

Your Role as Service Administrator

Welcome to your new Oracle Cloud service! As the Service Administrator, you are the initial user of your Cloud application. Until other users are assigned, you are the only one with access. This document outlines important tasks that must be completed to ensure a successful onboarding experience for you and your organization.

- Review this [Overview of Service Administrator Tasks](#) document. If you can't fulfill the Service Administrator role, follow [these instructions](#) to reassign it.
- If you are also the Account Administrator, review this [Overview of Account Administrator Tasks](#) document. Account Administrators manage and monitor the status of services for an entire account across multiple data centers and identity domains.

Important: Your temporary password will expire within 60 days of receiving the Welcome email, so remember to sign-in to your new application and change your password.

Step 1

Verify Access to Your Application and Retain Sign-in Details

As the primary Service Administrator, you should have already received a Welcome email containing your new application URL, username, temporary password, CSI number and other sign-in details required to access and administer your Cloud service application.

For each environment, or identity domain, you will receive a separate Welcome email with unique sign-in details. We recommend that you save the emails, and if needed, follow [these instructions](#) to have the original Welcome email resent to the original Service Administrator.

- Use a browser from Oracle's [recommended configuration](#) when signing in to your application.
- Use the application URL and sign-in details from the Welcome email to verify access to your new application.
- At your first sign-in attempt, the system will prompt you to change your temporary password. Use your new password to access both your application and Oracle Cloud Console.

Single Sign-on (SSO): Oracle enables SSO between Oracle Cloud Console and your application. Sign in to Oracle Cloud Console with the same username and password used to access your application. We recommend using SSO to maintain one password for both Oracle Cloud Console and the application associated with the same identity domain.

Step 2

Register Your New Customer Support Identifier (CSI) in My Oracle Support

Visit [My Oracle Support \(MOS\)](#) and create a new account. If you already have a MOS account, you still need to add your new CSI to it. The CSI can be found in your Welcome email.

Oracle validates the first person to request access to a CSI. This ensures that the email address domain matches the domain associated with the CSI. Once validated, the user will be made the "administrator" of that CSI and can approve all subsequent requests from others to use that CSI and be assigned to that application.

Step 3

Verify Access to Administrator Portals and Add Backup Administrators

Oracle provides two portals for managing and monitoring your Cloud service subscriptions: Oracle Cloud Console for Service Administrators and My Account for Account Administrators.

1.) Oracle Cloud Console: This portal lets Service Administrators monitor and operate all active services within a single identity domain. Use Oracle Cloud Console to view usage data, manage users and notification contacts, and perform other administrative tasks.

How to verify access to Oracle Cloud Console and update User Profile Preferences

Sign in to Oracle Cloud Console using the URL provided in your Welcome email. Remember to use the new password you created when you accessed your application for the first time. From now on, sign in to Oracle Cloud Console with the same username and password used to access your application. You can specify your preferences for language, time zone, and notifications by selecting the "Preferences" option from the Oracle Cloud Console Dashboard.

How to add Backup Service Administrators

We recommend that anyone who needs to schedule maintenance, manage notification contacts, or download Vertex tax guides (payroll) should be added as a backup Service Administrator. Follow these instructions to [add a Backup Service Administrator](#).

2.) My Account: This portal lets Account Administrators monitor the status of services for an entire account, across multiple data centers and identity domains.

If you are also the Account Administrator

If the Welcome email contained a URL to My Account, you were also designated as the Account Administrator for your new Cloud service.

How to verify access to My Account

Create a new oracle.com username and password if you do not already have one. Sign in to My Account. Use the My Account URL provided in your Welcome email, along with your oracle.com credentials.

Note: My Account is not SSO-enabled and requires different sign-in credentials from those used to access your application.

How to add Backup Account Administrators

As the Account Administrator, you are the only person who can manage and monitor the status of services for an entire account across multiple data centers and identity domains. We recommend that you follow these instructions to [add a backup Account Administrator](#).

Step 4

Add Contacts for Notifications

Everyone who must receive critical information about your Cloud service should be added as a Notification Contact. This includes project managers, implementation partners, and other project team members. To add notification contacts:

1. Sign in to the Applications Console
2. From the Dashboard, click Users, then click the Contacts subtab
3. Select Notification Contact and proceed to make any changes required
4. See [Managing Contacts for Service Notifications](#) for more details

Remember to ask all new contacts to select their preferred notification delivery method. To set notification preferences:

1. Sign in to the Applications Console
2. Open the Preference page from the top right corner of the Dashboard
3. Use the settings under the Notifications section to set preferences
4. See [Setting Notification Preferences](#) for more details

Step 5

Leverage Oracle Support

To learn about Oracle Support policies and best practices, watch our webcast, [Working Effectively With Support](#), and visit the Oracle Support website. Use your Oracle.com login to access My Oracle Support, and if given the option to select a portal, choose [My Oracle Support](#).

Use the CSI number you received in the Welcome email when submitting service requests (SRs). This number identifies your organization, product information and service level agreement with Oracle Support.

If your support contract with Oracle allows the international deployment of products and services to your subsidiaries and related companies, be sure to share the CSI number with the appropriate technical contacts for those countries. If you are not the designated technical contact, or you require assistance, call your local country Support Hotline.

Step 6

Get Started with Your Implementation

For a successful implementation, begin by reviewing the Getting Started content in the [Oracle Applications Cloud – Information Center for Administrators page](#). This site requires My Oracle Support access (refer to Step 2 of this document).

We recommend that you develop and maintain an Environment Management Plan, a project deliverable that lists all environments, their purpose, respective project milestones, testing events and maintenance activities. Please refer to [this document](#) for best practices, helpful information, and sample templates for creating an Environment Management Plan, applicable for both Oracle and non-Oracle environments.

You can access documentation and tutorials [here](#). Select an Application Service and then the respective update from the dropdown menu. Next, choose the Tasks on the left you are ready to perform such as Use, Implement, Administer, Configure and Extend, Analyze and Report, Collaborate, Secure, and Integrate.

Step 7

Prepare for Your Updates with Oracle Readiness Material

Oracle Cloud Applications delivers new updates every quarter. This means every three months you'll receive new functionality to help you more efficiently and effectively manage your business. To help you prepare for your next update, Oracle provides an informative "What's New" document as well as other readiness material that is available publicly and in advance of your update.

Discover "What's New" with Readiness Documents

For every new and enhanced feature included in an update, Oracle provides "What's New" documents containing:

- Detailed descriptions with screenshots
- Benefit statement
- Tips and considerations
- Impact on security roles
- Links to related resources
- Steps for enabling

Find the What's New documents (one for each cloud service), on the [Oracle Applications Readiness Page](#). To learn more, view our [Readiness video](#).

Supplemental Readiness Material

Oracle also provides the following supplemental readiness items for anyone who would like to explore readiness innovation and functionality in greater detail:

- **New Feature Summaries** provide a brief summary of each new feature
- **Spotlight Videos** highlight top-level messages and product themes
- **Release Training** delivers self-paced, deep-dive learning sessions

Step 8

Encourage Users to Join the Customer Connect Community

[Cloud Customer Connect](#) is Oracle's premier online cloud community — designed to promote peer-to-peer collaboration and sharing of best practices, enable members to keep pace with product strategy, and provide a cloud solution feedback channel directly to Oracle development. Within this community, members benefit by leveraging the collective knowledge of Oracle Cloud customers and product experts.

When you begin your new Cloud service, you should identify users who you think would be interested in joining the community and encourage them to register. Remember, the sooner they join, the sooner they can start engaging, interacting and collaborating with colleagues and experts.

[Cloud Customer Connect website](#)