Sales/Service)** → Customer Experience (`crmUI`)
- **BI / Analytics** → Reporting tools (`analytics, xmlpserver`)

Each module has a separate URL because:

- They represent different application areas
- Access is role-based and module-specific
- Users only need access to relevant modules based on their role or demo scenario

IT administrators should share only the relevant URLs based on user personas and planned demo scenarios.

2.1.2 Configuring URLs

The URLs provided must be updated to match your provisioned environment. Each URL contains an instance-specific value that represents the environment name.

How to update URLs

1. Identify the environment name from your provisioned instance
 - This is typically included in:
 - The provisioning confirmation email
 - The Oracle Cloud Console
2. Locate the instance-specific portion of the sample URL
 - Example:
fa-esmb-dev10-saasfademo1.ds-fa.oraclep demos.com
3. Replace the instance name with your environment value
 - Example:
 - Sample: `fa-esmb-dev10`
 - Actual: `fa-abc-demo1`
 - Updated URL:
fa-abc-demo1-saasfademo1.ds-fa.oraclep demos.com

Important considerations

- The instance name must be consistent across all application URLs
 - Some environments may use a custom (vanity) domain
 - Always validate updated URLs before sharing with users
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2.1.3 Visual Builder (VB) Applications

In addition to standard Fusion Application URLs, the environment includes several **Visual Builder (VB) applications** that support specific demo scenarios.

These applications may be accessed directly or invoked through other applications such as Digital Customer Service (DCS).

Key VB Applications

The following table lists key Visual Builder (VB) applications used in demo scenarios.

| Application Name | URL | Description | Direct Access Required | Notes |
|--|--|---|------------------------|--|
| Embedded Service App (ODA) (DS_ES_25_10_0) | DS_ES_25_10_0.zip | Used by the Supremo Fitness Digital Customer Service applicaiton for experiencing digital assistant integrated into a self-service customer support site. | No | Invoked by the DCS app; no direct URL required for customer access |
| Supremo Fitness Digital Customer Service (supremofitnessdcs) | supremofitnessdcs_es2510.zip | Self-service customer support website. Customers can search knowledge, get support, chat with digital assistants and live agents. | Yes | |

| Application Name | URL | Description | Direct Access Required | Notes |
|--|---|--|------------------------|-------|
| Digital Partner Portal (digitalpartnerportalhrz) | digitalpartnerportalhrz.zip | Reference application to showcase how an organization can extend their sales out to partners to collaborate on leads and opportunities. Also shows how partners can apply and register for partner programs via a self service experience. | Yes | |
| Supremo Fitness Website (supremofitnesswebsite) | supremofitnesswebsite.zip | | Yes | |
| Credit Card Expense Loader (ccexpensetxn) | ccexpensetxn.zip | Application used in concert with the expenses demo. This application allows you to prepare transactions to experience the product and simulates when real credit card transactions flow into ERP Expenses from the credit card vendor. | Yes | |

| Application Name | URL | Description | Direct Access Required | Notes |
|--|---------------------------------|---|------------------------|-------|
| Fusion Field Service Data Sync (ffsdatasync) | ffsdatasync.zip | Fusion Field Service leverages data in real-time. This application populates Fusion Field Service with data based upon when the process is run so the dispatcher and technicians have live data to see in the dispatch board. | Yes | |

2.2 Validate Access

Verify that all environment URLs are accessible before sharing them with users.

Steps

- Log in using a valid persona
- Confirm that the application loads successfully
- Verify that the login page is accessible
- Ensure navigation to the expected landing page

- **Prepare access details for users**

Document the following for each user or group:

- Environment URL
- Assigned persona (username)
- Password
- Prerequisites (for example, access to MOS, CCC, CSN)

- **Share access details**

Provide access details using a secure and reliable method before demo execution.

Expected outcome

Users can access the environment and reach the required application pages without issues.

Post-Setup Validation

After completing setup, IT administrators should validate that the environment is fully ready for demo use.

This validation ensures that the environment is fully functional and ready for users to execute demo scenarios without disruptions.

What needs to be done

- **Validate persona login**
Log in using each required persona to confirm credentials are working
- **Verify access to modules and data**
Ensure users can access required application areas (e.g., HCM, ERP, CX, SCM) and relevant sample data
- **Test key demo flows**
Execute representative demo scenarios to confirm core functionality is working as expected

Expected outcome

The environment is accessible, functional, and ready for users to execute demo scenarios without issues.

2.3 Configure Personas

The environment includes predefined personas aligned with business roles. Each persona is used to execute specific demo scenarios.

IT administrators must configure access and manage credentials for these personas.

Key Considerations

- **Select required personas only**
Identify personas based on planned demo scenarios. Not all personas need to be configured.
Refer to the [predefined persona list](#).
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2.4 Manage Credentials

- **Password setup**

Passwords are not preconfigured. Only the FA administrator receives the initial credentials after provisioning (typically via email).

The FA administrator uses these credentials to log in and set or reset passwords for the required user personas using the Security Console.

Passwords can be managed as follows:

- - Navigate to **Tools** → **Security Console**
 - Go to the **Users** tab and search for the user
 - Select **Reset Password**
 - Choose to auto-generate or manually set a password
 - Save the changes

The new password must comply with the password policy assigned to the user.

For detailed steps, refer to Oracle documentation:

<https://docs.oracle.com/en/cloud/saas/customer-data-management/fagcd/reset-user-passwords.html>

- **Secure credential sharing**
Since personas are shared accounts, credentials should be distributed using secure methods (e.g., password vaults or approved tools). Avoid sharing via unsecured channels.
- **Multi-Factor Authentication (MFA)**
MFA is supported and may be enabled in some environments by default. The process for managing or disabling MFA via IDCS is currently being confirmed. If enabled, consider the impact on usability for shared demo personas.
- **Concurrent access**
Multiple users can log in using the same persona. Users may occasionally see session warnings — this is expected and does not impact functionality.

Recommended Setup Steps

1. Identify required personas based on demo scenarios
2. Set passwords for each persona using the identity management system (e.g., FA Security Console or IDCS, as applicable)
3. Define a secure approach for sharing credentials
4. Distribute persona details (username and password) to users
5. Validate login for each persona before the demo

Important Note

Access to IDCS is not required for initial login to the demo applications. **User and role management** (create, update, delete users; roles; user categories) must be done in the **FA Security Console**. **IDCS/IAM access is required only for authentication configurations**, such as SSO setup, IdP/SP configuration, and sign-on policies and rules.

Password Reset Management

Persona credentials may be reset periodically (e.g., weekly or during environment updates), depending on whether users wish to update them.

IT administrators are responsible for ensuring users continue to have uninterrupted access after any updates.

What needs to be done:

- **Track updates**
Stay informed of any scheduled or ad-hoc credential resets for the environment
- **Update credentials**
Ensure new passwords are set (if required) and updated in your credential management system
- **Communicate changes**
Share updated credentials with users using a secure method
- **Validate access**
Confirm that users can log in successfully using the updated credentials

Expected outcome

Users have access to the latest credentials and can continue using the environment without disruption.

Setup Process

The following steps outline the recommended flow to prepare the environment for demo use.

Recommended Setup Steps

1. **Identify required personas**
Review demo scenarios and determine which personas are needed
2. **Define credential-sharing approach**
Decide how credentials will be securely shared (e.g., password vault or controlled access)
3. **Set persona passwords**
Configure passwords for each required persona using the FA Security Console.
4. **Distribute credentials to users**
Provide each user with:
 - Persona (username)

- Password
- Environment access details

5. **Validate user access**

Test login for each persona and confirm users can access required functionality

Expected outcome

All users have the necessary credentials and can successfully access and use the environment for demo execution.

Ongoing validation

This validation should be repeated after each environment refresh or reprovisioning to ensure continued readiness.

Configuration and Integration Tracking

IT administrators should document any configurations, custom setups, or integrations implemented in the environment.

This ensures that they can be reapplied after quarterly reprovisioning, as the environment is reset and does not retain changes.

3. Prepare Users for Demo Execution

Before running demo scenarios, IT administrators must ensure that business users have the required access and context to successfully execute demos.

The demo environment is designed to help users explore end-to-end business processes aligned to Oracle Modern Best Practices (OMBP) using predefined personas and demo scenarios before making configuration decisions.

3.1 Required Platforms

Business users must have access to the following platforms, as they contain demo scripts, setup instructions, and supporting materials:

- [**My Oracle Support \(MOS\)**](#)
Access demo guides, predemo steps and supporting documentation

Key resources include:

- **FAQ7627** – Human Capital Management (HCM) Oracle Modern Best Practices Demo Guides

- **FAQ7633** – Supply Chain Management (SCM) Oracle Modern Best Practices Demo Guides
- **FAQ7634** – Enterprise Resource Management (ERP) Oracle Modern Best Practices Demo Guides
- **FAQ7635** – Customer Experience (CX) Oracle Modern Best Practices Demo Guides
- **FAQ7636** – DECS - 26B HCM Known Issues
- **FAQ7637** – DECS - 26B SCM Known Issues
- **FAQ7638** – DECS - 26B ERP Known Issues
- **FAQ7639** – DECS - 26B CX Known Issues
- **FAQ7640** – DECS -26B Logins and Personas
- **[Cloud Customer Connect \(CCC\)](#)**
Provides additional guidance, community discussions, and updates related to demo guides.
- **[Cloud Success Navigator \(CSN\)](#)**
Contains Oracle Modern Best Practice (OMBP) flows, business context, and feature overviews

Expected outcome

Business users have access to all required platforms and can locate the necessary materials to prepare for demo execution.

3.2 Administrator Responsibilities

IT administrators are responsible for ensuring users are fully prepared to access and use these resources.

What needs to be done

- **Confirm platform access**
Verify that all users can log in to MOS, CCC, and CSN
- **Support account setup (if needed)**
Provide guidance or direct users to the appropriate registration steps if access is not already available
- **Direct users to relevant content**
Share links or references to the specific demo flows, scripts, and materials required for their scenarios
- **Validate readiness before demos**
Confirm that users:
 - Can access all required platforms
 - Have received the correct credentials
 - Have reviewed relevant demo materials

Expected outcome

Business users have access to all required platforms, understand their assigned roles (personas), and are prepared to execute demo scenarios without blockers.

4. Run a Demo

This section provides simple, step-by-step guidance for business users to access the environment and execute demo scenarios.

4.1 Access the Environment

- Use the environment URL provided by your IT administrator. This ensures you are accessing the correct environment and can execute demo scenarios aligned to your assigned role.
- Ensure you have access to MOS, CCC, and CSN

If access is unavailable, contact your IT administrator.

4.2 Use Your Assigned Persona

You will be provided with:

- Username
- Password

These are shared demo accounts intended for demo use only.

4.3 Review Demo Materials

Before starting, review the required materials:

- **From MOS:**
 - Demo scripts
 - Pre-demo setup instructions
 - Known issues
- **Additional resources:**

- CSN for business process context
 - CCC for additional guidance
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4.4 Complete Pre-Demo Setup

Follow all required setup steps outlined in the demo materials before executing the demo.

4.5 Validate Access

Before the demo:

- Log in using your assigned persona
 - Confirm access to required functionality
 - Test key steps if possible
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4.6 Execute the Demo

- Follow the demo script step-by-step
 - Stay aligned with the assigned persona's role
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4.7 Pre-Demo Checklist

Before starting, ensure:

- Access to required platforms is confirmed
- Correct credentials have been received
- Demo script has been reviewed
- Login has been tested
- Setup steps have been completed

4.8 Environment Expectations

- The environment uses sample and fictitious data
 - It is shared across multiple users
 - It may be refreshed periodically
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4.9 Common Issues

- **Login failure:** Verify credentials or contact your IT administrator
 - **Account locked:** Contact your IT administrator
 - **Access issues:** Confirm correct persona assignment
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4.10 Usage Guidelines

- Avoid entering sensitive company data, as the environment may be accessed by multiple users within your organization
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4.11 Password Reset Awareness

- Credentials may be reset periodically
 - Contact your IT administrator if access fails
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4.12 Environment Refresh Awareness

- The environment is dropped and reprovisioned quarterly with the latest demo build
 - Any configurations or data added will be lost during this process
 - Credentials may change after reprovisioning
 - Revalidate access before running demos
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5. Maintain the Environment (IT Admin)

The demo environment is periodically refreshed to incorporate updates.

5.1 Quarterly Refresh

- The environment is fully replaced
- Existing data and configurations are removed
- Downtime is required during reprovisioning
- The refresh process is fully automated and cannot be deferred starting 26D

5.2 Administrator Responsibilities

- Communicate downtime and impact
- Reprovision the environment
- Reset persona passwords
- Reapply required configurations
- Distribute updated credentials
- Validate environment readiness
- Notify users when available

5.3 Usage Guidelines

- The environment operates with limited capacity
 - Avoid running resource-intensive operations
 - Limit concurrent usage where possible
 - Exercise caution when creating excessive sandboxes or running multiple resource-intensive processes simultaneously
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