User's Guide

Cloud Client Area

for the Flexible

Engine offer

v2.0

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1. Introduction

1.1. Purpose of the document

This user guide describes your Cloud Client Space set up as part of the Flexible Engine offer.

1.2. Supporting documents for your offer

N°	Title	Reference	URL
Orange Business Services documents			
1			
2			
3			

1.3. Glossary

Abbreviation	Description
FE	Flexible Engine

2. Presentation of the Cloud Client Space

2.1. Principle

The Cloud Client Area has been set up for your Flexible Engine (FE) offer to help you manage your offer as simply as possible.

From your new customer area, you will be able to manage all the FE contracts on which you have been declared, in particular thanks to the following sections :

- **Contract**: this section allows you to view general information about your contract, the orders you have placed, your rights and a sample of services that may be of interest to you.
- **Dashboard**: this section allows you to access your technical console (Flexible Engine console) in SSO (Single Sign On) to allow you to manage your Cloud resources,
- **Services**: This section allows you to order services online or access your change request tool.
- **Subscriptions**: this section allows you to view subscriptions that have been taken out.
- **Invoices**: this section allows you to consult your latest invoices online, your latest usage reports and to view contact information for your Invoice Reception service.
- **Support**: this section allows you to access your incident reporting tool and view your customer support center contact information.
- **Users**: This section allows you to manage the users to whom you wish to give access to the Customer Area or the Flexible Engine console.

2.2. Access to the Cloud Client Area

Your customer area is accessible at the following URL: https://selfcare.cloud.orange-business.com/.

To access the Cloud Client Area for your contract, a user account must have been created beforehand:

- **you are the referent user of your contract?**

  Your user account was created automatically and you must have received an email to access the Customer Area containing your login details.

- **you are not the referent user of your contract?**

  Your user account must be created by your referrer user from the Customer Area (see *Adding a user*).

3. Login to your Cloud Client Area

3.1. Set your password

When you 1st receive your access identifiers to the Cloud Customer Space by email, you will need to define your password before you can access this portal.

Your password can be set by clicking on the ***set my Orange password*** button.
directly in the email you received (see image below) :

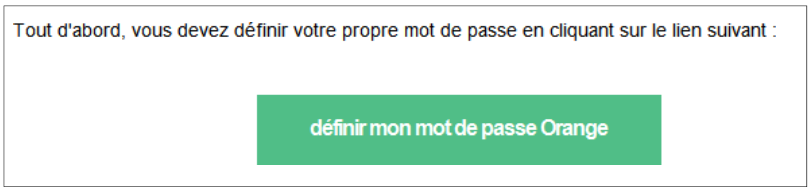


Figure 1: Button to set your Orange password before the 1st connection

This button redirects you to the following password personalization page:

Figure 2: Password customization page

Be sure to enter your "*username*" received by email in the Identifier field, then copy the random characters in the field dedicated to this purpose and click on the ***Validate*** button.

A confirmation message is then displayed (see *Figure 3: Password change request confirmation message*) and an email is sent to you to continue the password change procedure.

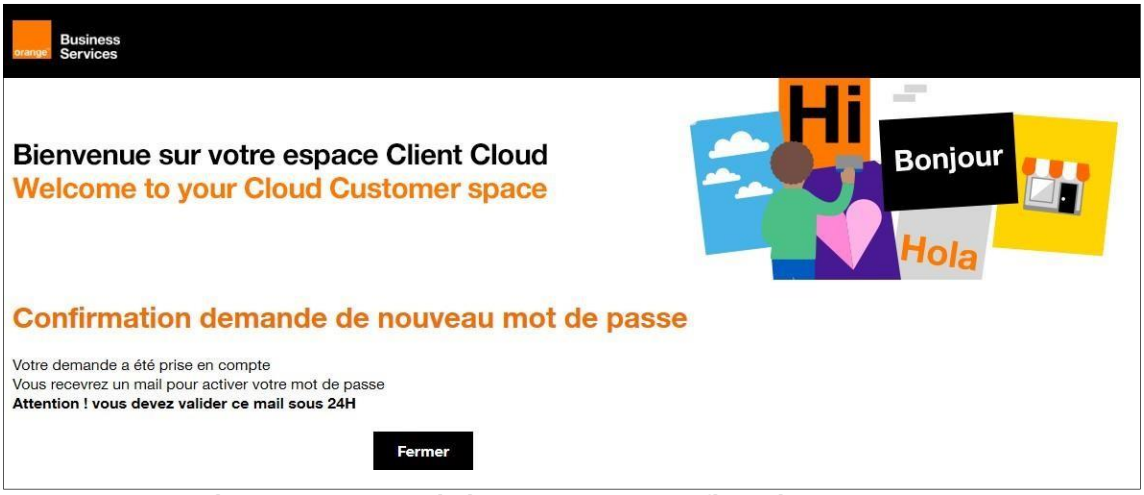


Figure 3: Password change request confirmation message

This email contains a unique link. ***Click on this link to be*** redirected to the password change page:

Figure 4: example of an email sent following a password change request

On the Change Password page (see *Figure 5: Change Password page*), you will be prompted to enter the new password you have chosen twice.

Your password must comply with the following rule: at **least 8 characters** (medium level of security) or 10 characters (strong level) and must contain at least 1 lower case letter and 1 upper case letter and 1 number and 1 special character from among #! . @ _ - /

If your password is correct, you can then click on the ***Validate*** button: you will then receive an email confirming your password change.

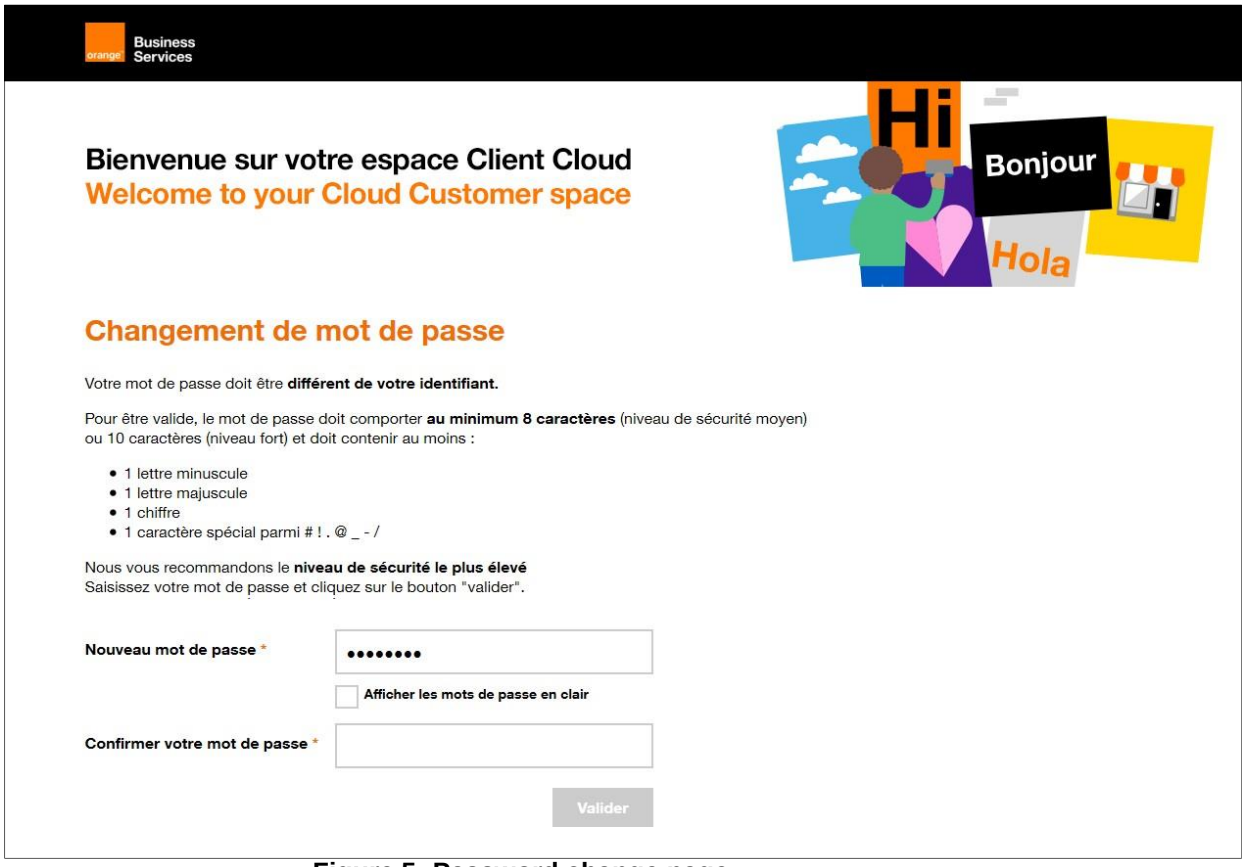


Figure 5: Password change page

3.2. Login to your Cloud Client Area

Your customer area is accessible at the following URL: https://selfcare.cloud.orange-business.com/.

To access your customer area, you will first need to authenticate yourself using your username and password defined in the previous step (see *3.1 Define your password*).

Figure 6: Cloud Client Space authentication page

Once your identifiers have been validated, you then access the home page of your Cloud Client Area.

3.3. Forgot your password?

If you have forgotten your password, you can at any time click on the ***Forgotten password?*** link on the authentication page of your customer area (see *Figure 6: Cloud Customer Area authentication page*).

This link redirects you to the password personalization page shown in *Figure 2: Password personalization page*.

Be sure to enter your "*username*" received by email in the Identifier field, then copy the random characters in the field dedicated to this purpose and click on the ***Validate*** button.

A confirmation message is then displayed (see *Figure 3: Password change request confirmation message*) and an email is sent to you in order to continue the password change procedure (see *Figure 4: example of email sent following a password change request*).

This email contains a unique link ***Click on this link*** redirecting you to the password change page (see *Figure 5: Password change page*).

On this page, you will have to enter the new password you have chosen twice.

Your password must comply with the following rule: at **least 8 characters** (medium level of security) or 10 characters (strong level) and must contain at least 1 lower case letter and 1 upper case letter and 1 number and 1 special character from among #! . @ _ - /

If your password is correct, you can then click on the ***Validate*** button: you will then receive an email confirming your password change.

You will then be able to access the Cloud Client Space at the following url: https://selfcare.cloud.orange- business.com/

3.4. Forgot your username?

If you have forgotten your login, you can click on the ***Forgotten ID?*** link at any time on the authentication page of your client space (see *Figure 6: Cloud Client Space authentication page*).

This link redirects you to the login request page presented below (see *Figure 7: Email login request page*).

You will then have to enter your email address, then copy the random characters in the field dedicated to this purpose and click on the ***Validate*** button.

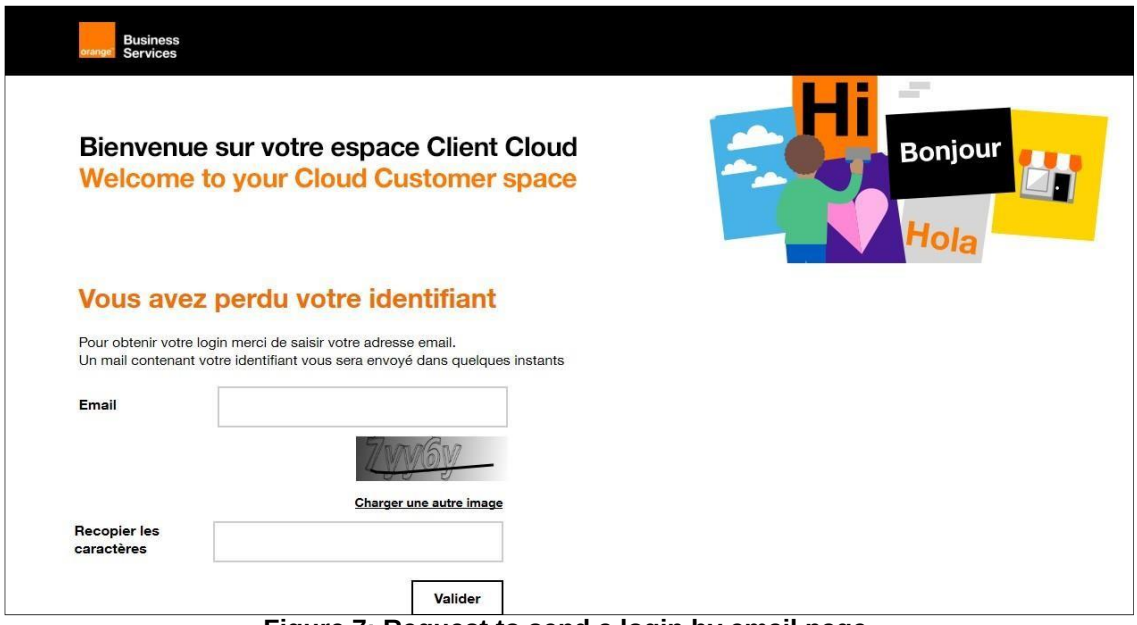


Figure 7: Request to send a login by email page

A confirmation message is then displayed (see below) and an email is sent to you containing your login ID.

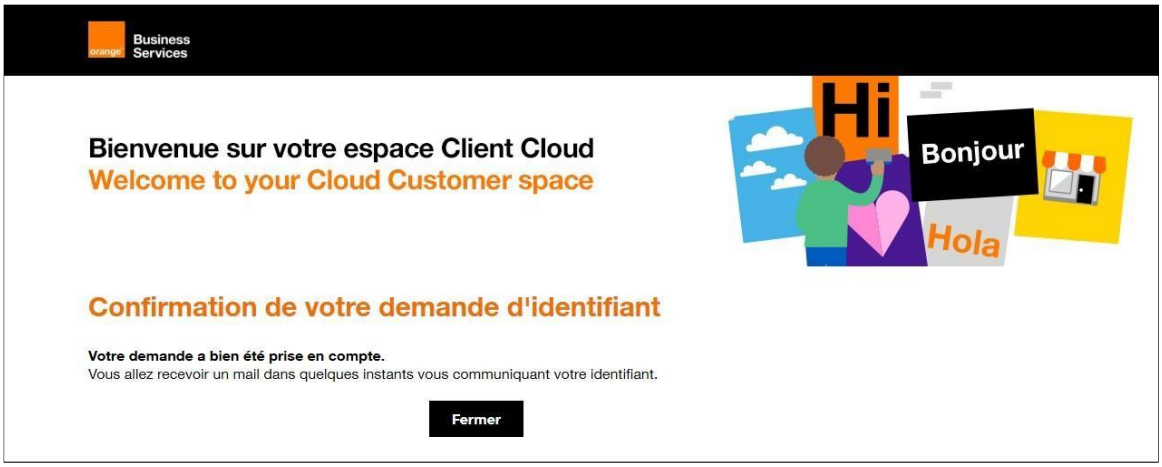
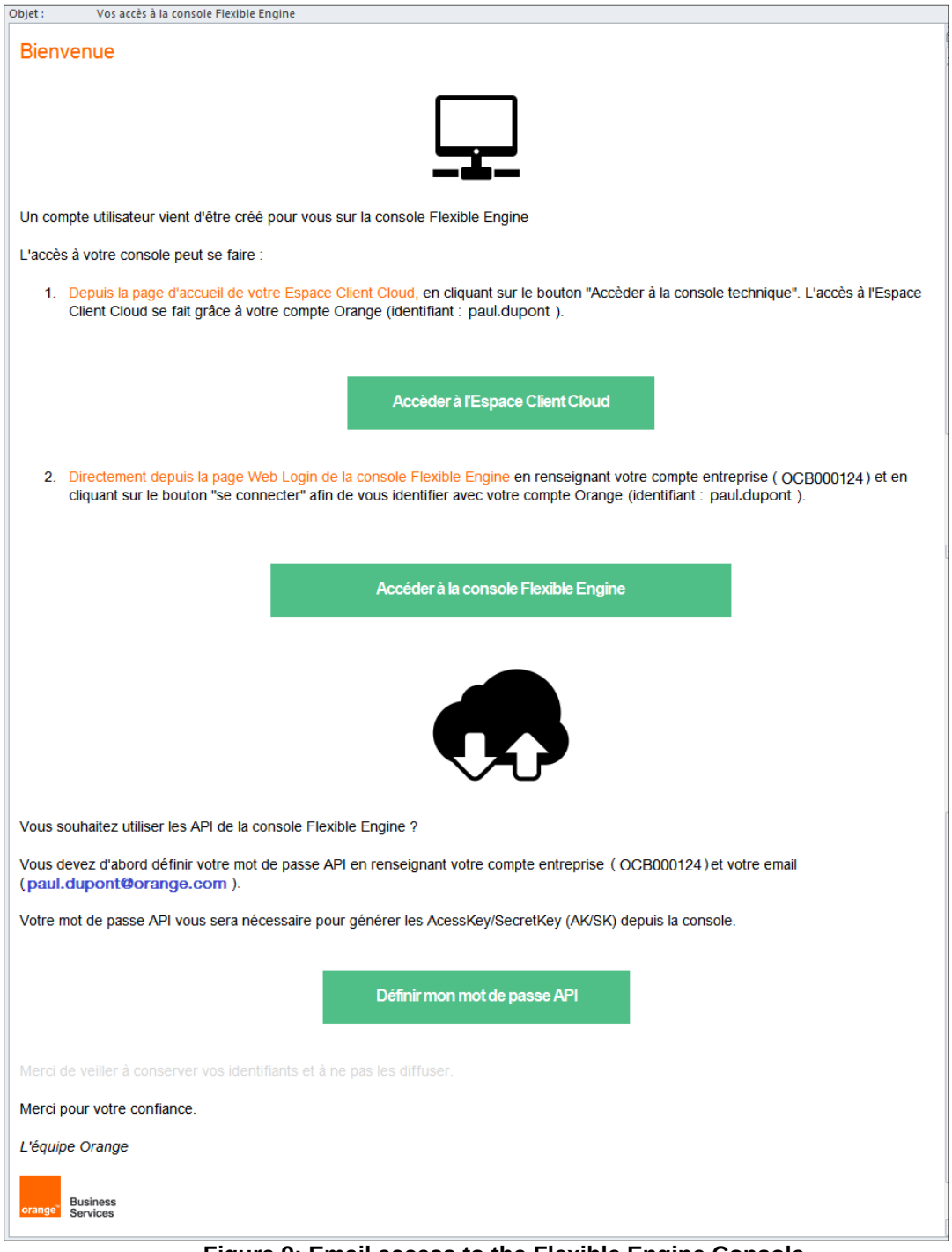


Figure 8: ID request confirmation

You will then be able to access the Cloud Client Space at the following url:
https://selfcare.cloud.orange- business.com/

4. Login to your Flexible Engine console

When one or more roles have been defined for you on the Flexible Engine Console to allow you to manage your Cloud resources (see *5.9.1.2.1 Adding a Role on the Flexible Engine Console*), an access email is sent to you to explain how to connect to it (see *Figure 9: Flexible Engine Console Access Email)*.



Objet : Vos accès à la console Flexible Engine

Bienvenue

Un compte utilisateur vient d'être créé pour vous sur la console Flexible Engine

L'accès à votre console peut se faire :

1. Depuis la page d'accueil de votre Espace Client Cloud, en cliquant sur le bouton "Accèder à la console technique". L'accès à l'Espace Client Cloud se fait grâce à votre compte Orange (identifiant : paul.dupont).

Accèder à l'Espace Client Cloud

2. Directement depuis la page Web Login de la console Flexible Engine en renseignant votre compte entreprise (OCB000124) et en cliquant sur le bouton "se connecter" afin de vous identifier avec votre compte Orange (identifiant : paul.dupont).

Accéder à la console Flexible Engine

Vous souhaitez utiliser les API de la console Flexible Engine ?

Vous devez d'abord définir votre mot de passe API en renseignant votre compte entreprise (OCB000124) et votre email (paul.dupont@orange.com).

Votre mot de passe API vous sera nécessaire pour générer les AcessKey/SecretKey (AK/SK) depuis la console.

Définir mon mot de passe API

Merci de veiller à conserver vos identifiants et à ne pas les diffuser.

Merci pour votre confiance.

L'équipe Orange

orange Business Services

Figure 9: Email access to the Flexible Engine Console

This email contains 3 important information:

- it reminds you of **the Orange account (login)** with which you will be able to identify yourself on the Cloud Client Space or directly on the Flexible Engine console via the Web Loginform,
- it tells you **the company account (in OCBxxxxxx format** where xxxxxx is a number**)** that you will have to indicate by connecting directly on the Flexible Engine console life the Web Login or API Loginform,
- it reminds you of the **email address** that was used to create your user account and that you will need to set your APIpassword.

There are 2 ways to access your Flexible Engine console:

- from your Cloud Client Area (see *4.1 Accessing your Flexible Engine console from your Cloud Client Area*),
- directly from the Flexible Engine console via the Web Login form (see: *Figure 9: Email access to the Flexible Engine console)*.

4.1. Access your Flexible Engine console from your CloudClient Space

After you have authenticated to your Sewing Customer Area (see Chapter *3 - Authenticating* to your*Cloud Customer Area*), you can access your Flexible Engine console at any time (if you have received an email accessing the console for the contract concerned):

- by clicking on the ***Access the Technical Console*** button located in the contract carousel on the home page of your customer space (see *Figure 10: Accessing* the *Flexible Engine Console from the home page of your customer space)*.

  You will then be redirected in SSO (Single Sign On) to your Flexible Engine console without to re-authenticate.

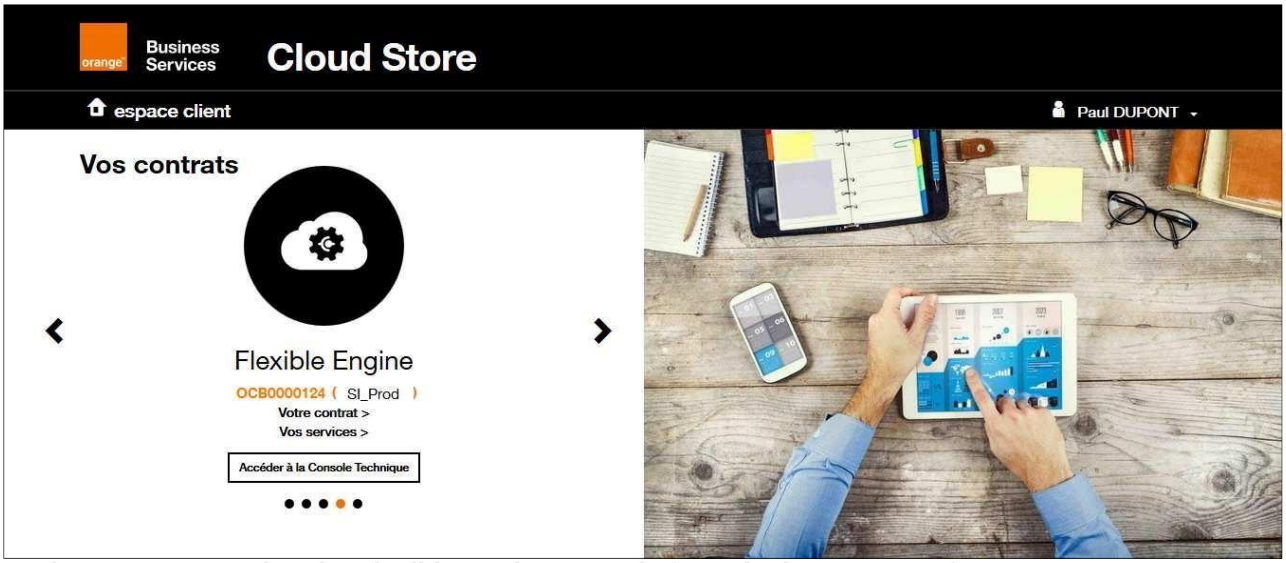


Figure 10: Accessing the Flexible Engine console from the home page of your customer area

- by clicking on *the* ***Access the Technical Console*** button located in the Dashboard section (see *Figure 11: Accessing your Flexible Engine console from the Dashboard section of your contract*.

You will then be redirected in SSO (Single Sign On) to your Flexible Engine console without to re-authenticate.

To access the ***Dashboard*** section of your contract, you must at least have the visitor right on this section (for more details, see Dashboard section).

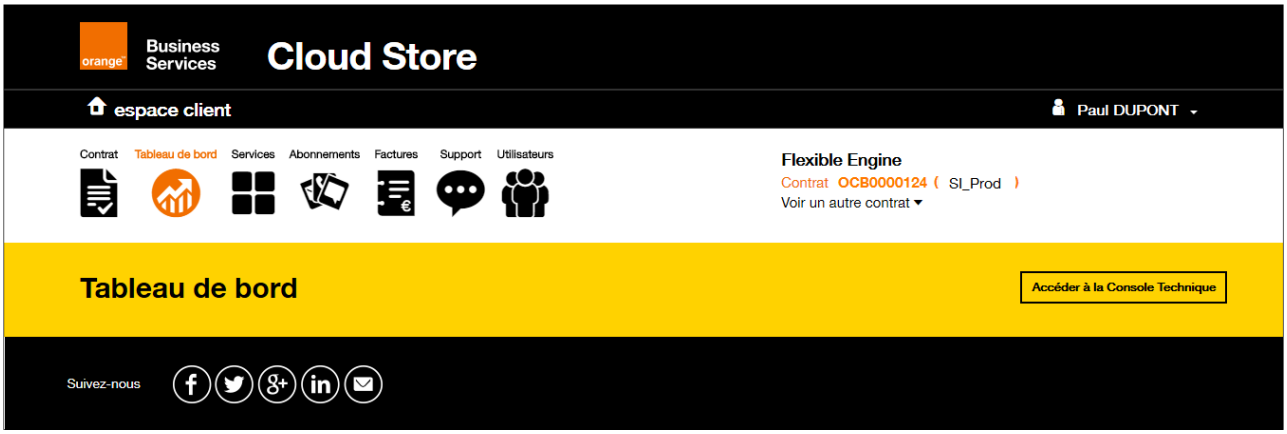


Figure 11: Accessing your Flexible Engine console from the dashboard section of your contract

4.2. Direct access to your Flexible Engineconsole

Your Flexible Engine console can be accessed at the following URL: https: //console.prod-cloud-ocb.orange-business.com

When you directly access your Flexible Engine console without first authenticating yourself on your customer area, you are redirected to the Web Login authentication form of your Flexible Engine console (see *Figure 12: Web Login authentication form of your* Flexible Engine console*)*.

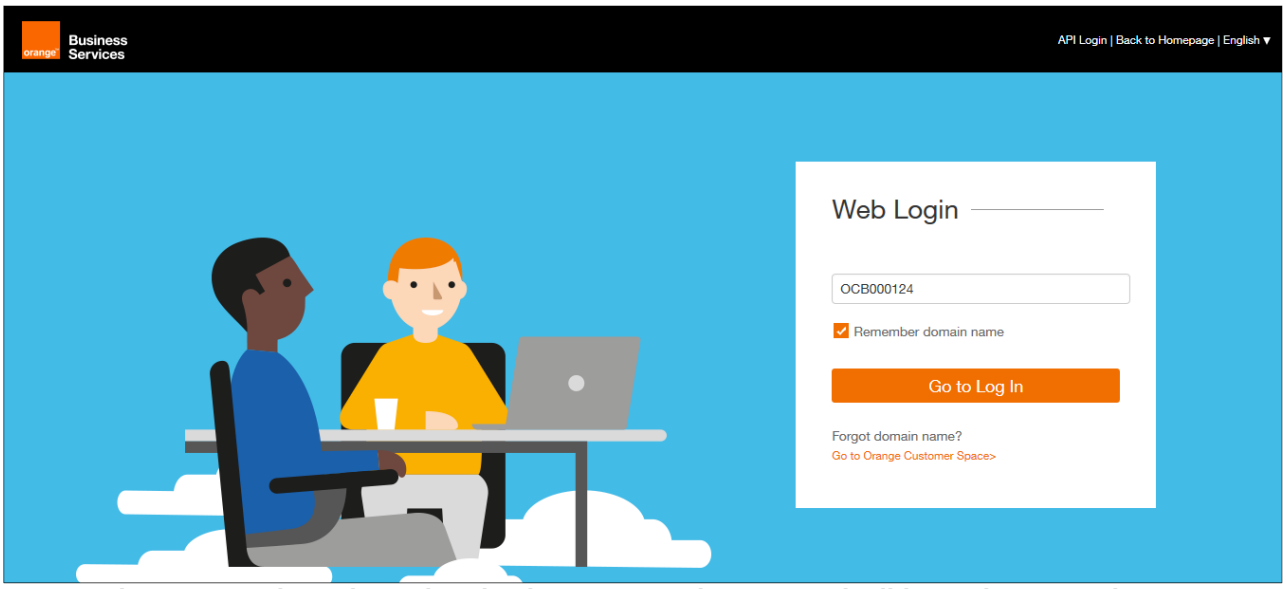


Figure 12: Web Login Authentication Form Login to your Flexible Engine Console

The connection to your Flexible Engine console is done in 2 steps:

4.2.1. Step 1: Fill in your company account (or domain name)

To log in, you must first enter your ***company account*** (or ***domain name***) that corresponds to the identifier in **OCBxxxxxxxx** format that was sent to you in the access email to your Flexible Engine console (see *Figure 13: Extract from the access email* to your *Flexible Engine console explaining where to find your*company *account identifier)*.

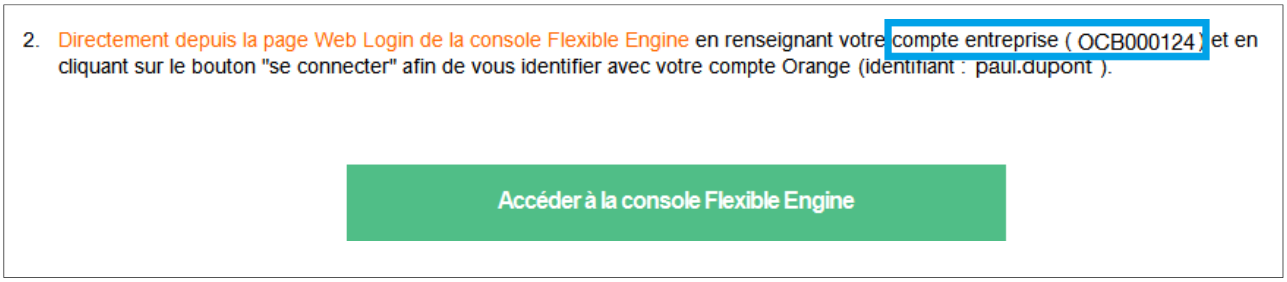


Figure 13: Extract from the access email to your Flexible Engine console explaining where to find your company account identifier

Once your company account is filled in, you can click on the ***Go*** to***log in*** button . You will then be redirected to an authentication page asking for your login and password.

Note : Don't forget to check the box ***Remember my Business Account*** (or ***Remember domain name***) so you don't have to enter your account every time.

4.2.2. Step 2: Enter your username andpassword

After clicking on the ***Go to log in*** button , you are then redirected to an authentication page asking for your login and password (see *Figure 15*).
Authentication for direct access to the Flexible Engine console).

To log in, you must *first enter your* ***Orange account ID*** that corresponds to your *Orange accountthat* was sent to you in the access email to your Flexible Engine console (see *Figure 14: Extract from the access email to your Flexible Engine console explaining where to find your Orange account ID).*

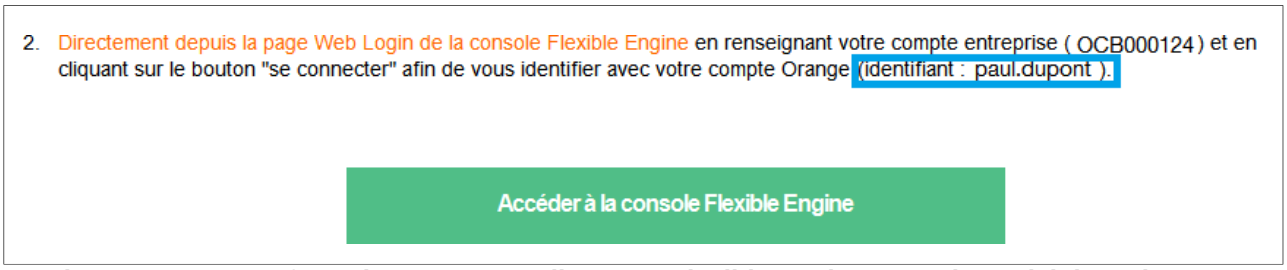


Figure 14: Excerpt from the access email to your Flexible Engine console explaining where to find your Orange account ID

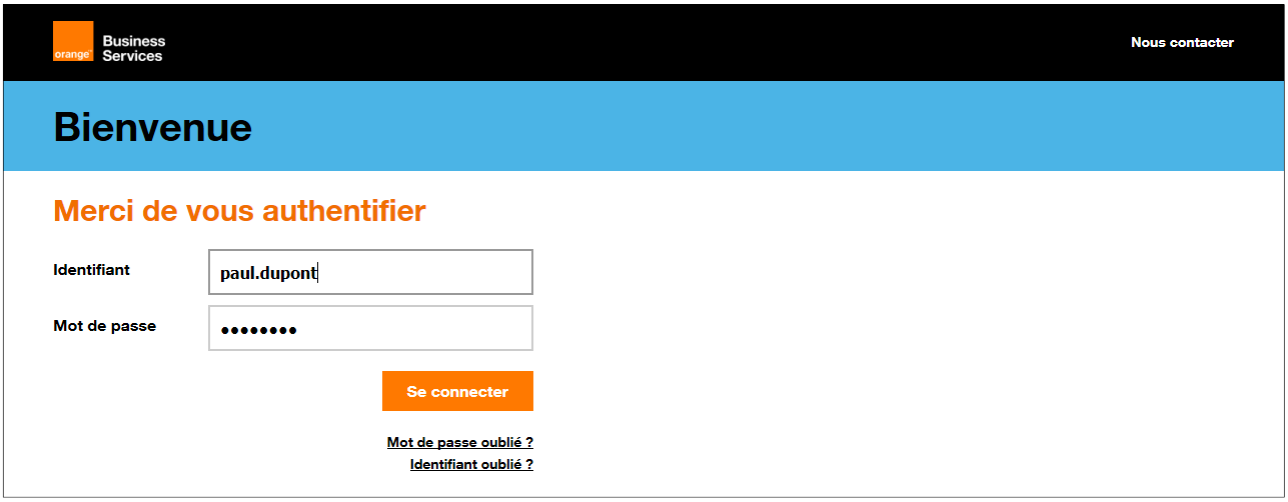


Figure 15: Authentication for direct access to the Flexible Engine Console

Then you must enter your password. This is the password associated with your Orange account (the one that allows you to connect to your Cloud Customer Space).

If you have forgotten your password, you can click on the ***Forgot Password?*** link and follow the procedure described in Chapter *3.3 Forgot Password*.

Once you have entered your username and password, you can then click on the ***Login*** button . You are then redirected to the home page of your Flexible Engine console (see *Figure 16: Home page of your Flexible Engine console)*.

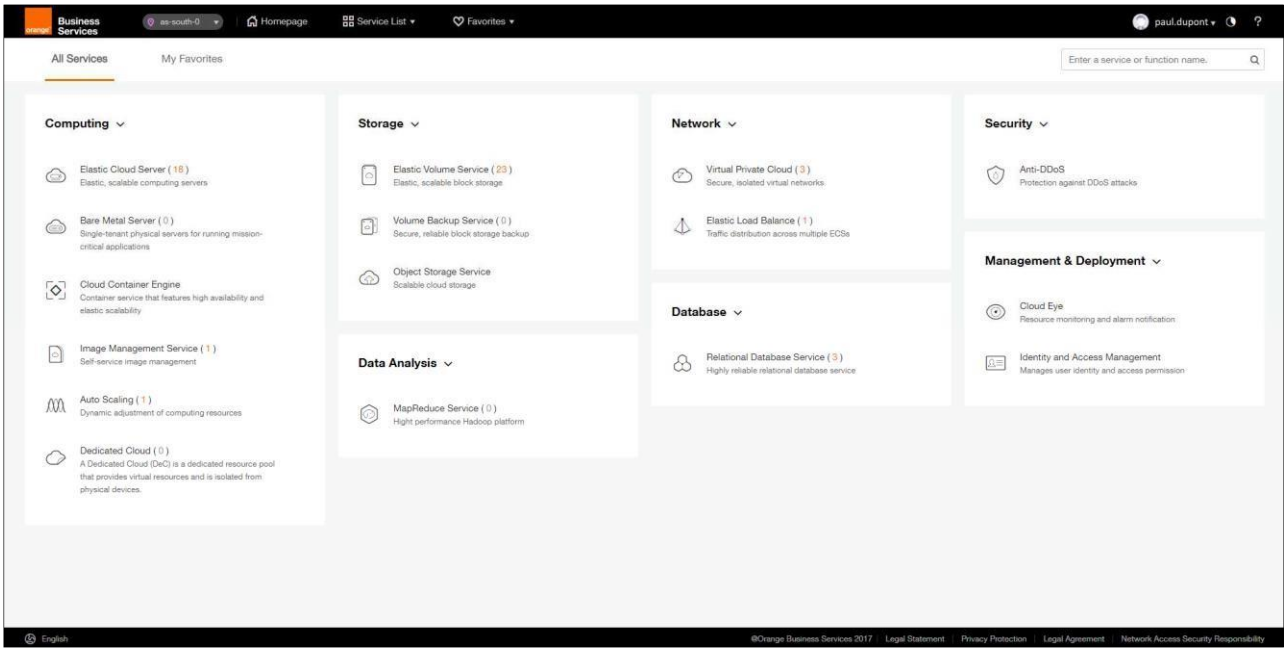


Figure 16: Home page of your Flexible Engine console

5. Your Cloud Client Area

Once your login credentials have been validated, you then access the home page of your customer area.

5.1. Homepage

The home page of your customer area allows you to view (see *Figure 17: Cloud Customer Area home page) :*

- in the ***Your contracts*** section , the Flexible Engine contract(s) on which you have been declared (you will see 1 Flexible Engine contract per tenant).

  From this section you can access :

- on the home page of the selected contract by clicking on the contract logo or on the link ***Your*** Contract ***>,***
- to the catalog of services available for your contract by clicking on the link ***Your Services >***. This link is only displayed if you have at least the *visitor* profile on the services of your contract (see definition of profiles),
- to your Flexible Engine technical console in SSO (Single Sign On) by clicking on the ***Access*** the ***Technical Console*** .

- in the ***Services*** section , a list of services that might be of interest to you on the Flexible Engine offer.

  From this section, you can access all the services of your contract by clicking on the ***View Catalog*** button . The services as well as the button are only displayed if you have at least the *visitor* profile on the services of your contract (see definition of profiles).

- in the section ***Your last orders***, the last 3 orders you made from your customer area,

  From this section, you will be able to access all your orders by clicking on the ***View Orders*** button .

- in the ***Discover our news*** section ***!*** a link to Orange cloud for Business news,

- in the section ***One question? A need?*** A link to the contact form.

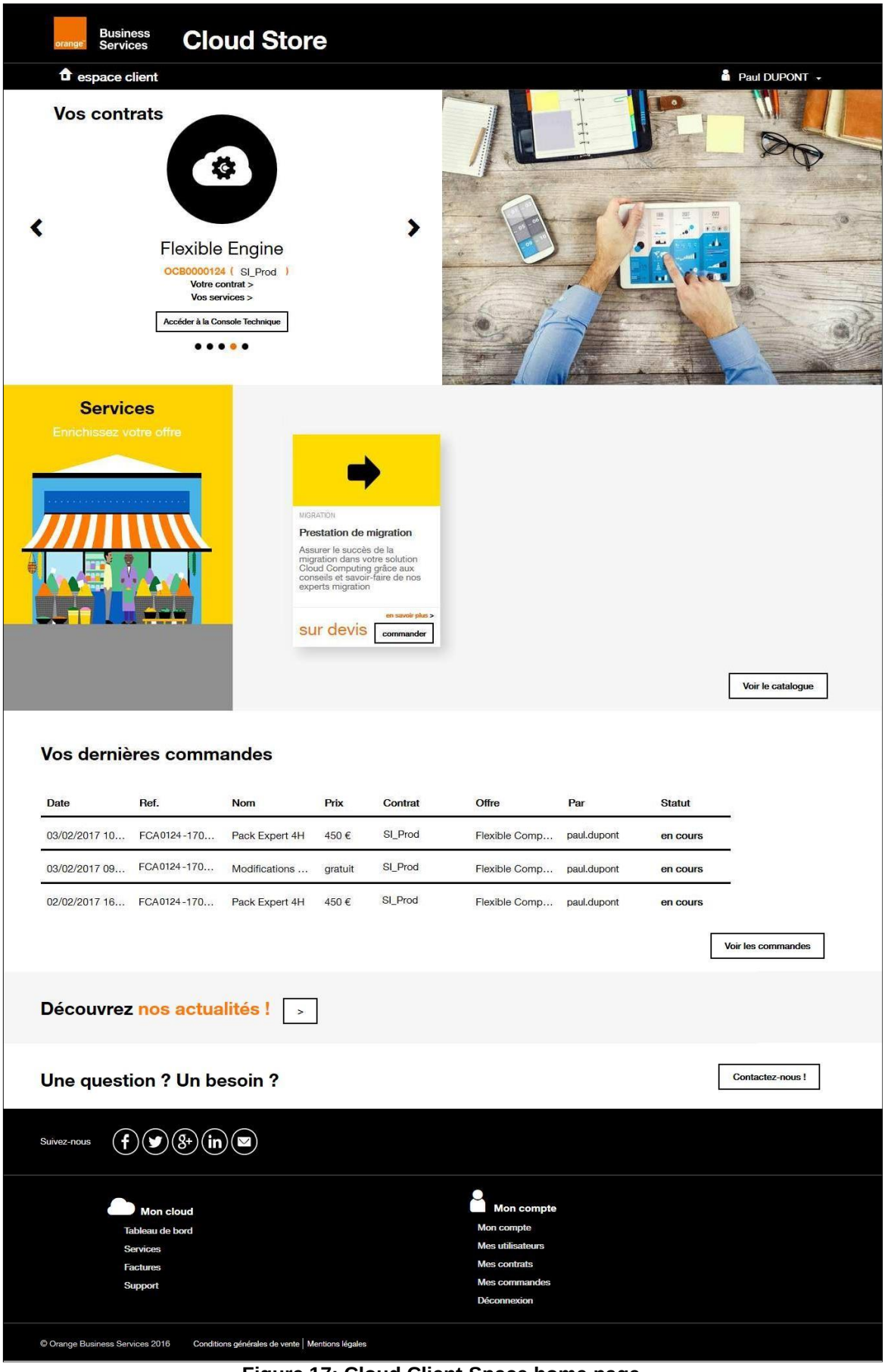


Figure 17: Cloud Client Space home page

From the home page and at any time on your customer area, the ***My Account*** drop-down menu (located under your login ID, see *Figure 18: My Account Menu*) allows you to :

- access your account, orders and contracts,
- to change your password,
- to change the display language of your customer area (French or English),
- to log out.

Figure 18: *My Account*Menu

5.2. Home page of your contract

5.2.1. Presentation

There are several ways to access the home page of one of your contracts (see *Figure 19: Contract home page) :*

- from the home page of your customer area, by clicking on the logo of your contract,
- from the home page of your customer area, by clicking on the link ***Your contract >,***
- from the My Account drop-down menu, by clicking on the name of a contract.

The home page of your contract allows you to view :

- in the ***Your contract*** section , the general information concerning your contract, (a *Visitor* does not allow to visualize the paragraph "Company", nor the button "Access to your document space", when it exists in the offer)

- in the ***Your Orders*** section , the last 3 orders you placed on this contract,
  From this section, you will be able to access all your orders by clicking on the ***View All Orders*** button .

- in the ***Your rights*** section , the list of the rights that have been assigned to you on the different sections of your customer area or applications related to your contract (to understand your rights, refer to the chapters *Your rights according to your profile of* the different sections),

- in the ***Our Services*** section , a list of services that may be of interest to you on your Flexible Engine contract.

  From this section, you will be able to access all the services of your contract by clicking on the ***View Catalog*** button . The services as well as the button are only displayed if you have at least the *visitor* profile on the services of your contract (see definition of profiles).

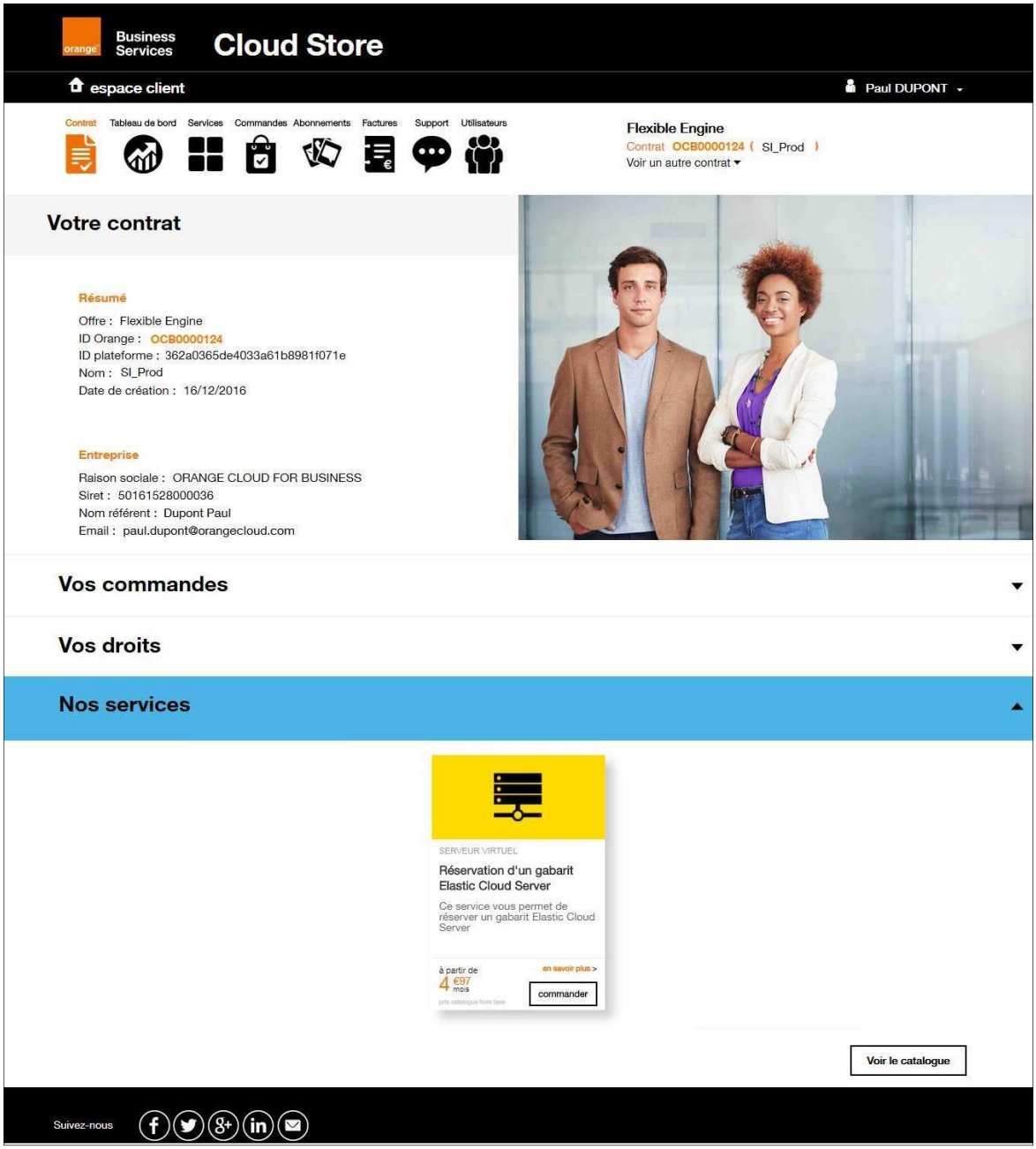


Figure 19: Contract Home Page

5.2.2. Your rights on the Contract section according to your profile

Features / Profile	No Rights	Visitor	Manager	Remarks
View paragraph ''Company''			X	
Button ''Access to your documentary space			X	

5.3. Dashboard section

5.3.1. Presentation

To access the Dashboard section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, refer to the chapter Your rights on the Dashboard section according to your profile).

The Dashboard section allows you (see *Figure 20: Flexible Engine Contract Dashboard) to* access your Flexible Engine Technical ***Console*** in SSO (Single Sign On) by clicking the Access ***Technical Console*** button to manage the virtual infrastructure associated with your contract,

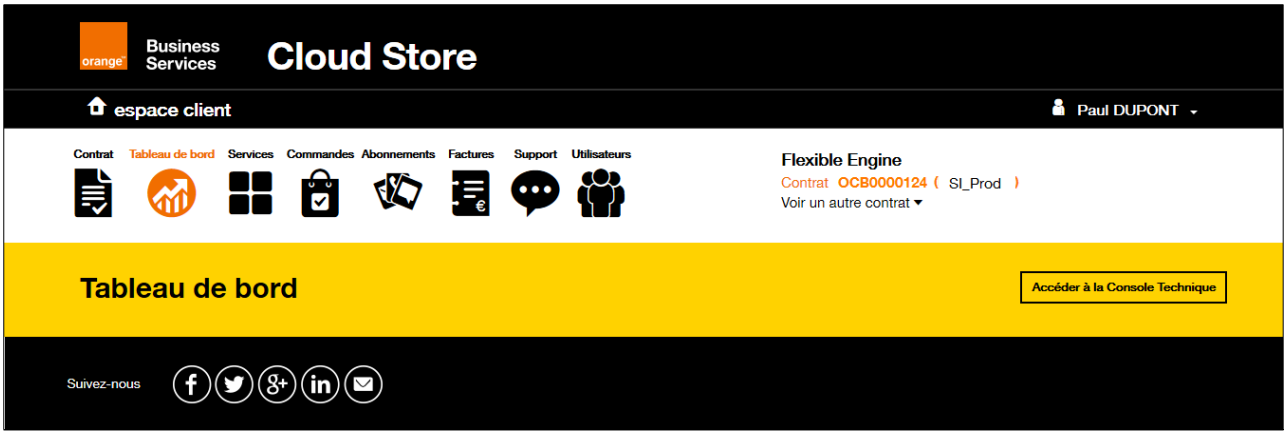


Figure 20: Flexible Engine Contract Dashboard

5.3.2. Your rights on the Dashboard section according to your profile

Features / Profile	No rights	Visitor	User with right console	Remarks
Button to access the console technique			X	

5.4. Orders section

5.4.1. Presentation

To access the Orders section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, please refer to the chapter *Your rights on the Orders section according to your profile*).

The Commands section allows you (see *Figure 21: Commands)* :

- to view all orders related to the contract, all users combined,
- to search for an order,
- to sort the orders according to the field you are interested in
- get more details by clicking on the link at theflèche end of the line

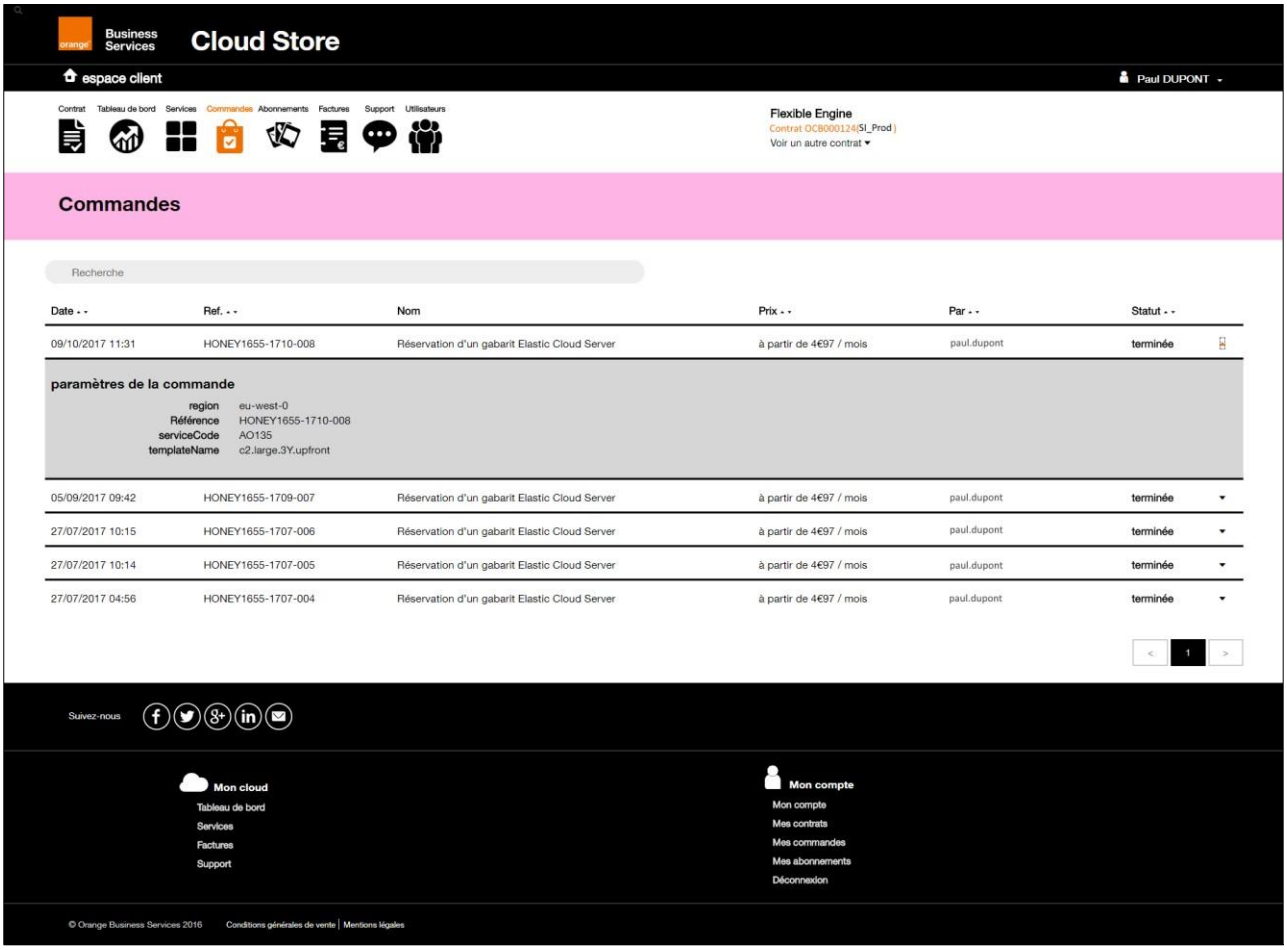


Figure 21: Controls

5.4.2. Your rights on the Orders section according to your profile

Features / Profile	No rights	Visitor	Remarks
Go to the section		X	Simple reading. The Referrer has the right to visit

5.5. Subscriptions section

5.5.1. Presentation

To access the Subscriptions section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, refer to the chapter *Your rights on the Services section according to your profile*).

The Subscriptions section allows you (see *Figure 22: Subscriptions linked to the Flexible Engine offer) :*

- to view all the subscriptions linked to the contract,
- to search for a subscription,
- to sort the subscriptions according to the field you are interested in,
- to obtain more details by clicking on the arrow link at the end of the line, and to access in this space to the order by an additional click on the "Associated order".

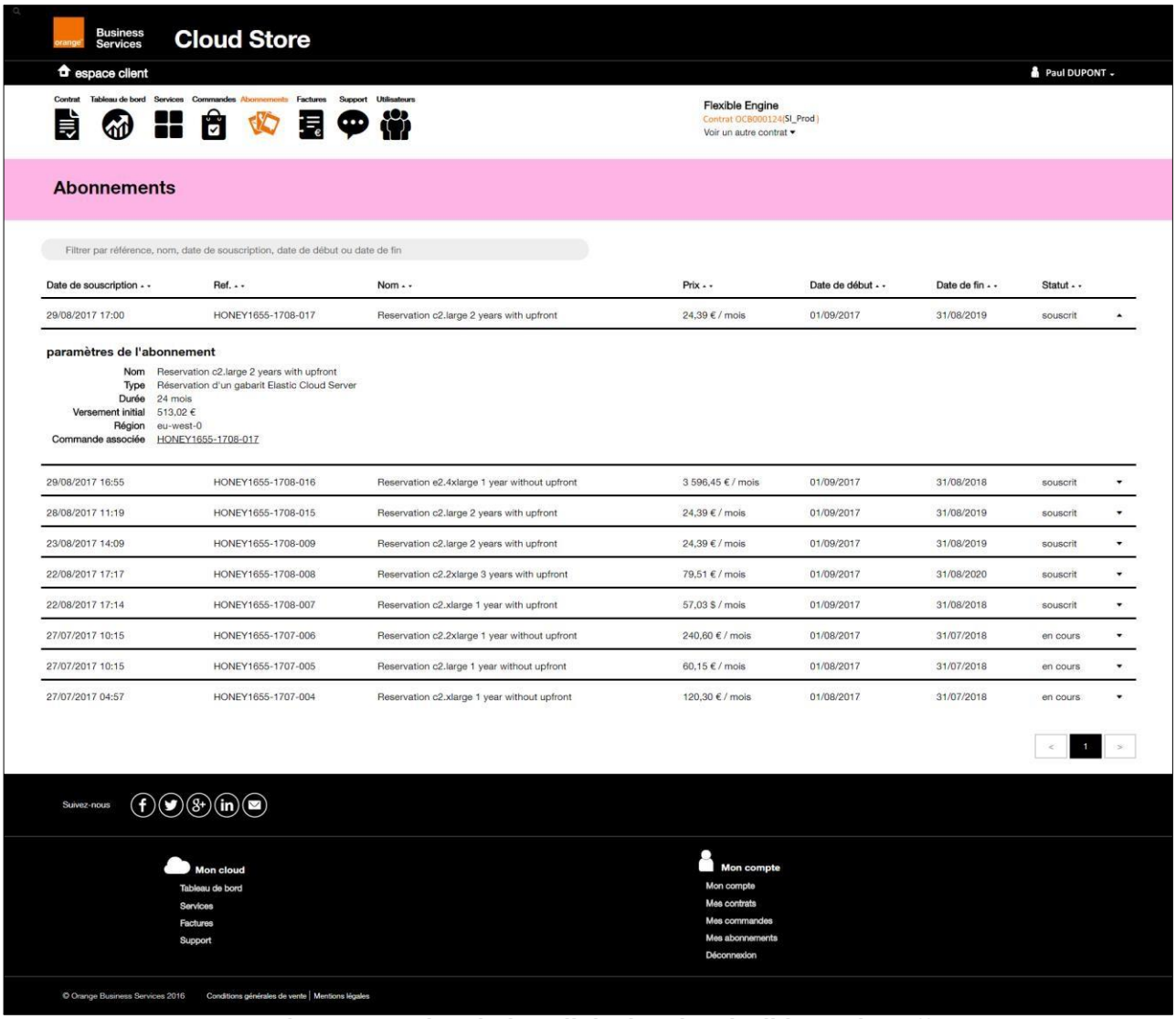


Figure 22: Subscriptions linked to the Flexible Engine offer

5.5.2. Subscription status

Subscriptions experience different statuses during their life cycle. These statuses are visible in the last column of the subscription list.

CAUTION,

The statuses only appear when the order is validated and passes to the "**COMPLETED**" status. Before, the subscription does not appear in the subscription section: only the linked order is accessible from the customer area.

The subscription statuses, linked to event dates, are as follows:

1. You can "**subscribe**" as long as the subscription start date (sometimes the first day of the month following the order) has not been reached,
2. The subscription will be considered "in **progress**" as long as the subscription end date has not passed,
3. When the subscription end date has passed, the subscription is "**terminated".**

5.5.3. Your rights on the Subscriptions section according to your profile

Features / Profile	No rights	Visitor	Manager	Remarks
Go to the section		X	X	

5.6. Services section

5.6.1. Presentation

To access the Services section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, refer to the chapter Your rights on the Services section according to your profile).

The Services section allows you to (see *Figure 23: Service Catalog related to the Flexible Engine offering*) :

- to view all the services offered in direct order from your customer area (new services will arrive soon),
- to access your Change Requests area by clicking on the ***Manage your services*** button. This button is only displayed if you already have a user account on this application.
- search for a service in the catalog from the dedicated search area,
- to sort the services according to the category you are interested in,
- to obtain more information on one of the services you are interested in by clicking on the following link
  learn more > of a given service,
- to order a service by clicking on the ***Order*** button (see chapter *Ordering a service*). To be able to order a service, you will need to have the *Manager profile* on the Services section of your contract.

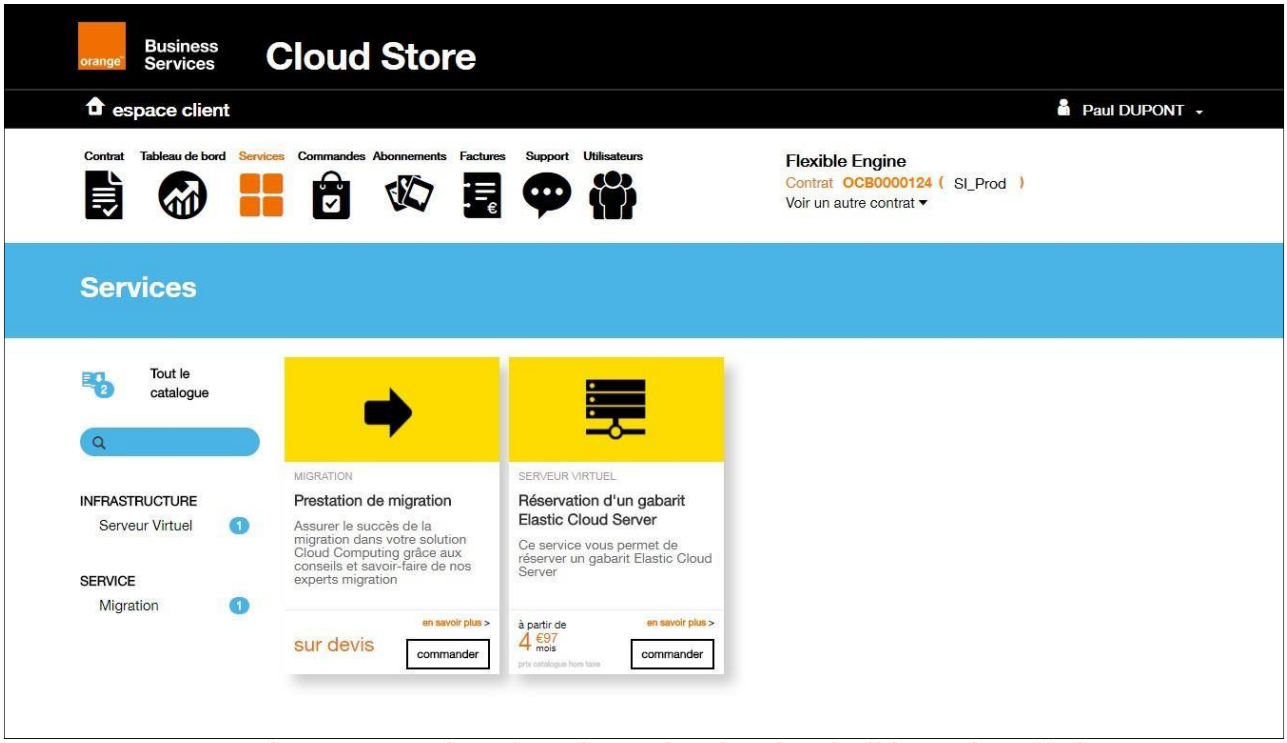


Figure 23: Catalog of services related to the Flexible Engine offering

5.6.2. Ordering a service

If you have a *Manager profile in* the Service section of your contract, you can then order services directly from your customer area.

When you click on the ***Order*** button, an order form opens (see *Figure 24: Example of an order form for a service)* so that you can fill in the necessary information to take an order (most often, this is the information concerning the person to contact for the implementation of the service).

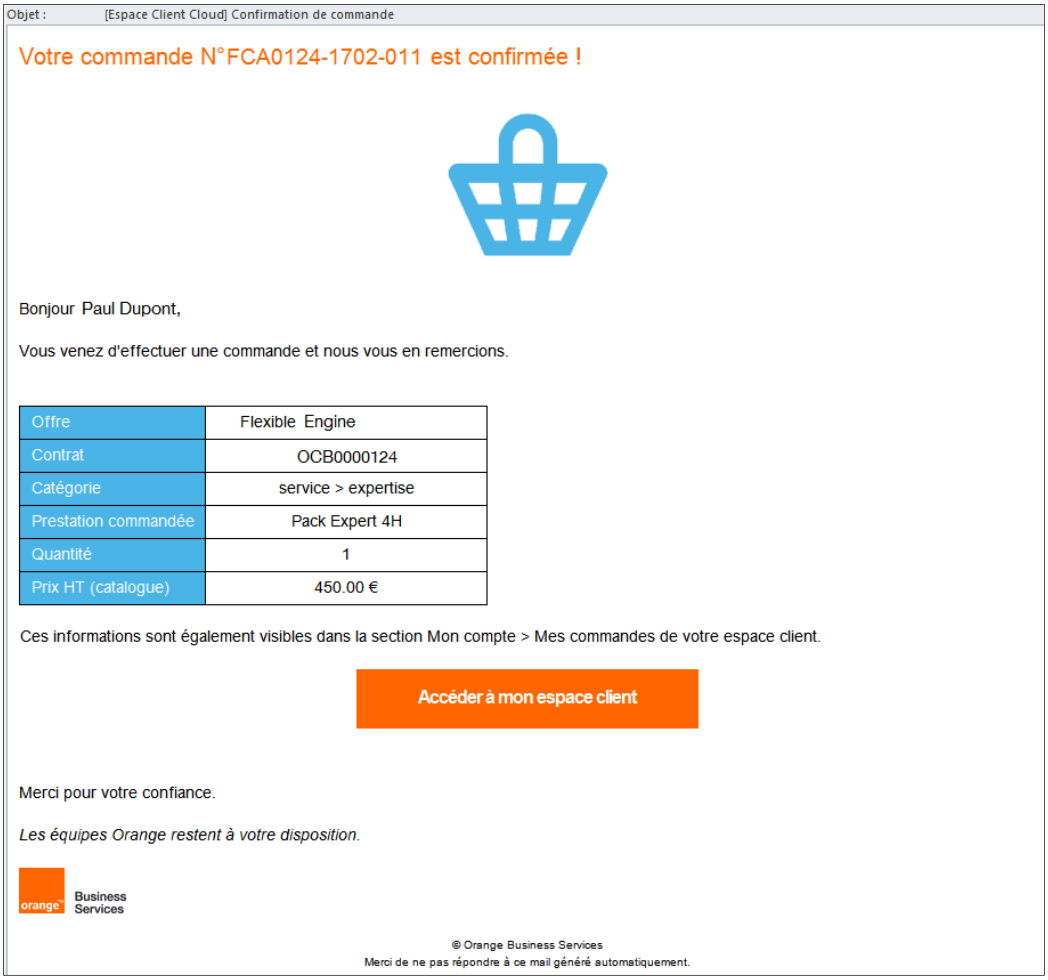
Once you have entered all the required information (marked with an asterisk *), you can then click on the ***Order*** button to confirm your order.

Attention, there is no additional step, the fact of clicking on the Order button in the order form, validates this order definitively.

Figure 24: Example of a service order form

Once the order has been validated, a confirmation email is sent to you in order to summarize your order (see *Figure 25: Example of an order confirmation email).*

You can then view and track the status of your order in My Account > My Orders.



Objet : [Espace Client Cloud] Confirmation de commande

Votre commande N°FCA0124-1702-011 est confirmée !

Bonjour Paul Dupont,

Vous venez d'effectuer une commande et nous vous en remercions.

Offre	Flexible Engine
Contrat	OCB0000124
Catégorie	service > expertise
Prestation commandée	Pack Expert 4H
Quantité	1
Prix HT (catalogue)	450.00 €

Ces informations sont également visibles dans la section Mon compte > Mes commandes de votre espace client.

Accéder à mon espace client

Merci pour votre confiance.

Les équipes Orange restent à votre disposition.

orange Business Services

© Orange Business Services
Merci de ne pas répondre à ce mail généré automatiquement.

Figure 25: Example of an order confirmation email

5.6.3. Your rights on the Services section according to your profile

Features / Profile	No rights	Visitor	Manager	Remarks
View the catalog from services		X	X	
Search the catalog		X	X	
View details of a service		X	X	
Order a service			X	
Manage your services button		X	X	This button is only displayed if you have a user account on the Request for Changes application on the CET (Corporate Customer Area https://espaceclient.orange-business.com/)

5.7. Invoices section

5.7.1. Presentation

To access the Invoices section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, refer to the chapter Your rights on the Invoices section according to your profile).

The Invoices section allows you to (see *Figure 26: Invoices Associated with Your Flexible Engine Contract*) :

- view contact information for your Invoice Reception service,
- to view your last invoice as well as the history of your last invoices. In order to view invoices, you will need to have the *Manager profile* on the Invoices section of your contract,
- view the history of your usage reports and pre-invoices. To view usage reports and pre-invoices, you must have the *Manager profile* on the Invoices section of your contract,

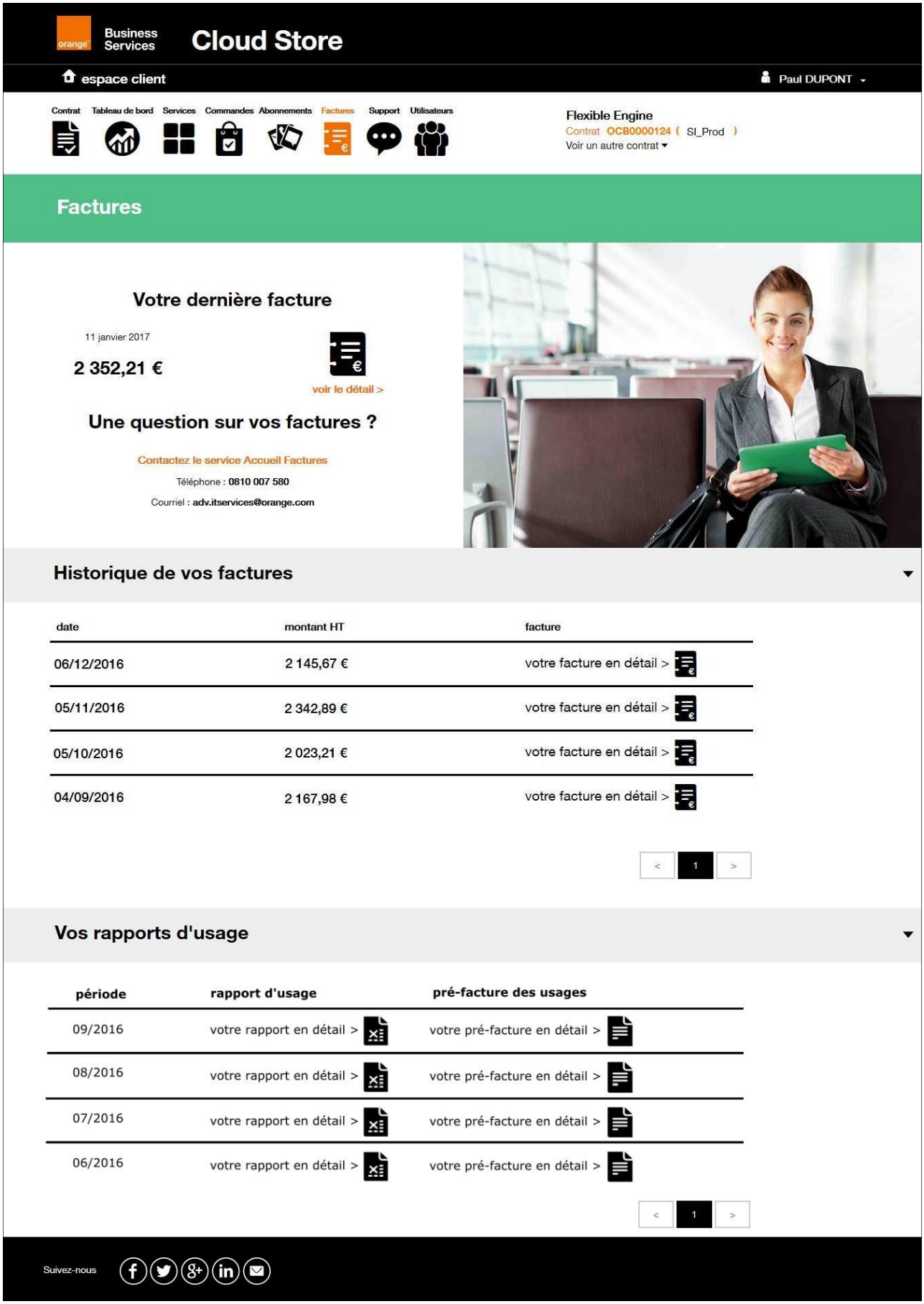


Figure 26: Invoices Associated with Your Flexible Engine Contract

5.7.2. Your rights on the Invoices section according to your profile

Features / Profile	No Rights	Visitor	Manager	Remarks
View information from contact department of the Home invoices		X	X	
View invoices and their amounts			X	
View usage reports and pre-invoicing			X	

5.8. Support section

5.8.1. Presentation

To access the Support section of your contract, *you must have at least the Visitor profile on this section* (to understand your rights, refer to the chapter Your rights on the Support section according to your profile).

The Support section allows you (see *Figure 27: Support page for your Flexible Engine contract*) :

- view contact information for your Customer Support Center,
- to access your Incidents area by clicking on the ***Open an incident ticket*** button. This button only appears if you already have a user account on this application.

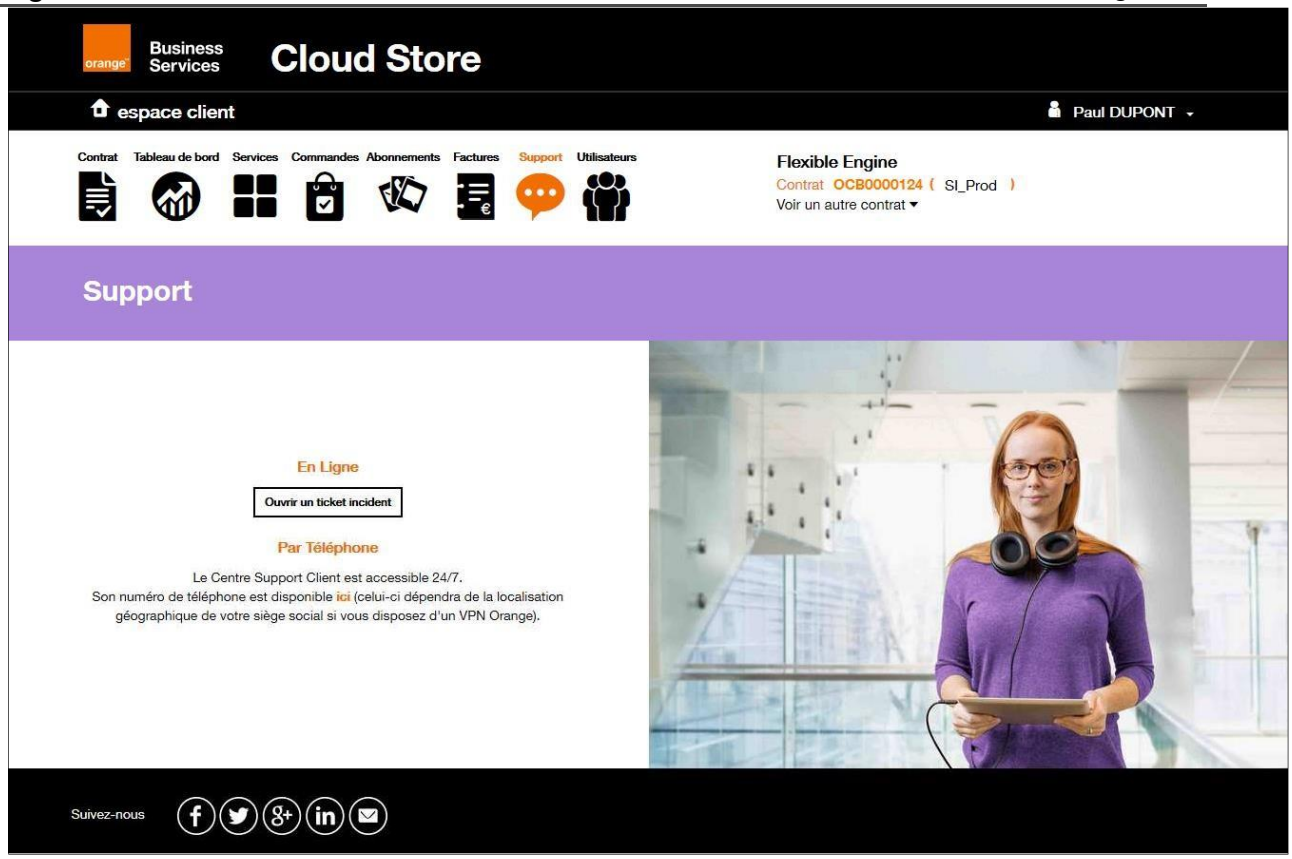


Figure 27: Support page for your Flexible Engine contract

5.8.2. Your rights on the Support section according to your profile

Functions/Profile	No rights	Visitor	Manager	Remarks
Visualise the information of contact of Client Centre Support		X	X	
Button to open an incident ticket		X	X	This button is only displayed if you have a user account on the application incidents on the CCA (corporate commercial area) Accessible by URL https://espaceclient.orange-business.com/)

5.9. Users Section

The "Users" section is composed of two tabs or sub-sections. The sub-section "Flexible Engine Console Users" is a subset of the "Customer Area Users" section that includes users with a role on the Flexible Engine Console.

The relationships between the two sub-sections are as follows.

- From the sub-section "Users of the customer area",
    - it is possible to manage users of the Flexible Engine Console, these users will also appear in the "Users of the Flexible Engine Console" section.
- From the "Users of the Flexible Engine Console" sub-section,
    - It is not possible to delete a user from the CloudStore customer area,
    - It is possible to add a user to the list of "Flexible Engine Console Users", which will also appear in the sub-section "User list".
      "Users of the customer area".

5.9.1. Sub-section: Customer Area Users

- Presentation

To access the Users tab of the customer area, *you must have the Visitor or Manager profile on the Users section* (to understand your rights, refer to the chapter Your rights on the Support section according to your profile). The *Flexible Engine Console Manager profile* does not have access to the Users tab in the Customer Center.

The Users section of the Customer Area allows you to (see *Figure 28: Management page for users associated with your contract*) :

- to view the information of the users declared on your contract,
- to search for a user declared on your contract,
    - to add a new user to your contract by clicking on the ***Add User*** button. To be able to add a user, you will need to have the *Manager profile* on the Users section of your contract,
    - to change the roles of a user by clicking on the icon . To be able to modify a user's roles, you will need to have the *Manager profile* on the Users section of your contract,
- In this section "Customer Area Users" it is possible to :
    - to remove access to the contract to a user previously declared on your contract by clicking on the icon . To perform this action, you must have the *Manager profile* on the Users section of your contract.

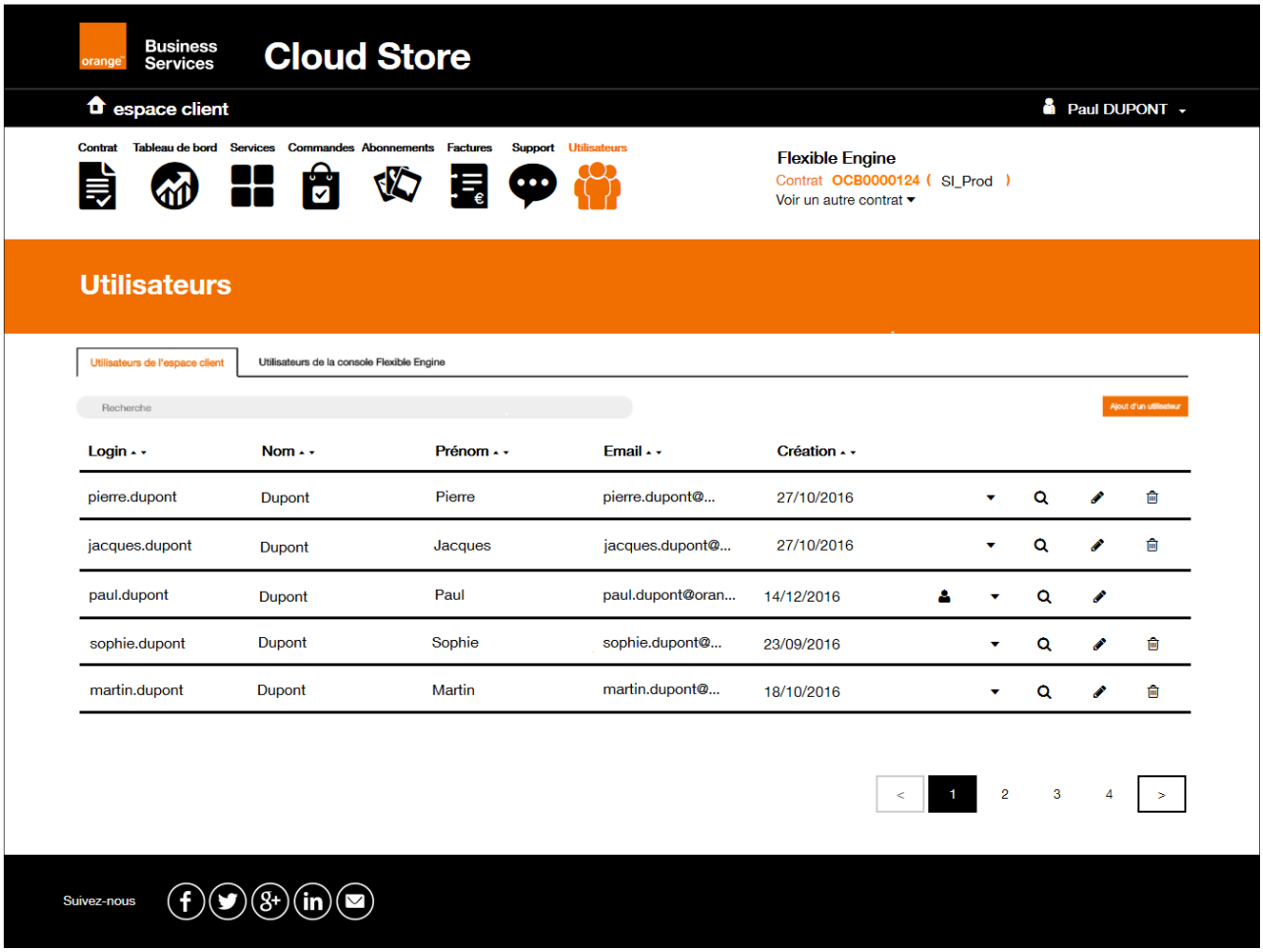


Figure 28: Management page for users associated with your contract

- ## Adding a user

If you have a *Manager profile in* the User section of your contract, you can then add a new user to your contract from your customer area.

When you click on the ***Add User*** button, a 3-step form opens (see Figure 29: Add User Form - Step 1) for you to fill in the information needed to add this new user :

- **Step 1: User's personal information to be added to the contract**

  Enter the personal information of the user you wish to add to your contract (see *Figure 29: User Addition Form - Step 1).*

  Please make sure to fill in all the required information (marked with an asterisk *) in order to proceed to the next step.

  Remarks concerning the login field :

  - This field must contain between 8 and 64 alphanumeric characters (without accent) or special characters (among . _ -),
  - If a different login is already associated with the email address of the added user, the existing login will be used (and not the one entered in the form) in order to avoid identity duplications.

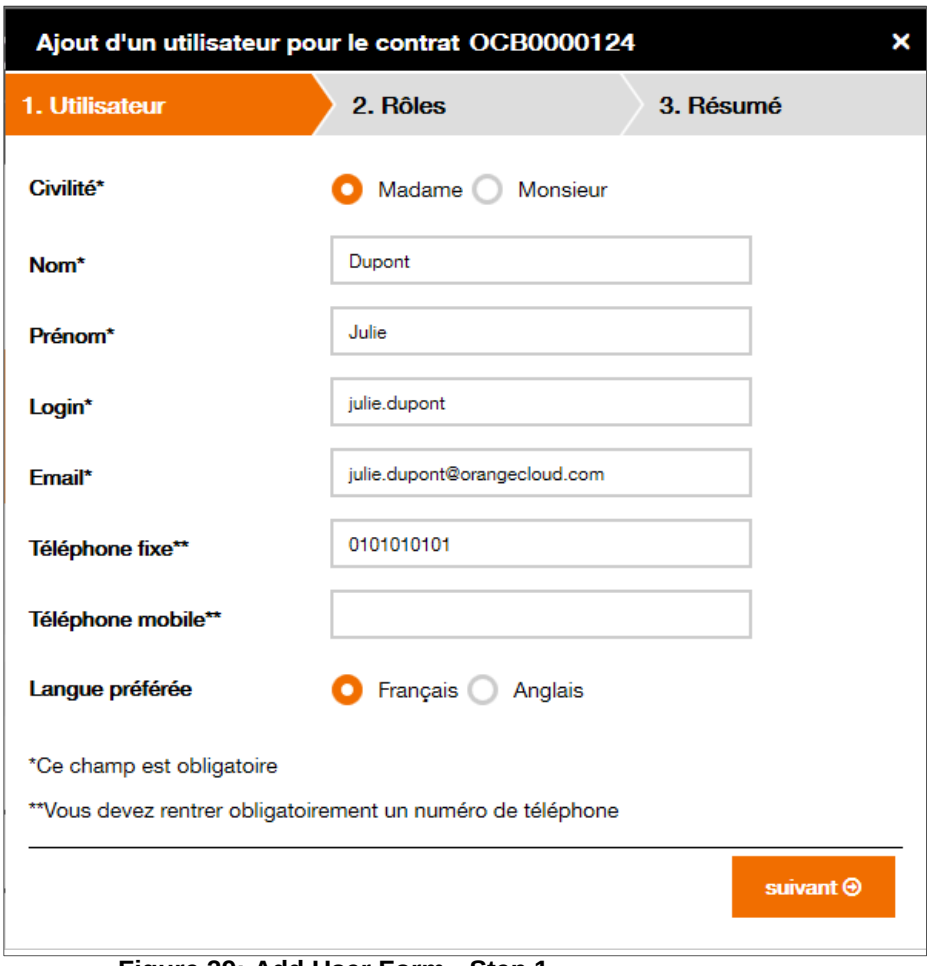


Figure 29: Add User Form - Step 1

- **Step 2: User roles to be added on the contract**

  Choose the role you wish to assign to the new user for each section of your customer area (Contract, Dashboard, Services, Orders, Subscriptions, Invoices, Support, Users and Flexible Engine Console ⓪ see *Figure 30: Form to add a user - step 2).*

  For each section of the Customer Area, you will have the choice between 2 to 3 roles (No access, Visitor and Manager).

  For the **Contract** section, you will have the choice between 2 predefined roles (***Manager*** ⓪ role assigned by default which allows you to view all the information of the contract, ***Visitor*** ⓪ role allowing you to view neither the Company paragraph of "Your contract" nor the button "Access to the document space" when it is proposed by the offer)

  For the **Commands** section, you will have the choice between 2 predefined roles (***No€*** role assigned by default which does not allow access to the section, ***Visitor€*** role assigned by default to a referrer, which allows him to access the section in read-only mode).

  For the **Flexible Engine console** section, you will have the choice between 3 predefined roles (***admin*** ⓪ higher level rights to manage Cloud resources and user groups, ***power_user*** ⓪ ❒♓♑♒♦ ♦☐ manage only Cloud resources and ***guest*** ⓪ right to access the read-only console).

  User groups created directly from the Flexible Engine Console by your Flexible Engine Console administrator will also be displayed among the available roles in the Users section and can be selected.

Once the user roles have been defined, click the ***Next*** button to proceed to the last step.

Figure 30: Add User Form - Step 2

- **Step n°3: Summary of your information**

  Verify the information entered previously: in case of error, you can click on the ***Back*** button to go back to step n°1 or n°2, otherwise click on the button

Finish to add the new user to your contract (see *Figure 31: Add User Form - Step 3).*

In a few seconds, you will see the new user added to the list of users in your contract and he will receive an email allowing him to access the Cloud Client Space.

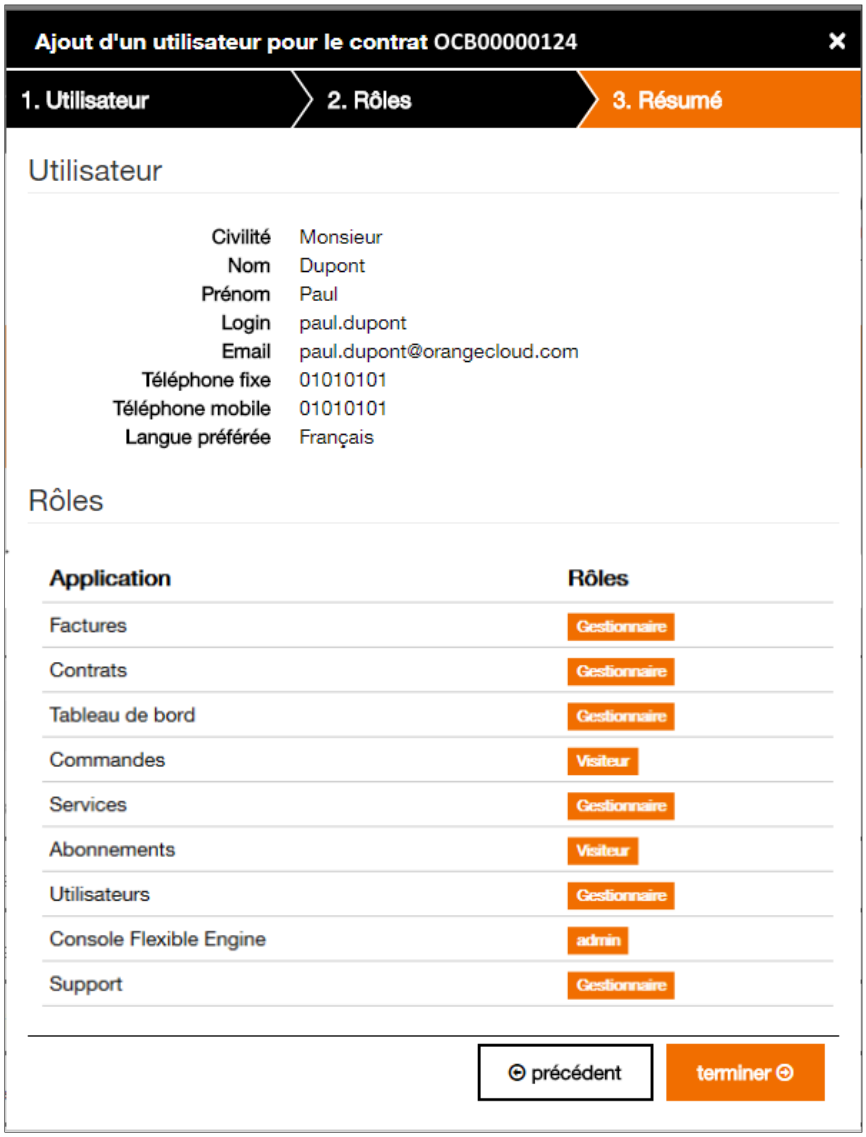


Figure 31: Add User Form - Step 3

5.9.1.2.1. Added a role on the Flexible Engine console, from the customer space

When you want to add a role on the Flexible Engine console to one of your users to allow them to manage your Cloud resources, you can choose from at least 3 predefined roles:

- ***admin*** © higher level rights, allowing to manage Cloud resources and user groups,
- ***power_user*** © right to manage only Cloud resources,
- ***guest*** © right to access the console in read-only mode).

User groups that are created directly from the Flexible Engine Console by one of your users with the admin role on the Flexible Engine Console are also displayed among the available roles and can be selected.

Roles on the Flexible Engine console are cumulative, i.e. a user can have both the *guest* and *power_user roles at the* same time.

When you add a user to your Flexible Engine contract, if you add at least one role on the Flexible Engine console, a user account is automatically provisioned on the console for the contract in question and the user receives a specific access email (immediately after receiving the customer area access email) telling him how to log in.

- ## Changing a user's roles

If you have a *Manager profile in* the User section of your contract, you can then modify the information of a user declared on your contract from your customer area.

When you click on the icon , a 3-step form opens: it is the same form as the one used when adding a user but only the information from step n°2 (User role definition - see *Figure 30: Add* user *form - step 2*) can be modified.

5.9.1.3.1. Changing roles on the Flexible Engine console

Added a role on the Flexible Engine console

When you change a user's roles, you can add a role on the Flexible Engine Console to give them the ability to manage your Cloud resources:

- if he did not yet have a role on the Flexible Engine console, then the user's account will be automatically provisioned on the console for the contract concerned and he will receive a specific access email (see *5.9.1.2.1 Adding a role on the Flexible Engine console*),
- if he already had an account on the Flexible Engine console and this is just adding an additional role, then his rights will be automatically updated on the Flexible Engine console.

Removing a role on the Flexible Engine console

When you change a user's roles, you can remove a role from the Flexible Engine Console to deny the user access to your Cloud resources or reduce the user's rights:

- if you delete all his roles on the Flexible Console then his user account will be automatically deleted from the console for the relevant contract,
- If you delete certain roles and he has at least one role left, then his rights will be automatically updated on the Flexible Engine console.

Deleting a user

If you have a *Manager profile in* the User section of your contract, you can then delete a user declared on your contract from your customer area.

When you click on the icon , a confirmation request is displayed.

Once the deletion has been confirmed, the user is **permanently** deleted from your contract and the user will then no longer have access to the Cloud Client Space for this contract.

If the user had at least a role on the Flexible Engine console, then his account is also **definitively** deleted on the console for the contract concerned.

Note: For security reasons, it is not possible to remove the referring user from your contract.

- Your rights on the Users sub-section of the client area according to your profile

Features / Profile	No rights	Visitor	Manager	Remarks
View user information		X	X	
Search for a user		X	X	
Add a new user			X	
Modify a user's roles			X	
Delete a user			X	It is not possible to delete the referring user (user with a in the user list).

5.9.2. Sub-section: Flexible Engine Console Users

- Presentation

To see the "Flexible Engine Console Users" tab, *you must be at least a Visitor* (to understand your rights, refer to the chapter Your rights in the Support section according to your profile).

The "Flexible Engine Console Users" section allows you to (see *Figure 32: Flexible Engine Console Users*) :

- view information about users declared on your contract and having rights on the Flexible Engine console,
- to search for a user declared on your contract and having a right on the Flexible Engine console.
- to add a new user to your contract by clicking on the ***Add User*** button. To be able to add a user, you will need to have the *Manager or Manager profile of the Flexible Engine console* on the Users section of your contract,
- to change the roles of a user by clicking on the icon . To be able to modify a user's roles, you will need to have the *Manager or Manager profile of the Flexible Engine console* on the Users section of your contract.

- In this section "Flexible Engine Console Users",
  - deletion of a user from the customer area is not possible.

Figure 32: Flexible Engine console users

- ## Adding a user

If, for the selected contract, you have a manager profile for the customer area or the Flexible Engine console, you can add a new user from the "Users of the Flexible Engine console" tab.

When you click on the ***Add User*** button, a 3-step form opens (see *Figure 29: Add User Form - Step 1) for* you to fill in the information needed to add this new user :

- **Step 1: User's personal information to be added to the contract**

  Enter the personal information of the user you wish to add to your contract (see *Figure 29: User Addition Form - Step 1).*

  Please make sure to fill in all the required information (marked with an asterisk *) in order to proceed to the next step.

  Remarks concerning the login field :

  - This field must contain between 8 and 64 alphanumeric characters (without accent) or special characters (among . _ -),
  - If a different login is already associated with the email address of the added user, the existing login will be used (and not the one entered in the form) in order to avoid identity duplications.

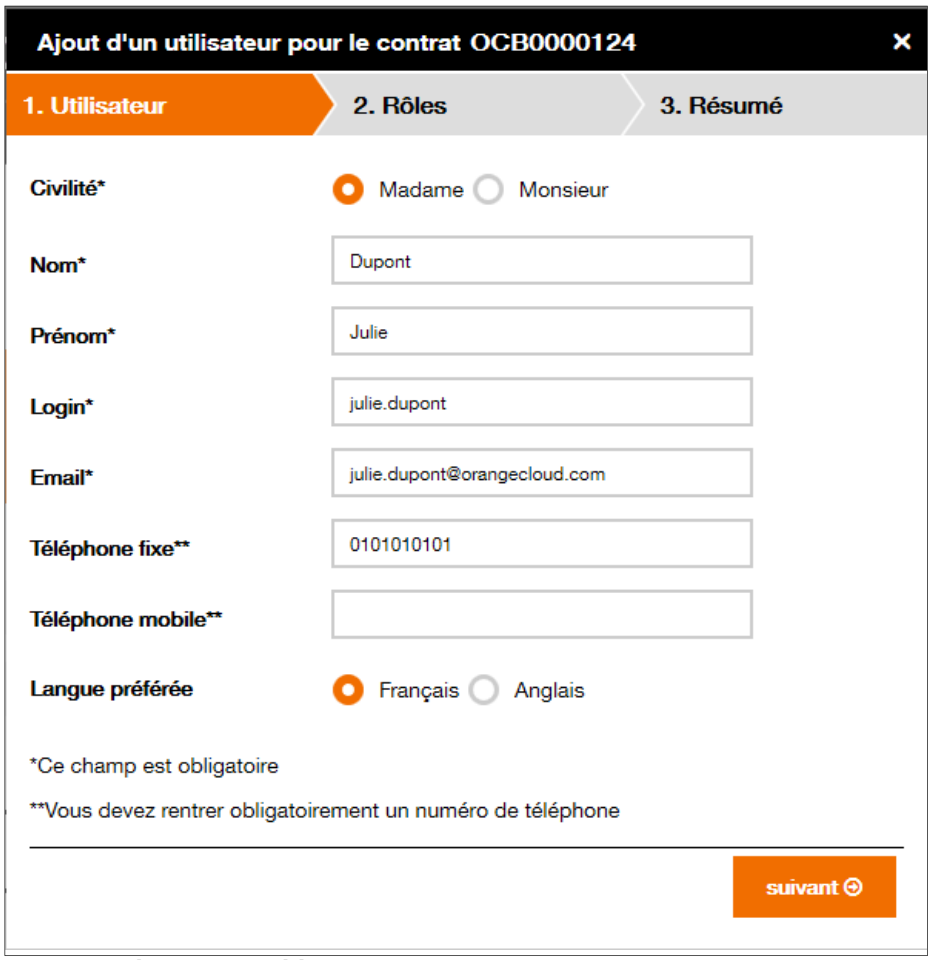


Figure 33: Add User Form - Step 1

- **Step 2: User roles to be added on the contract**

  Choose the role(s) you wish to assign to the new user of the Flexible Engine console. Only the Flexible Engine Console application is available.

Figure 34: Adding a console user - step 2

For the Flexible Engine console, you can choose from 3 predefined roles ("**admin"**: higher level rights, allowing you to manage Cloud resources and user groups. **"power_user**": right to manage only Cloud resources.
"guest": right to access the console in read-only mode).

User groups created directly from the Flexible Engine console by a user with the **admin** role are also displayed among the available roles and can be selected.

Once the user roles are defined, click the Next button. This field is mandatory to access the next step.

- Step n°3: Summary of your information

Check the information entered previously: if you make a mistake, you can click on the ***Back*** button to return to step n°1 or n°2, otherwise click on the ***Finish*** button to add the new user to your contract (see *Figure 35: Adding a console user - step 3).*

You will then see in a few seconds the new user added in the list of users of your contract and he will receive an email allowing him to access the Cloud Client Space.

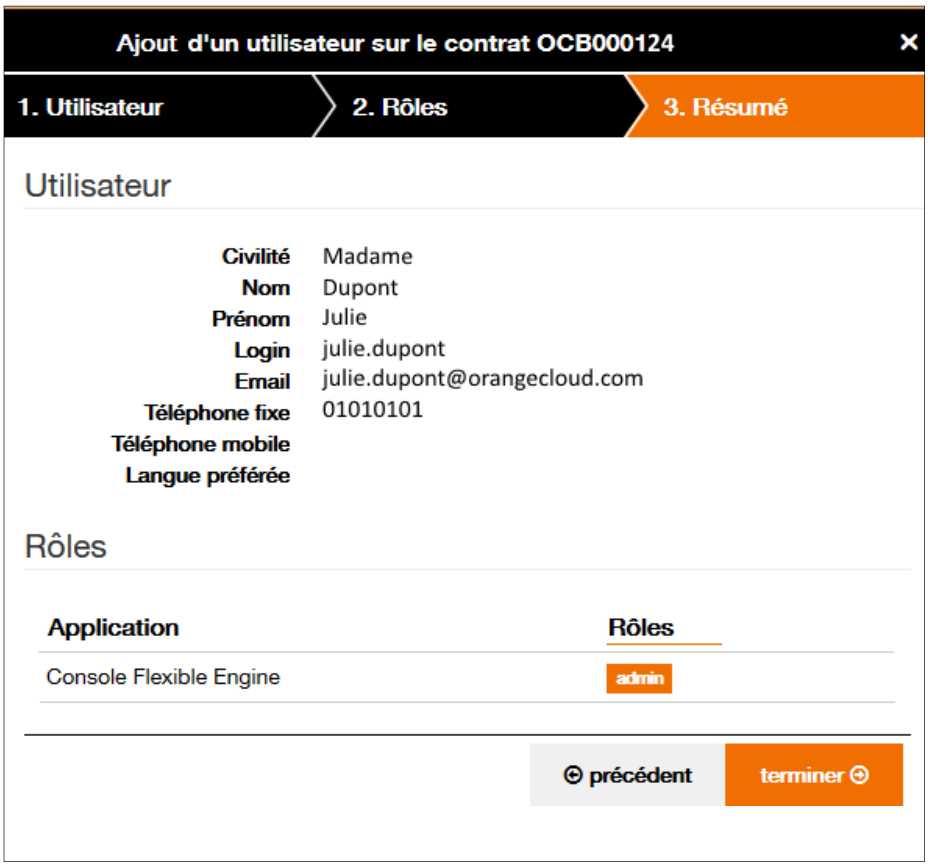


Figure 35: Adding a console user - step 3

5.9.2.3. Viewing a user's profile

In the list of "Flexible Engine Console users", clicking on the magnifying glass icon opens a pop-up window that displays the rights of this user to the "Flexible Engine Console" application (see *Figure 36:* Flexible Engine Console *user profile).* These rights are read-only.

Figure 36: Flexible Engine Console User Profile

5.9.2.4. Modification of a user

In the list of "Flexible Engine console users", clicking on the iconstylo opens a pop-up window that allows you to modify only the rights of this user on the application.

This is the same pop-up as the creation pop-up, but only step 3 of assigning roles to the application is available (see *Figure 34: Adding a console user - step 2).*

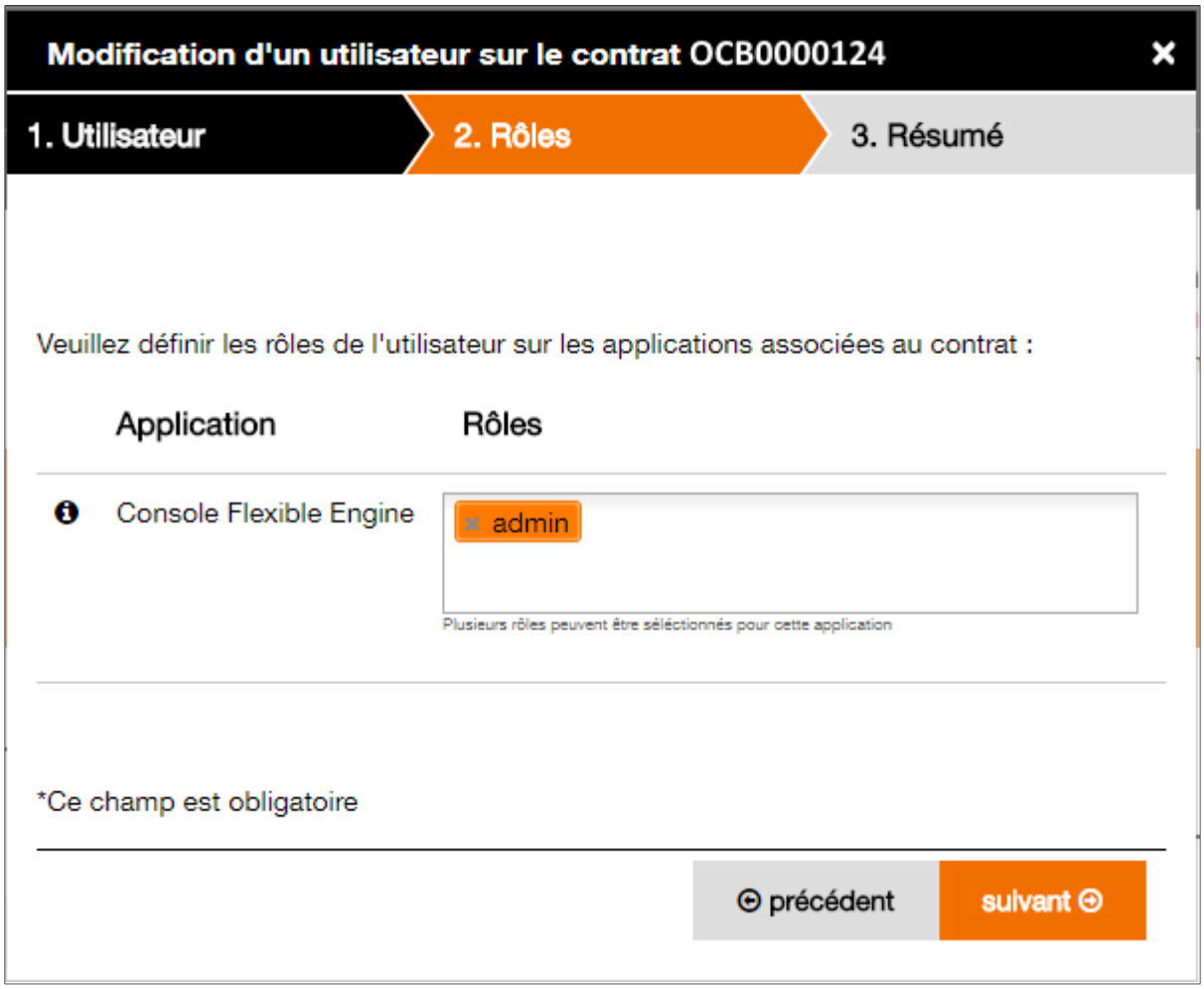


Figure 37: Adding a console user - step 2

5.9.2.5. Your rights to the Users sub-section of the Flexible Engine console according to your profile

Features/ Profile	No rights	Visitor	Console Manager	Customer Area Manager	Remarks
Visualiser the user information		X	X	X	

Search for a user	[redacted]	**X**	**X**	**X**	
Ajouter a new user			**X**	**X**	**The user will also be visible in the tab "Customer area users "**
Modify a user's roles			**X**	**X**	

5.10. My Account

5.10.1. Presentation

When you click on the ***My Account*** link in the drop-down menu under your login ID (see *Figure 18: My Account Menu*), you will be taken to the page where you can manage your personal account.

This page allows you to view :

- in the **My Profile** section, your personal information and your login ID.
  From this section, you will be able to request to change your password or modify your personal information.

- in the **My Contracts** section, the list of contracts on which you have been declared.
  From this section, you will be able to access one of your contracts by clicking on the following link
  see the contract >.

- in the **My Orders** section, the list of the orders you have placed on all the contracts on which you have been declared.

- in the **My subscriptions** section, the list of validated subscriptions you have taken out on all the contracts you have been declared on.

5.10.2. My Profile section

The My Profile section allows you (see *Figure 38: My Account - My Profile section*) :

- to view your login ID,
- to view your personal information,
- to change your password,
- to modify your personal information.

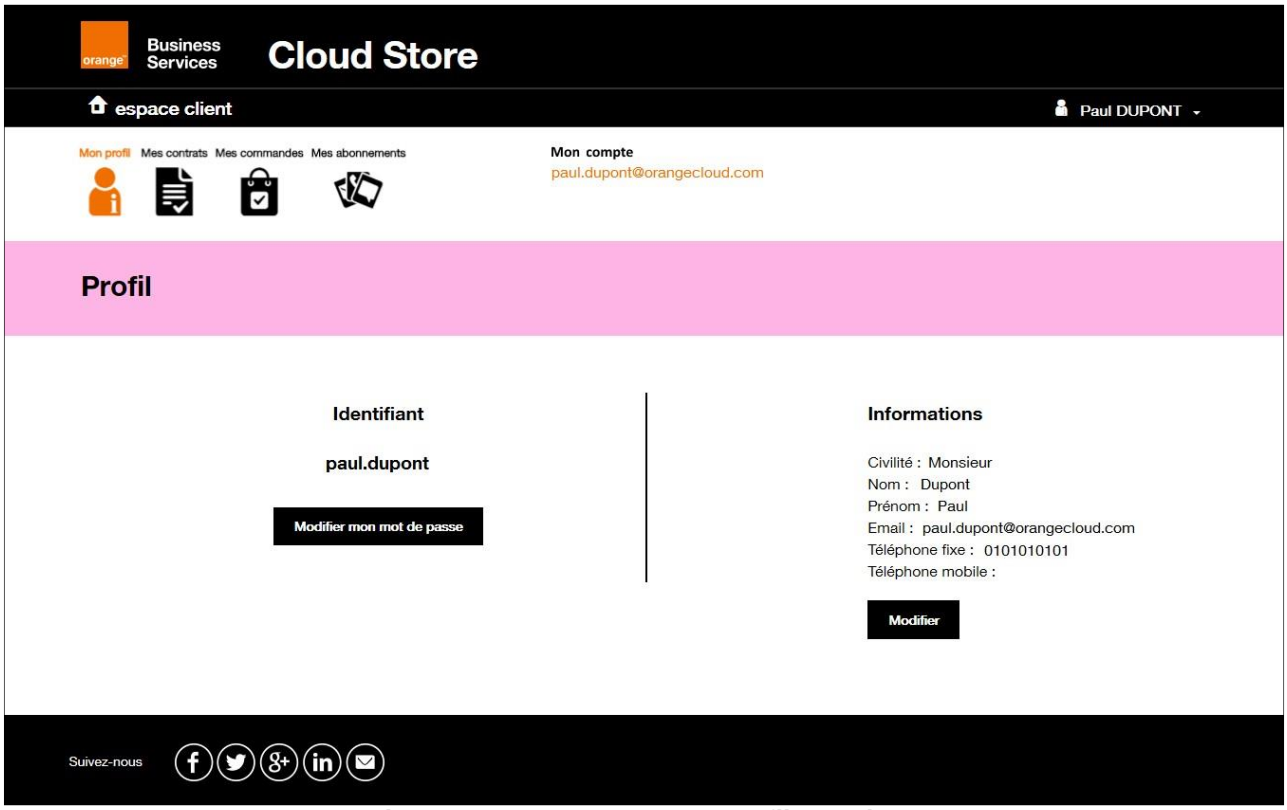


Figure 38: My Account - My Profile section

5.10.2.1. Change your password

After clicking on the ***Change Password*** button, a form will open asking you to enter your old password and set your new password (see *Figure 39: My Account - Change Password*).

You will need to enter your new password twice to avoid any typing errors.

Your password must comply with the following rule: at **least 8 characters** (medium level of security) or 10 characters (strong level) and must contain at least 1 lower case letter and 1 upper case letter and 1 number and 1 special character from among #! . @ _ - /

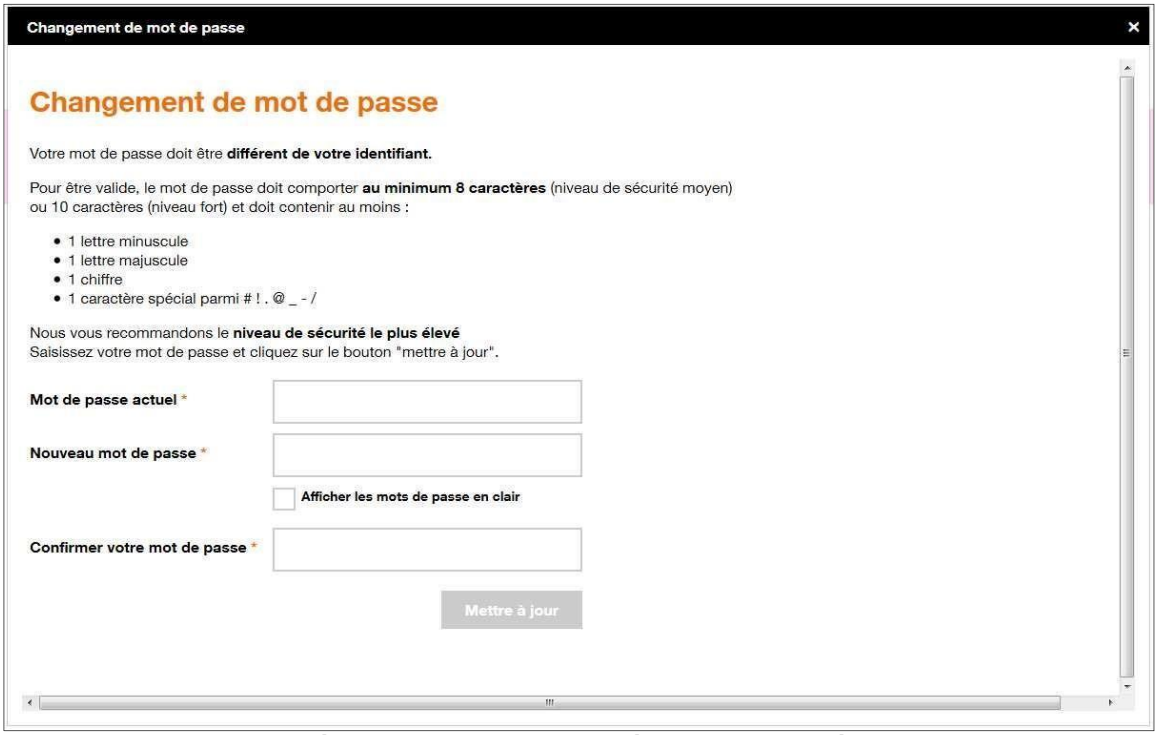


Figure 39: My Account - Change Password

5.10.2.2. Modify your personal information

After clicking the ***Edit*** button, a form opens reminding you of your personal information and allowing you to modify it (see *Figure 40: My account - modifying personal information*).

You can then modify the following information :

- your civility (Sir / Madam),
- your name,
- your first name,
- your email address,
- your home phone number,
- your cell phone number.

By then clicking on the ***Finish*** button, you validate the modification of your personal information.

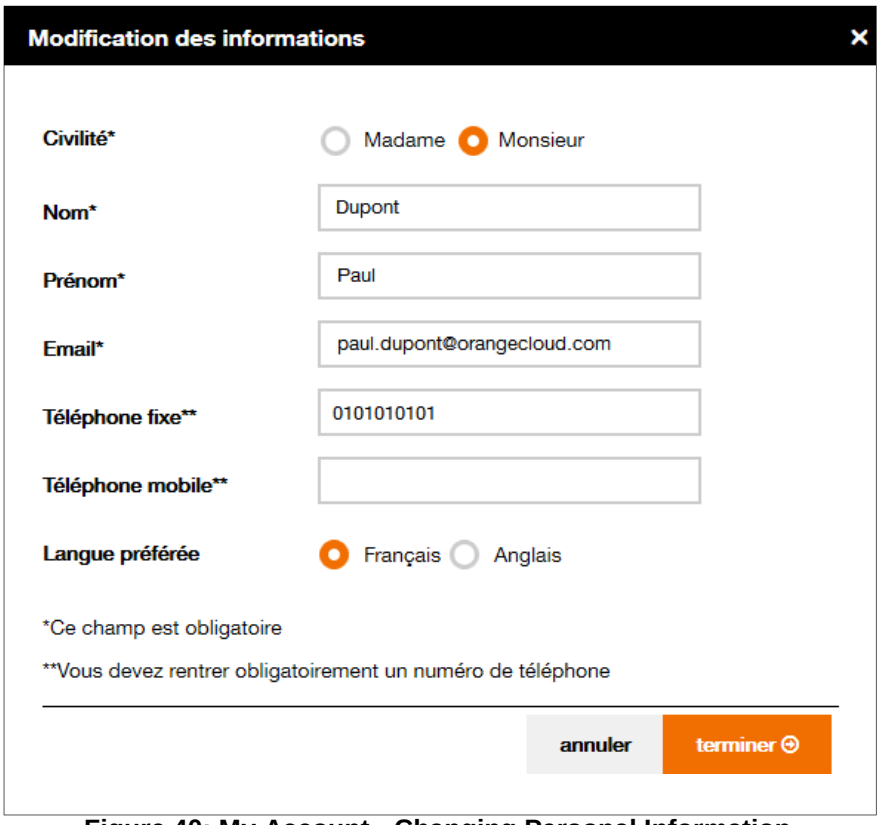


Figure 40: My Account - Changing Personal Information

5.10.3. My Contracts section

The My Contracts section allows you (see *Figure 41: My Account - My Contracts section*) :

- to view the list of contracts on which you have been declared,
- to access the home page of these contracts by clicking on the link ***see contract >.***

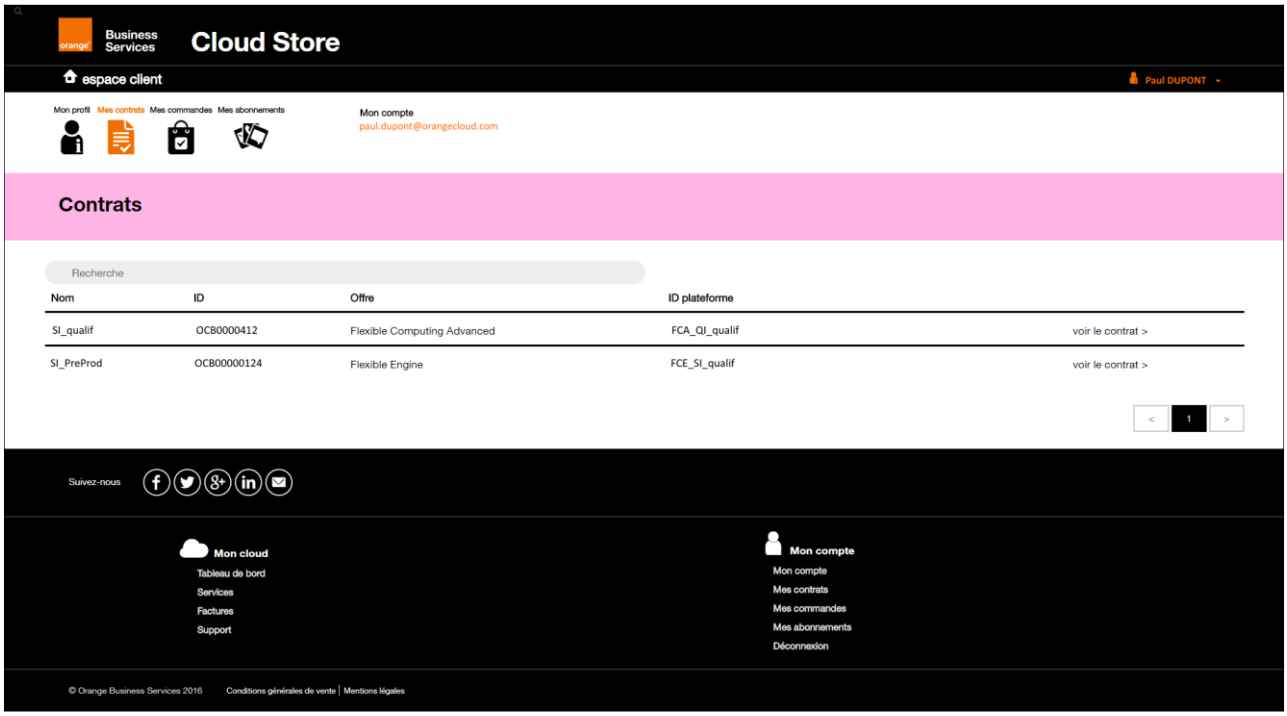


Figure 41: My Account - My Contracts section

5.10.4. My Orders section

The My Orders section allows you (see *Figure 42: My Account - My Orders section*) :

- to view the list of orders you have placed on all the contracts you are declared on.
  Note: If you are the referring user of one or more contracts, you will also see all the orders placed on these contracts (regardless of the user who placed the order).
- to view the information entered during an order by clicking on the icon .

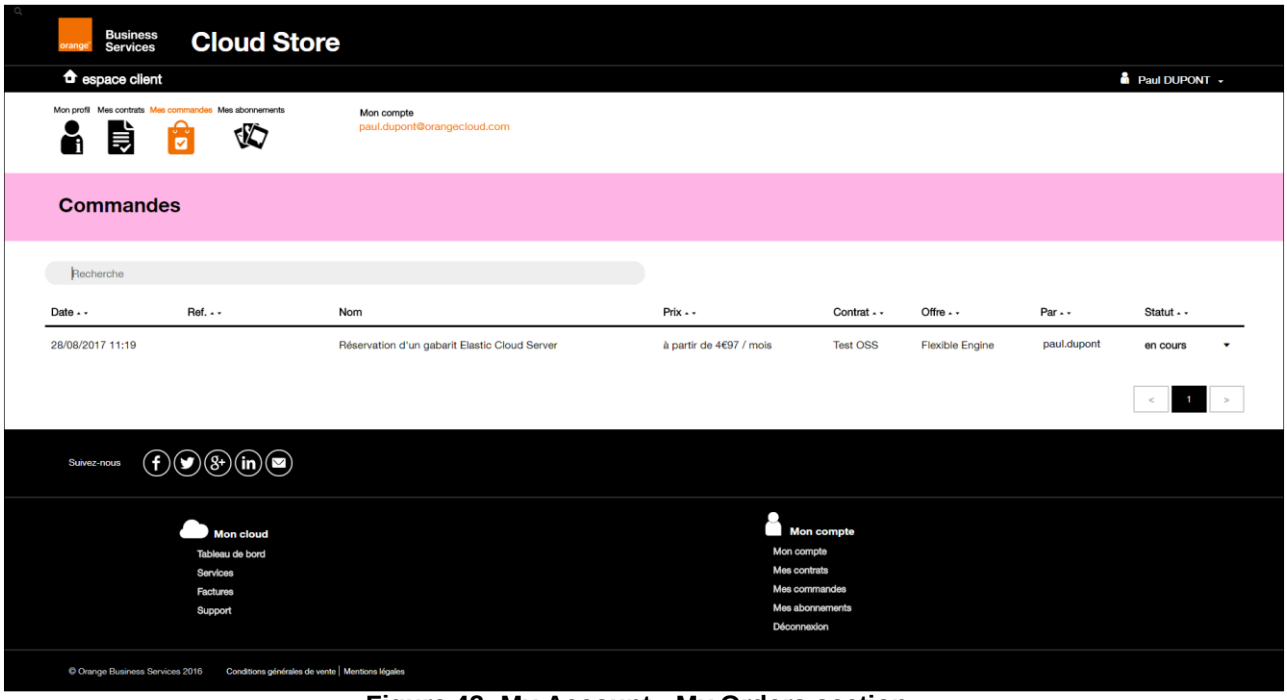


Figure 42: My Account - My Orders section

5.11. My Subscriptions section

The My Subscriptions section allows you (see *Figure 43: My Account - My Subscriptions section*) :

- to view the list of validated subscriptions you have made on all the contracts you are declared on.

  Note: A subscription whose order is not validated is not visible in the My Subscriptions section.

- to view the information entered during an order by clicking onl'icône ▼ .

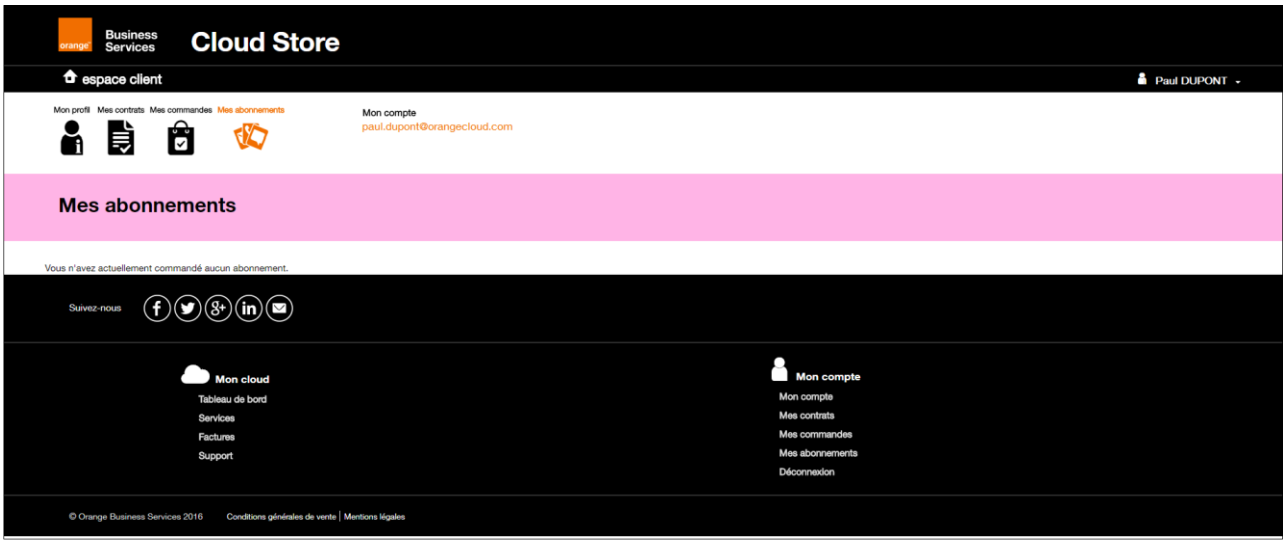


Figure 43: My Account - My Subscriptions section

6. APIs for your Flexible Engine console

To be able to use the APIs of your Flexible Engine console, you must first :

- set your API password,
- obtain an access key / secret key (AK / SK).

6.1. Set your API password

6.1.1. Go to the API password reset page

To access the API password reset page, you can :

- click on the ***Set my API password*** button that is present in the Flexible Engine Console access email you received (see *Figure 44: Extract from your Flexible Engine Console access email explaining how to set your API password).*

Figure 44: Extract from the access email to your Flexible Engine console explaining how to set its API password

- - enter the following url in your browser :https://auth.prod-cloud-ocb.orange-business.com/authui/public/custom/findPwd.html?locale=en-us&UserType=e&service=https%3A%2F%2Fconsole.prod-cloud-ocb.orange-business.com%2Fiam%2F#/fpwd,

- click on the ***Forgot API password?*** link on the API Login form on your Flexible Engine console (see *Figure 45: API Login form and API password definition*).

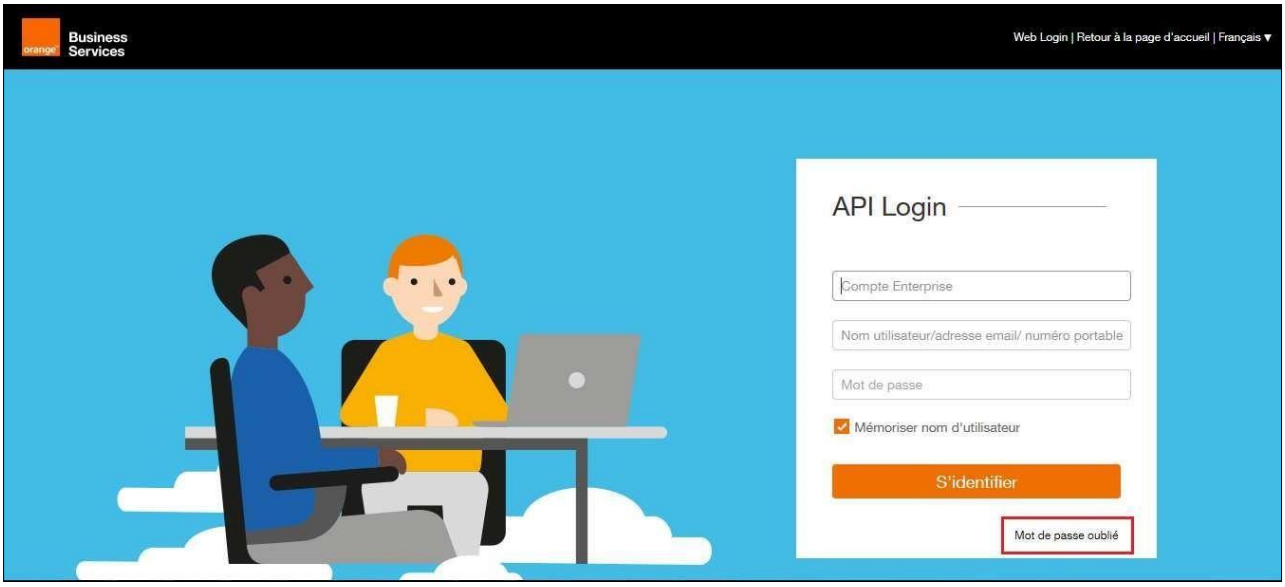


Figure 45: API Login form and API password definition

The API Login form can be accessed from the Login Web page of your Flexible Engine console by clicking on the API Login link in the upper right corner (see *Figure 46: API Login link accessible from the Login Web page of your Flexible Engine console*).

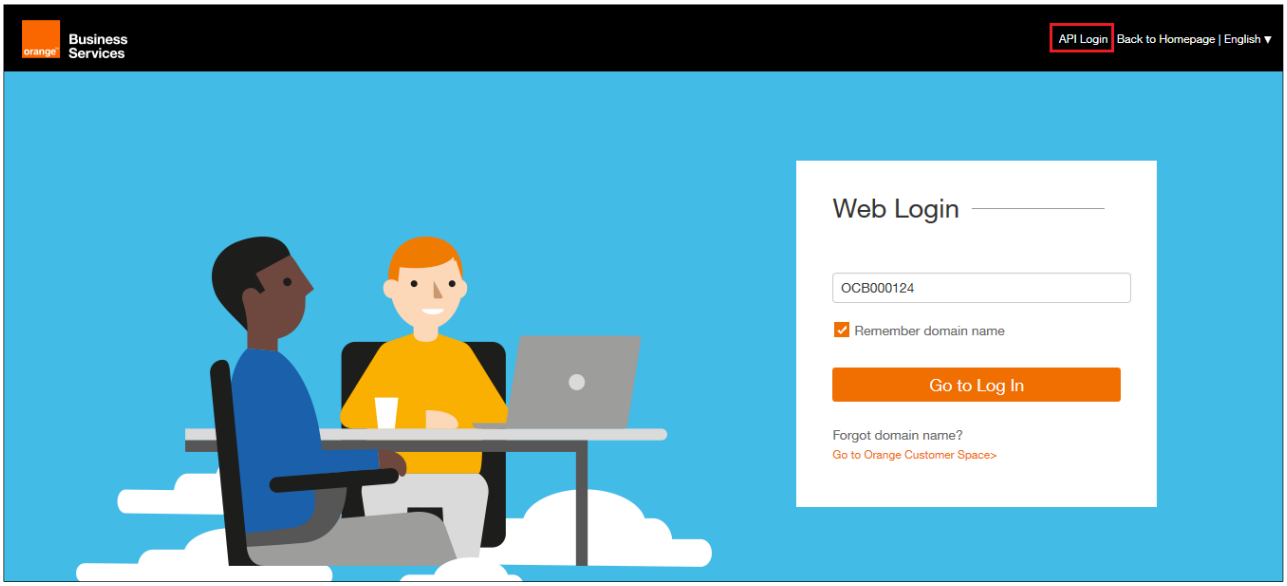


Figure 46: API Login link accessible from the Login web page of your Flexible Engine console

In all 3 cases, you arrive at the API password reset page (see *Figure 47: API password reset page*).

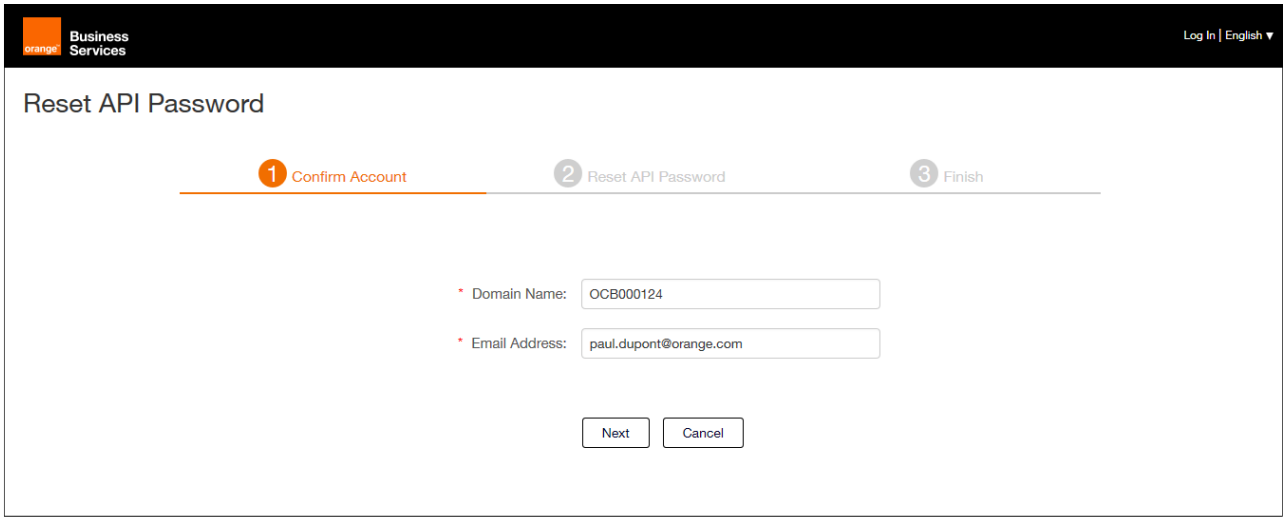


Figure 47: API Password Reset Page

6.1.2. Reset your API password

Resetting your API password is done in 2 steps (see *Figure 47: API password* reset *page)* :

6.1.3. Step 1: Confirm the account

In step 1, you must enter the ***company account*** or ***domain name in*** English (identifier in OCBxxxxxxxx format) and your ***email address*** that you received in the access email to your Flexible Engine console (see *Figure 44: Extract from the access email to your Flexible Engine console explaining how to set its API password).*

Once you have filled in the information, you can click on the ***Next*** button to go to step 2.

6.1.4. Step 2: Reset API password

In step 2, you need to set the API password you want (see *Figure 49: Reset API password - step 2*).

Then you have to click on the ***Get Code*** button.

A security window will then appear, asking you to copy the characters displayed on the screen (to prevent the operation from being performed by a robot). Once the characters have been correctly copied (small green check mark on the right, see *Figure 48: Security check*), you can click on the OK button.

An email is sent to you containing the code to be entered in the Email verification code field.

Warning: you only have 60 seconds to enter this code. Beyond this time you will have to ask for a new code.

Once you have received the code by email, you can then click ***Next to*** complete the process of resetting your API password.

Figure 48: Security check

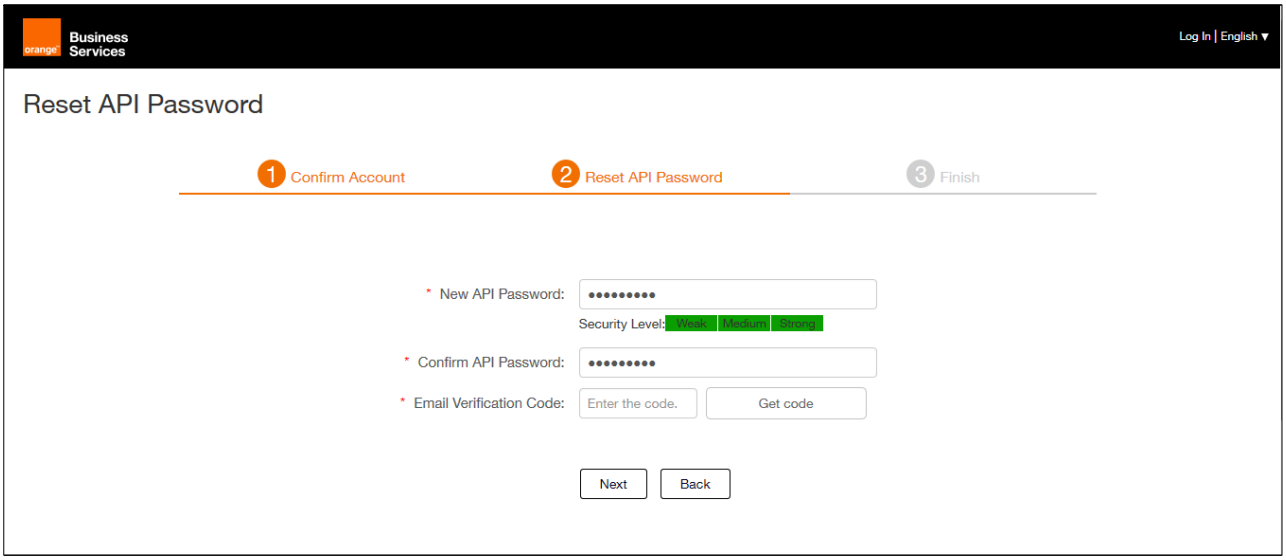


Figure 49: Reset API password - step 2

6.2. Get an Access Key / Secret Key (AK/SK)

To obtain an Access Key / Secret Key (AK/SK) that you need to use the APIs of the Flexible Engine console, you must go to the ***My Credential*** section of your console.

Figure 50: My Credential Section

From the My Credential section, you can click on the ***Access keys*** tab and then click the ***Add Access Key*** button. A window will then open (see *Figure 52: Add Access Key window)* asking *you* to enter your previously defined API password (see

6.1 Set your API password) and the verification code that is sent to you by email after you click the ***Get*** Code button.

Once the code is entered, you will get your Access Key / Secret Key.

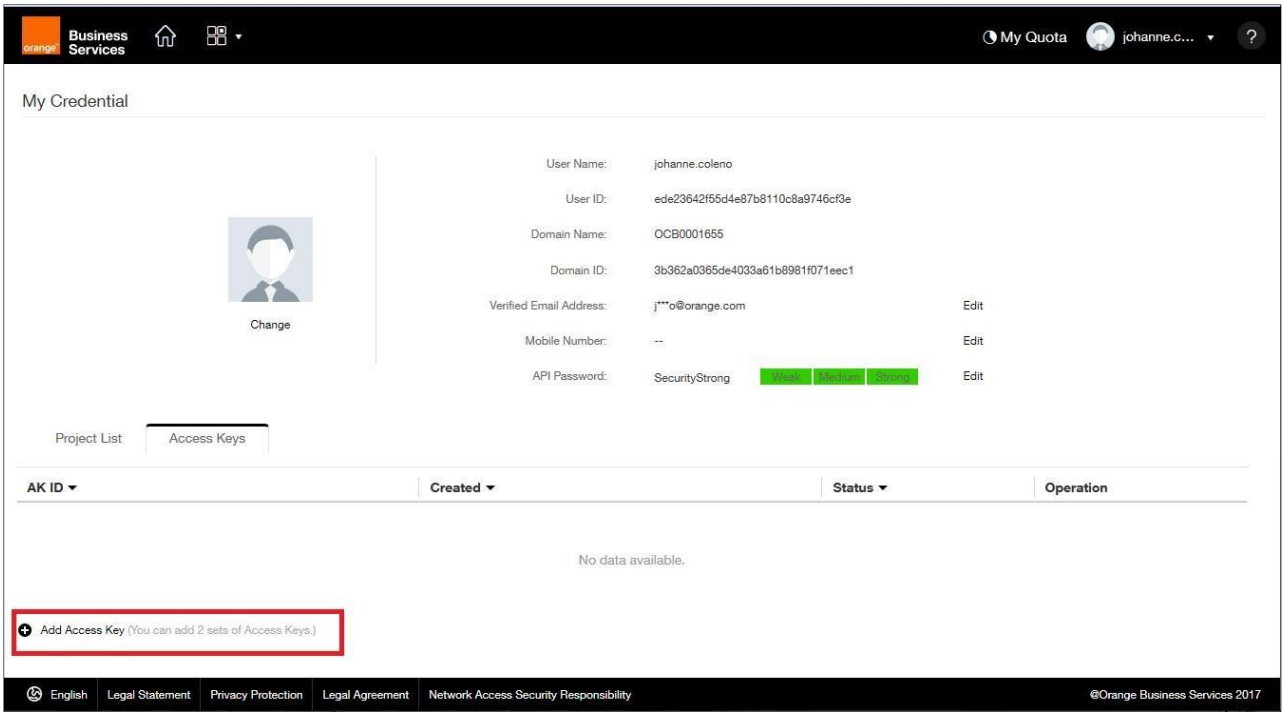


Figure 51: My Credential section - getting an Access Key

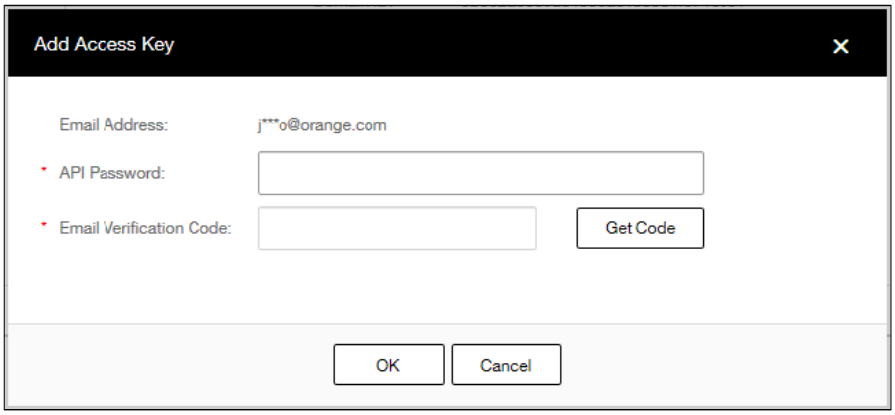


Figure 52: Window for adding an Access Key

6.3. Using the APIs of your Flexible Engine console

Once your API password is set and your Access Key / Secret Key is obtained, you can use the APIs of your Flexible Engine console.

For more information on how to use these APIs, please refer to the user guide of your Flexible Engine console (Help Center © https://docs.prod-cloud-ocb.orange- business.com/en- us/api/ecs/en-us_topic_0020805967.html).