

Oracle Health Connection Hub

Oracle Cloud Account and Tenancy FAQs



Release 26.04

G55825-01

April 2026

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Health Connection Hub Oracle Cloud Account and Tenancy FAQs, Release 26.04

G55825-01

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1

FAQs by Topic

The frequently asked questions (FAQs) for this product are organized by topic.

This section contains the following topics:

- [Oracle Cloud Account Welcome Email](#)
The frequently asked questions (FAQs) below about the Oracle Cloud Account Welcome email are organized by topic.
- [Tenancy and User Information](#)
The frequently asked questions (FAQs) below about Oracle Cloud tenancy and user information are organized by topic.

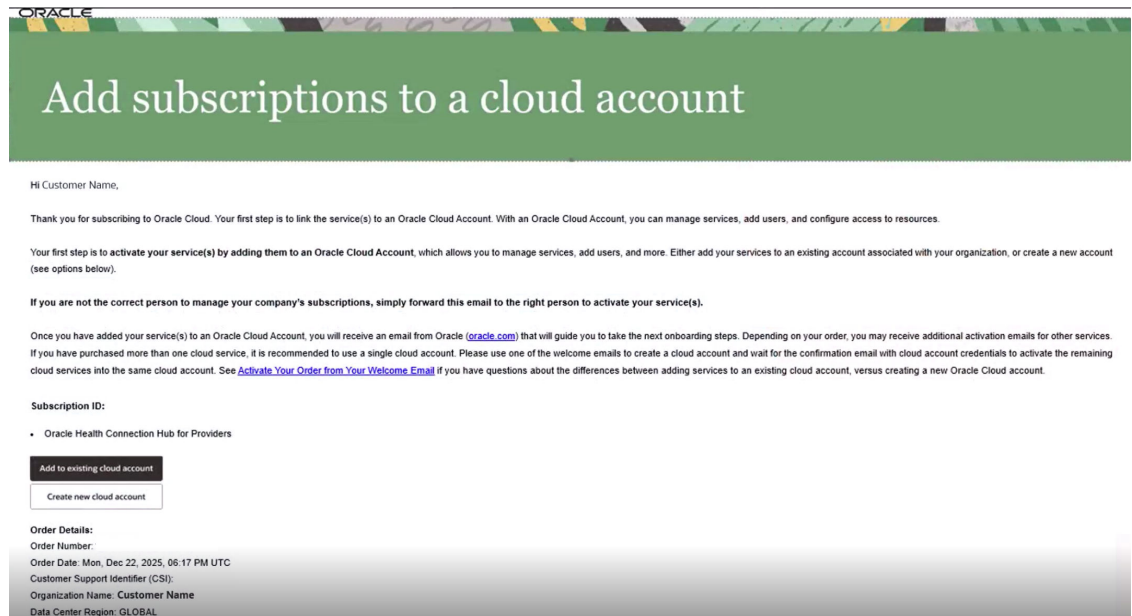
Oracle Cloud Account Welcome Email

The frequently asked questions (FAQs) below about the Oracle Cloud Account Welcome email are organized by topic.

Where is my welcome email?

In some organizations, welcome emails are sent to Health Service Executive (HSE) roles, such as a CEO or CFO. In these scenarios, the welcome email does not need to be resent; forwarded copies of the email will allow users to add subscriptions or create new accounts as needed.

If you cannot locate your email, contact your Oracle HSE and request that the email be resent.



What button do I select in the welcome email?

Note

See [Activating Your Oracle Cloud Applications Order](#) on Oracle Help Center for more detailed information about activating an Oracle Cloud account.

If your organization has an existing tenancy (cloud account name), complete the following steps:

1. Select **Add to existing cloud account**.
2. In the Cloud Account Name box, enter the name of your tenancy.
3. Select **Next**.
4. Enter your Oracle Cloud username and password.

Note

Log-in credentials for other types of accounts, such as Cerner Care accounts, are not the same as your Oracle Cloud information and are not accepted.

5. Select **Sign In**.
6. As needed, reauthenticate your information, approve of any terms and conditions, and then add a subscription.

Note

In some scenarios, subscription access may take up to one calendar day to be displayed for your organization.

If your organization does not have an existing tenancy (cloud account name), complete the following steps:

1. Select **Create new cloud account**.
2. Enter your first name, last name, and email address.
3. Enter a password.
4. Enter a tenancy name.
5. Select a home region for your services.
6. Read and accept the terms and conditions.
7. Select **Create Tenancy**.

Note

Tenancy provisioning may take up to one calendar day to complete. Once tenancy provisioning is complete, you will receive a confirmation email.

What if I am prompted to enter payment information?

If you attempt to directly access the Oracle Cloud website before creating an account or adding subscriptions (or if you select an incorrect button in your welcome email), you may be prompted to enter payment information. In these scenarios, reopen your welcome email and select one of the buttons as appropriate. Attempting to create a new cloud account directly from the Oracle Cloud website is not the same process as creating an account from the welcome email.

Tenancy and User Information

The frequently asked questions (FAQs) below about Oracle Cloud tenancy and user information are organized by topic.

What is a tenancy name and how do I find it?

A tenancy is another name for the cloud account name of your organization.

- If your organization has an existing tenancy name, that information is included in the email that details your organization's account provisions. The HSE of your organization can also look up the existing tenancy name.
- If your organization does not have a tenancy name, that information is configured by selecting **Create a new cloud account** in the welcome email sent by Oracle.

Tenancy names should be based on the name of your organization; additionally, tenancy names include only lower-case letters, do not include special characters, and do not include spaces. See the following example:

- **Organization Name:** Oracle Help Center
- **Tenancy Name:** oraclehelpcenter

How do I add a user to a tenancy?

While assigning a role to existing users, select **Create New User**. Then, enter the user's first name, last name, and email address. The newly added user will receive an email that prompts them to create log-in information.

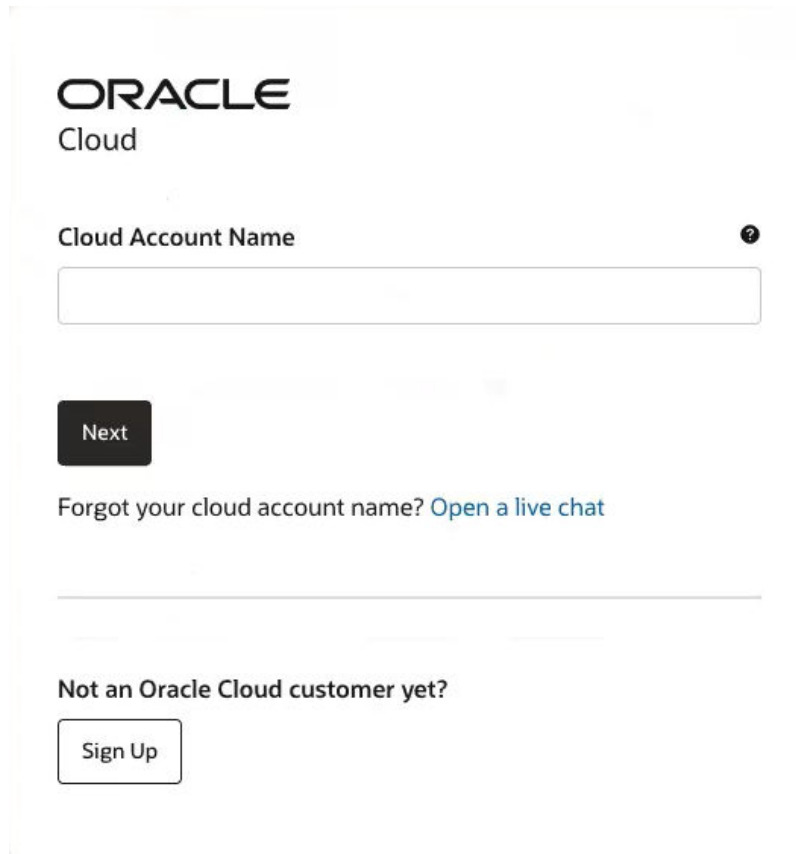
Note

After entering a new user's information, a delay may occur before the user's name becomes available. Additionally, a new user cannot see or complete any tasks until a role is assigned to them.

After creating a new user, an Identify Management page may be displayed; in these cases, use the menu to navigate back to your applications.

What log-in information do I use for a tenancy?

Tenancies do not have traditional username and password log-in information. After a tenancy is provisioned for your organization, you must enter only the name of the tenancy in the Cloud Account Name box when attempting to access your Oracle Cloud account.



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Cloud

Cloud Account Name ?

Next

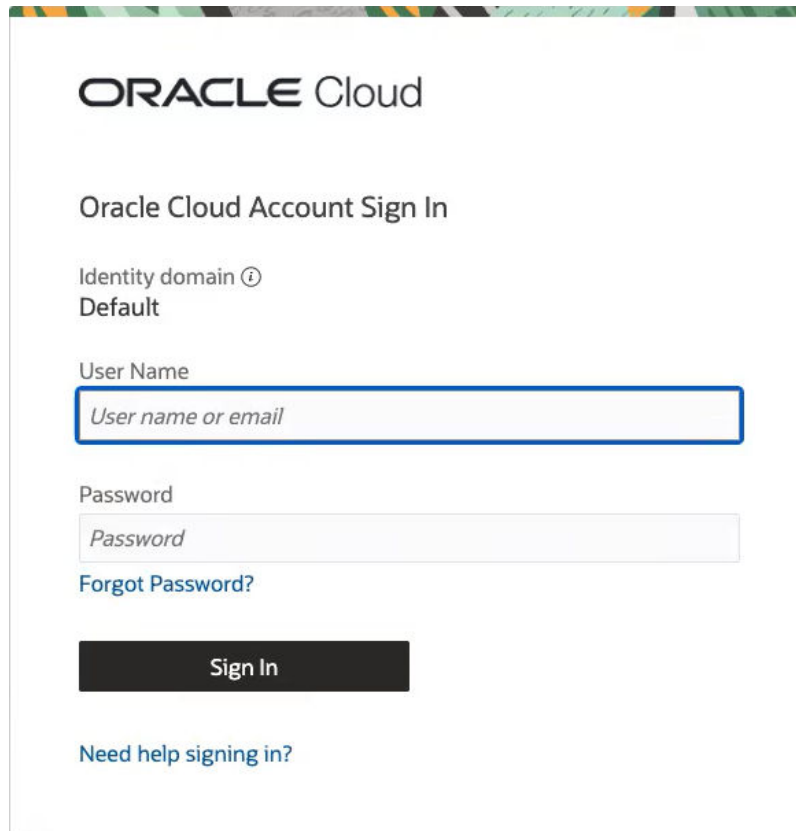
Forgot your cloud account name? [Open a live chat](#)

Not an Oracle Cloud customer yet?

Then, enter your individual username and password.

Note

After a tenancy is provisioned, a delay of up to 15 minutes may occur before assigned users can log in. The user who creates the tenancy will receive an email once the associated accounts are provisioned and available.



ORACLE Cloud

Oracle Cloud Account Sign In

Identity domain ⓘ
Default

User Name

Password

[Forgot Password?](#)

Sign In

[Need help signing in?](#)

What home region do I select when creating a tenancy?

A home region is the geographic location where your account and identity resources are created. The ability to view and access products may be affected by what home region you select, and this value cannot be changed after signing up.

Contact your sales representative before you create an account to ensure that you select the correct home region.

Glossary

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