Oracle Life Sciences Identity and Access Management Service
Manage Your Account Guide

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Preface

This preface contains the following sections:

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Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through Support Cloud.

Contact our Oracle Customer Support Services team by logging requests in one of the following locations:

- English interface Customer Support Portal (https://hsgbu.custhelp.com/)
- Japanese interface Customer Support Portal (https://hsgbu-jp.custhelp.com/)

You can also call our 24x7 help desk. For information, visit https://www.oracle.com/life-sciences/support/ or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Additional copyright information

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About this guide

This guide is intended for those who use Oracle Life Sciences Clinical One Platform, Oracle Life Sciences Central Coding, Oracle Life Sciences InForm, Oracle Life Sciences Empirica Signal, Oracle Life Sciences Empirica Topics, Oracle Life Sciences Empirica Study, or Oracle Health Sciences mHealth Connector Cloud Service and need to manage their Oracle Life Sciences IAMS single sign-on (SSO) account.

> **Note:**
>
> If you have trouble receiving account-related emails from Oracle, please contact your organization's technical support team to make sure the OracleIdentityManager@oracleindustry.com email address is not being blocked or filtered out.

- Get your account information
- Sign in for the first time
  A delegated administrator will first create your account.
- Recover your user name
  If your organization uses the Security Questions workflow to reset the account password, contact your delegated administrator or Health Sciences Support to recover your user name. If your organization uses the Email Link workflow to reset the account password, perform the following steps to recover your user name.
- Unlock a locked account
  If you enter an incorrect password 5 times in a row, your account gets locked. To unlock a locked account, you need to reset your password.
- Change your password
  You can change your password from the OHSIAMS Oracle Identity Self Service console.
- Change your challenge questions
  This section is applicable only if your organization uses the Security Questions workflow to reset the account password. You can change your challenge questions from the OHSIAMS Oracle Identity Self Service console.
- Update your name or telephone number
  You can update your name or telephone number from the OHSIAMS Oracle Identity Self Service console.
- View roles that are assigned to you
  You can view roles that are assigned to you from the OHSIAMS Oracle Identity Self Service console.
- Request access to applications and studies
  If you received an application or study URL and self-service registration is active, you will see an access request form. Use it to submit an access request for the application or study.

Get your account information

Where can I get the application or study URL?

You will have access to one of these two pages, depending on what your organization opted to use. From there, you can open the applications or studies to which you have access.

- Oracle Health Sciences My Oracle Bookmarks
- Oracle Health Sciences Cloud landing page

How do I access my landing page?

Your delegated administrator must first create your account in OHSIAMS Oracle Identity Self Service. After your account is created, you will receive email(s) containing the **Oracle Health Sciences Cloud account** link that takes you to one of the My Oracle Bookmarks or the Oracle Health Science Cloud landing page.

The number of email(s) you receive after your account is created depends on the workflow your organization has chosen for their users to reset the account password.

- If your organization uses the **Security Questions** workflow to reset the account password, you receive two emails:
  - New Account Email: Contains the user name for your Oracle Health Sciences SSO account.
  - Account Password Email: Contains the password for your Oracle Health Sciences SSO account. Use this password only the first time you sign into your SSO account. After that, you must create a new password for your account by following the instructions here. The **Oracle Health Sciences Cloud account** link in this email takes you to one of the My Oracle Bookmarks or the Oracle Health Science Cloud landing page.

    > 💡 **Tip:**
    >
    > Save these emails, so you can return to them when you are notified that you have been given access to Oracle applications managed through OHSIAMS Oracle Identity Self Service. If you lose these emails, contact your delegated administrator or Health Sciences Support to get your user name and password.

- If your organization uses the **Email Link** workflow to reset the account password, you receive the New Account email containing:
  - The user name for your Oracle Health Sciences SSO account.
  - A link to create password for your Oracle Health Sciences SSO account.
  - The **Oracle Health Sciences Cloud account** link that takes you to one of the My Oracle Bookmarks or the Oracle Health Science Cloud landing page.

Sign in for the first time

A delegated administrator will first create your account.

To sign in for the first time when your organization uses the Security Questions workflow:
If your organization uses the Security Questions workflow to reset the account password, you receive two emails: one with your user name and another with a password. Sign in to setup your account and define your own password.

1. Click the **Oracle Health Sciences Cloud account** link in the Account Password email you received.

2. Sign in using the user name from the New Account email and the password from the Account Password email.

3. Enter the old password you received in the Account Password email.

4. Enter the new password and confirm the new password.

5. Choose three of the available challenge questions from the drop-down, and enter answers for them.

6. Click **Submit**.

   Your password is changed, and the Sign In page opens.

7. Sign in using your new password. Depending on your organization's setup, you will be redirected to one of the following:

   • My Oracle Bookmarks; watch these short training videos to get started with My Oracle Bookmarks.

   From here, you can access (or open) any study or application that you work in.

   • Oracle Health Sciences Cloud landing page.

   The studies and applications you work in are listed under My Applications.

To sign in for the first time when your organization uses the Email Link workflow:
If your organization uses the Email Link workflow to reset the account password, you receive the New Account email containing a link to create your password.

1. Click the link in the New Account email you received.

2. Enter your password and confirm the password.

3. Click Continue.

   Your password is created.

4. Click the Oracle Health Sciences Cloud account link in the New Account email you received.

5. Sign in using your password. Depending on your organization's setup, you will be redirected to one of the following:

   • Oracle Health Sciences My Oracle Bookmarks; watch these short training videos to get started with Oracle Health Bookmarks.

   From here, you can access (or open) any study or application that you work in.

- Oracle Health Sciences Cloud landing page.

  The studies and applications you work in are listed under My Applications.

Recover your user name

If your organization uses the Security Questions workflow to reset the account password, contact your delegated administrator or Health Sciences Support to recover your user name. If your organization uses the Email Link workflow to reset the account password, perform the following steps to recover your user name.

1. Click **Trouble Signing In?** on the Sign In page.

2. Enter your email address.

3. Click **Continue**.

4. Click **Send**.

An email containing your user name is sent to your email address. If you do not receive the email, click **Send Another Email**.

If you do not receive the email after three attempts, contact your delegated administrator or Health Sciences Support.

Unlock a locked account

If you enter an incorrect password 5 times in a row, your account gets locked. To unlock a locked account, you need to reset your password.

If your organization uses the Security Questions workflow to reset the account password, perform the following steps to unlock a locked account:

1. Click **Trouble Signing In?** on the Sign In page.

2. Enter your user name, and click **Next**.

3. Enter answers for the challenge questions, and click **Next**.

4. Enter your new password, and confirm the password.

5. Click **Save**.

If your organization uses the Email Link workflow to reset the account password, perform the following steps to unlock a locked account:

1. Click **Trouble Signing In?** on the Sign In page.

2. Enter your user name, and click **Continue**.

3. Click **Send**.

   An email containing a link to reset your account password is sent to your email address.

4. Click the link in the email you received.

5. Enter your new password and confirm the password.

6. Click **Continue**.

   Your password is reset.

What if I can't reset my password? Contact your delegated administrator or Health Sciences Support and ask them to reset the password for you.

Change your password

You can change your password from the OHSIAMS Oracle Identity Self Service console.

How do I open OHSIAMS Oracle Identity Self Service console? You can do this in several ways:

- **All users**: You can navigate directly to OHSIAMS Oracle Identity Self Service at https://<ShortOrgId>-hs-identity.oracleindustry.com/identity. Your ShortOrgId appears in bold font in the New Account email that you received when your account was created.

- If the Oracle Health Sciences My Oracle Bookmarks page appears after you sign in: Click your name in the top right and select **Account Management**.

- If the Oracle Health Sciences Cloud landing page appears after you sign in: On the left, under Quick Links, click **Update Profile**.

To change your password, in the OHSIAMS Oracle Identity Self Service console:

1. Under My Profile, click **My Information**.

2. Expand the **Change Password** section.

3. Enter your old password.

4. Enter your new password, and confirm the password.

5. In the top right of the Change Password section, click **Apply**.

Change your challenge questions

This section is applicable only if your organization uses the Security Questions workflow to reset the account password. You can change your challenge questions from the OHSIAMS Oracle Identity Self Service console.

How do I open OHSIAMS Oracle Identity Self Service console? You can do this in several ways:

- **All users**: You can navigate directly to OHSIAMS Oracle Identity Self Service at https://<ShortOrgId>-hs-identity.oracleindustry.com/identity. Your ShortOrgId appears in bold font in the New Account email that you received when your account was created.

- If the Oracle Health Sciences My Oracle Bookmarks page appears after you sign in: Click your name in the top right and select **Account Management**.

- If the Oracle Health Sciences Cloud landing page appears after you sign in: On the left, under Quick Links, click **Update Profile**.

To change your challenge questions, in the OHSIAMS Oracle Identity Self Service console:

1. Under My Profile, click **My Information**.

2. Expand the **Challenge Questions** section.

3. Set three challenge questions and enter answers for them.

4. In the top right of the Challenge Questions section, click **Apply**.

Update your name or telephone number

You can update your name or telephone number from the OHSIAMS Oracle Identity Self Service console.

How do I open OHSIAMS Oracle Identity Self Service console? You can do this in several ways:

- **All users**: You can navigate directly to OHSIAMS Oracle Identity Self Service at https://<ShortOrgId>-hs-identity.oracleindustry.com/identity. Your ShortOrgId appears in bold font in the New Account email that you received when your account was created.

- If the Oracle Health Sciences My Oracle Bookmarks page appears after you sign in: Click your name in the top right and select **Account Management**.

- If the Oracle Health Sciences Cloud landing page appears after you sign in: On the left, under Quick Links, click **Update Profile**.

To update your name or telephone number, in the OHSIAMS Oracle Identity Self Service console:

1. Under My Profile, click **My Information**.

2. Review the information in the First Name and Last Name fields, and edit if required.

3. Optionally, you can add your telephone number.

4. In the top right of the Basic User Information section, click **Apply**.

View roles that are assigned to you

You can view roles that are assigned to you from the OHSIAMS Oracle Identity Self Service console.

How do I open OHSIAMS Oracle Identity Self Service console? You can do this in several ways:

- **All users**: You can navigate directly to OHSIAMS Oracle Identity Self Service at https://<ShortOrgId>-hs-identity.oracleindustry.com/identity. Your ShortOrgId appears in bold font in the New Account email that you received when your account was created.

- If the Oracle Health Sciences My Oracle Bookmarks page appears after you sign in: Click your name in the top right and select **Account Management**.

- If the Oracle Health Sciences Cloud landing page appears after you sign in: On the left, under Quick Links, click **Update Profile**.

To view roles that are assigned to you, in the OHSIAMS Oracle Identity Self Service console:

1. Under My Profile, click **My Access**.

   A list of roles assigned to your account appears.

2. Review your roles.

3. To remove a role, select the role from the list and click **Remove Roles**.

> **✎ Note:**
>
> If you accidentally remove a role, you need to ask a delegated administrator to assign that role to you.

4. Select the role you want to remove, and click **Revoke**.

Request access to applications and studies

If you received an application or study URL and self-service registration is active, you will see an access request form. Use it to submit an access request for the application or study.

To request access to an application or study:

1. Sign in with your user name and password.

2. Enter a justification to request for authorization.

3. Click **Submit**.

   If valid, after a delegated administrator approves your request, the role that is required to access the study or application is assigned to your account.

How do I know when I have the role?

If you have the role, visiting the URL opens the application or study. If you don't have the role, you will see the access request form.

Why is it taking so long for me to get access?

Check with your delegated administrator on the status of your request.