

Using VMware Cloud

VMware Cloud services



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VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

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What's New on the VMware Cloud Services Platform



The VMware Cloud service platform is a web-based application that supports any number of VMware cloud services. When you sign up for VMware Cloud services, you access your services and manage all your users, organizations, and payment methods through this one intuitive platform.

MULTI-FACTOR AUTHENTICATION (MFA)

MFA is a security enhancement that requires you to present two pieces of evidence upon signing in; something you know such as your password, and something you have such as an application that generates a one-time passcode. MFA helps protect access to your data by adding an extra layer of security. For more information about using MFA, see [Chapter 8 How Do I Secure My Account Using Multi-Factor Authentication](#).

To secure your cloud account with MFA, you download an authentication application to your mobile device. We currently support Google Authenticator for iOS and Android, and Authenticator for Windows. To download the MFA app that supports your device, see [What Two-Factor Authentication Application Can I Use?](#)

Go to **My Account > Security** to set up MFA.

NEW CONSOLE LOOK & FEEL

Our Console just got a whole lot more accessible. Access key administrative features from the new console menu bar.

- Under **Services**, navigate to any of your services and also discover and sign-up for our additional cloud services.
- Under **Identity & Management** invite users to your organization, give them roles to the organization's services, and manage their accounts.
- Under **Billing & Subscriptions** view the current costs incurred by your organization and the last billing statement, and manage your payment methods and promotional credits.
- Under **Support Center** search for an answer to a problem, or create a support request if you don't find an answer to your problem.

Access the Cloud Service Console at any time from the VMware Cloud Services menu.

MY ACCOUNT

Check out the My Account page. We bundled some old and familiar features such as your account information, and added a new **Security** tab for your password and MFA options, and an **API Tokens** tab in which you can generate and manage your API tokens. By the way, API tokens are not a new concept, we used to call them OAuth Refresh tokens.

Access the My Account page by clicking your user name and selecting **My Account**.

How Do I Sign up for VMware Cloud Services

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There are two scenarios in which you might sign up for a VMware Cloud service.

- You express interest in a VMware Cloud service at <https://cloud.vmware.com/>, and receive an invitation to join.
- You receive an invitation from someone who has already signed up.

The first time you sign up for a VMware Cloud service, you create a cloud service account with your VMware ID. If you do not have a My VMware account, you create one as you sign up.

Procedure

- 1 Click the link in your invitation mail.
- 2 Follow the steps to create your VMware Cloud services account.
- 3 Sign in to VMware Cloud services with your VMware ID.

How Do I Work with Organizations

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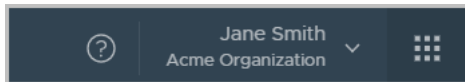
VMware Cloud service accounts are contained within organizations. VMware Cloud uses organizations to provide controlled access to one or more services. You must belong to an organization before you can access a cloud service.

If you are an organization owner, you have access to all the resources of the organization. You add cloud services to your organization, and then invite users. You manage the organization's payment methods and the organization's user accounts. If you hold the role of organization member, you have limited access to the organization's resource.

To see what you can do within your organization with your role, see [Chapter 4 How Do I Manage Users and Permissions](#).

Your Active Organization

When you sign in to VMware Cloud services, the organization you are logged into is displayed under your user name on the menu bar.



If you belong to more than one organization, you can switch from the active organization to another of your organizations at any given time. You can also select which of your organizations is displayed by default when you sign in.

View the Organization ID

Each organization has a unique ID. You may need to use this ID when interacting with external command-line interfaces such as the VMware Container Engine CLI. You can view the organization ID by clicking your user name. A shortened version of the ID is displayed under the organization name. Click the ID to display the full organization ID.

Display the Organization Settings

You can display the organization name and ID by clicking your user name, and selecting **View Organization**.

If you are an organization owner, you can change the display name of the organization.

Depending on your customer profile, you might also view and edit the country and zip/postal code, and add or edit the tag that you use when querying VMware APIs.

This chapter includes the following topics:

- [Access One of Your Other Organizations](#)
- [Specify a Default Organization](#)

Access One of Your Other Organizations

If you belong to more than one organization, you can switch from the active organization to another of your organizations at any given time.

When you sign in to VMware Cloud services, your active organization is displayed. You can see the name of your active organization on the VMware Cloud Services menu, under your user name.

Procedure

- 1 On the VMware Cloud Services menu, click the arrow next to your user name.
- 2 From the menu, click the arrow next to the organization name.
A drop-down list appears displaying the names of your organizations.
- 3 Select the organization you want to display.

Specify a Default Organization

If you belong to more than one organization, you can choose which of your organizations is displayed by default when you sign in.

Your active organization is by default the organization to which you were invited, or the organization which was displayed when you signed out of VMware Cloud services.

Procedure

- 1 On the VMware Cloud Services menu, click the arrow next to your user name.
- 2 Click **Set Default Organization**.
A list of your organizations is displayed.
- 3 Select the organization you want to display when you log in.

How Do I Manage Users and Permissions

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As an organization owner, you invite users to your organization and give them role-based access to the organization's resources. You can view your list of users, edit their roles, and remove users from your organization.

When you invite users to your organizations, you assign two types of role-based access:

- Access to one or more of the cloud services of the organization. You grant users access to the cloud service according to the roles provided by each cloud service. For more information, refer to the documentation of the relevant VMware cloud service.
- Role-based access to the organization. As an organization owner with full access, or as an organization member with read-only access.

To see the permissions each role enables, see the following table.

Permission	Organization Owner	Organization Member
Belong to one or more organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access one of your other organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specify the organization that is displayed when you sign in.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change the organization settings.	<input checked="" type="checkbox"/>	
Add/remove users in your organization	<input checked="" type="checkbox"/>	
Manage the service access and roles of users in your organization.	<input checked="" type="checkbox"/>	
Manage payment methods and billing.	<input checked="" type="checkbox"/>	
Submit and manage support tickets.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> When the Support User check box is selected.
Query the cloud service APIs for customer usage and data. This permission is available for specific customer profiles only.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> When the Managed Service Provider check box is selected.

This chapter includes the following topics:

- [Add Users to Your Organization](#)
- [Manage Users](#)

Add Users to Your Organization

As an organization owner, you invite users to your organization and give them access to the services associated with it. You can also track the invitations you send. Invitations are valid for up to seven days. If you have sent an invitation in error, you can revoke it.

The users you invite can hold several roles:

- A role within the organization - organization owner or organization member. To see the privileges assigned to each of these roles, see [Chapter 4 How Do I Manage Users and Permissions](#).
- A role within the cloud service to which you are inviting the user. Each cloud service has its own specific roles. For more information, refer to the documentation of the relevant VMware Cloud service.
- In addition to an organization member role, a user can also hold a support role which gives full access to the support center.
- Depending on your customer profile, you might also view the Managed Service Provider role which enables users to query the cloud service APIs for customer usage and data. If you assign this role to users of a tenant organization, they will have access to all the data within the organization.

Procedure

- 1 On the VMware Cloud Service toolbar, click the **VMware Cloud Services** icon and select **Identity & Access Management**.
- 2 Click **Add Users**.
- 3 On the **Active Users** tab, enter the email address of the user you want to add to your organization. You can add more than one user at a time.
- 4 In the **Role in organization** text box, assign the role that the user will use in the organization.
- 5 If you have given the user the role of organization member and you want the user to manage support tickets, select the **Support User** check box.

- To give the user access to a service in the organization, click **Add service access**.

- The first service that appears in your list of services is selected. To change the service to another service, click the downward arrow next to the service name, and scroll the list of services in your organization.
- Click **Add service access** again, to give the user access to another service.
- Click **Add** to send an invitation to the user.

The invitations you send are valid for seven days. You can view the status of the invitation on the

<input type="checkbox"/>	Email Address	Organization Roles	Status	VMware Cloud on AWS
<input type="checkbox"/>	miss@gmail.com	Organization Member, Support User	Invitation Sent	No Access

1 - 1 of 1 users

Invitations tab.

- If you sent an invitation in error, you can revoke it. Select the check box next to the invitation, and click **Revoke Invitations**.

The activation link in the email is revoked and the person to whom you sent the mail cannot sign into the service.

Manage Users

If you are an organization owner, you can change the role users hold in your organization and the services they can access. You can also remove users from your organization.

Procedure

- 1 On the VMware Cloud Service toolbar, click the **VMware Cloud Services** icon and select **Identity & Access Management**.
- 2 To modify a role:
 - a Select a user and click **Edit Roles**.
 - b Make your required changes and click **Save**.
- 3 To remove a user from the organization:
 - a Select one or more users and click **Remove Users**.
 - b Click **Remove** to permanently remove the user from your organization.

How Do I Manage Payment Methods and Billing

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With consolidated billing, VMware Cloud provides one bill a month for all costs incurred by the organization's services. VMware Cloud supports VMware funds, credit cards, promotional credits, and commit contracts as payment methods.

You select the preferred payment method for your organization when you onboard VMware Cloud services with a new organization. Your customer profile determines the payment methods available to you. For example, some users can only select a commit contract as their payment method, while others can select VMware funds and credit cards.

The organization address determines the currency used for all service charges, and also the type of taxation. For example, US addresses are charged in US dollars and subject to sales tax, while UK addresses are charged in British pounds, and are subject to VAT. In addition, each organization registered in the European Union has the option of entering a tax ID.

You can change the payment method specified for the organization to another type of payment method as long as the payment method can cover charges in the currency determined by the address. For example, if the address of the organization is in the US, the organization is billed in US dollars and cannot be billed in Euro.

To see more about currency, sales taxes, and tax IDs, see [How Is My Payment Currency Determined](#).

To view your current accrued costs and charges for the past month for all the services in your organization, see [Get Billing Details](#).

To add credit cards, link your VMware funds, select a default payment, and more, see [Manage Payment Methods](#).

To use promotional credits to cover your organization's cost, see [Pay with Promotional Credits](#).

This chapter includes the following topics:

- [Get Billing Details](#)
- [Manage Payment Methods](#)
- [Pay with Promotional Credits](#)
- [How Is My Payment Currency Determined](#)

Get Billing Details

Organization owners can view current accrued costs and charges for the past month for all the services in their organization.

The billing cycle starts on the date that the organization owner set up the payment method for the first service in the organization. For example, if the organization owner onboarded the first service of the organization and set up the payment method on the 15th of the month, the billing cycle for the organization runs from the 15th of one month to the 15th of the next.

Your billing details include itemized charges per service for the organization for the current month. This information is refreshed daily. You can also view your last billing statement, and print a report.

Procedure

- 1 On the Cloud Services Console, click **Billing & Subscriptions**.
- 2 To see an itemized list of purchases for a particular service, click the arrow to the left of the service name.

Manage Payment Methods

When you sign up for VMware Cloud services, you add the payment method that you want to use to cover your organization's costs. This payment method becomes the default payment method for your organization. You can use a VMware fund or a credit card.

When you set up your organization, the address of the organization determines the currency in which you pay for the organization's services. For more information about payment methods and currency, see [How Is My Payment Currency Determined](#).

Manage your payment methods in the **Manage Payment Methods** tab of the Billing page. You can add additional credit cards and link the VMware funds associated with your account to your organization.

Funds: To use one of your VMware funds to cover your organization's costs, you link them to your organization, and set one of them as your default payment method. In this way, you can use the same fund across all your organizations. You can use any fund if it is within the VMware Entitlement account associated with VMware Cloud services, and in the same currency that is used by the organization.

Credit cards: You can use any credit card with any billing address to pay for your services. If the payment currency of your organization is different than the card currency, you might incur foreign transaction fees from your credit card provider.

Procedure

- ◆ On the Cloud Services Console, click **Billing & Subscriptions > Manage Payment Methods**.

To	Do this
Change the default payment method to another of your existing payment methods.	In the Default Payment Method area: Click Change payment method , select the VMware fund that you want to use, and click Confirm .
Link one of your VMware funds as a payment method.	In the VMware funds area: Click Link funds , and select the fund. If you want to link the fund to use as a payment method later on, click Link fund . If you want to link the fund and set it as your default payment method, click Link and make default . Note: Other organization owners within your organization can set a linked fund as the default payment method.
Add a credit card.	In the Credit Card area: Click Add card , and enter your credit card details. To add the card to your payment methods to use later on, click Continue . To use the card as your default payment method, click Make default .
Update a credit card, remove a credit card, or make a credit card the default payment method.	In the Credit Card area: Click the ellipsis by the credit card details, and select the required option.

Pay with Promotional Credits

If you have promotional credits for any of your VMware Cloud services, you can apply them to one of your organizations, and redeem them against the organization's monthly costs.

Promotional credits can be service-specific - meaning that you can use them against the monthly costs of a specific service - specific to a group of services, or apply to all services. Make sure that you note the expiration date of the credit, and redeem it before it expires.

Promotional credits can only be redeemed if they are issued in the currency of the organization.

Procedure

- 1 On the Cloud Services Console, click **Billing & Subscriptions > Promotional Credits**.
- 2 Select the credit that you want to use, and click **Activate**.
The credit is redeemed during the next billing period.
- 3 You can check the balance of the promotional credit at any time.

How Is My Payment Currency Determined

VMware Cloud services support the payment for services in various currencies using a credit card and promotional credits. When you set up an organization, the address of your organization determines the currency in which you pay for the organization's services.

Here are some useful things to know about the address of your organization and your payment currency.

- An organization can pay with a single currency. The address of the organization determines the payment currency of the organization's transactions. For example, if the address of your organization is in the United Kingdom, you are charged for services in British Pounds. The address of the organization also determines the type of taxes - sales taxes or VAT, for example.
- Tax IDs are used to facilitate the administration of local taxes. You might want to enter a tax ID if you have a tax exemption status, or similar. You enter a tax ID when you set up your organization. You can also do this later on in the Organization page by clicking your user name and selecting View Organization.
- You can use any credit card with any billing address to pay for your services. You might incur foreign transaction fees from your credit card provider if the payment currency of the organization is different than the card currency.
- You can use any fund as long as the currency of the fund is the same as the organization's currency, and it belongs to the same selling unit. VMware Cloud services support two selling units: one for US customers and one for non-US customers.
- You can change the address of your organization, but the new address must be located in the same selling unit as the original address. VMware Cloud services support two selling units: one for US customers and one for non-US customers. You cannot change the address to one residing in a country with a currency different to that of the original address.

How Do I Edit My User Profile

Your user profile consists of the details you provided when you created your My VMware account. Depending on your customer profile, you might be able to edit your user profile.

You can change your user profile in the VMware Cloud services platform or by logging in to your My VMware account at <https://my.vmware.com>. When you modify your details in the VMware Cloud services platform, the changes you make are saved to your My VMware account, and vice versa.

Procedure

- 1 On the VMware Cloud Services toolbar, click your user name and select **My Account**.
- 2 On the Profile page, make your changes, and click **Save**.

Reset Your Password

Your VMware Cloud services password is the same password as your VMware ID.

You can reset your VMware ID in the VMware Cloud services platform, or by logging in to your My VMware account at <https://my.vmware.com>.

Procedure

- 1 On the VMware Cloud Services toolbar, click your user name and select **My Account > Security**.
- 2 Enter the information to change your password and click **Change Password**.

Your VMware ID is reset.

How Do I Generate Access Keys and API Token

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You may need to generate an access key or an API token to use in your APIs to call a VMware Cloud service.

This chapter includes the following topics:

- [Generate an Access Key](#)
- [Generate API Tokens](#)

Generate an Access Key

Generate an access key if you want to make an authorized call to the APIs of any of the VMware Cloud services on behalf of all your organizations. Access keys work best with the API of the cloud service platform. An access key is not time-limited, but can be revoked and regenerated.

Procedure

- 1 On the VMware Cloud Services toolbar, click your user name and select **My Account**.
- 2 If you are generating an access key for the first time, click **Generate**.
- 3 Copy the key and paste it into your API script.
- 4 To refresh the access key, click the circular refresh icon next to the access key.
- 5 Copy the key and paste it into your API script.

Generate API Tokens

You use API tokens to authorize actions per organization. Previously referred to as OAuth Refresh tokens, an API token handles authorization more securely than an access key because it authorizes access per organization, and not across all your organizations. Use an API token to access the APIs of the cloud services platform and the VMware Cloud services.

An API token is valid for six months, after which time you regenerate it. If you feel the token has been compromised, you can revoke the token to prevent unauthorized access to the API. You generate a new token to renew authorization.

Procedure

- 1 On the VMware Cloud Services toolbar, click your user name and select **My Account > API Tokens**.

The first time you generate a token, the following screen appears.

- 2 Click **New Token**.

- 3 Click **Copy to Clipboard** and paste the token in your script.

The token is valid for six months after which time you regenerate the token.

- 4 To revoke the token:

- a Click **Revoke**

The token is rendered invalid.

- b Remove the token from your script.

- 5 To regenerate a refresh token:

- a Click **Regenerate**.

The token is revoked, and a new token is generated.

- b Click **Copy to Clipboard** and paste the token in your script.

How Do I Secure My Account Using Multi-Factor Authentication

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Multi-factor authentication (MFA) is a security enhancement that requires you to present two pieces of evidence - your credentials - upon signing in. These credentials can be something you know such as your password, and something you have such as an application that generates a one-time passcode. MFA helps protect access to data and applications by adding an extra layer of security.

You have probably already used MFA in some form or another. For example, if you logged into a website that sent a code to your mobile device which you used to gain access to your account.

To secure your cloud account with MFA, you download an authentication application to your mobile device. This creates a virtual MFA device. The application generates a six-digit authentication code that is compatible with the time-based, one-time password standard. You use this code together with your VMware ID to log in to cloud services.

After installing the authentication application for your device, you activate MFA for your account by clicking your user name on the VMware Cloud Services menu, and selecting **My Account > Security**.

What Two-Factor Authentication Application Can I Use?

VMware Cloud services support the following two-factor authentication applications.

You can download the authenticator for your device by clicking the appropriate link below.

Device	Authentication application
iOS	<ul style="list-style-type: none">■ Google Authenticator. See, https://itunes.apple.com/us/app/google-authenticator/id388497605?mt=8.■ Duo Mobile. See, https://duo.com/product/trusted-users/two-factor-authentication/duo-mobile
Android	<ul style="list-style-type: none">■ Google Authenticator. See, https://support.google.com/accounts/answer/1066447?hl=en.■ Duo Mobile. See, https://duo.com/product/trusted-users/two-factor-authentication/duo-mobile

Device	Authentication application
Windows phone	<ul style="list-style-type: none"><li data-bbox="810 216 1422 279">■ Authenticator. See, https://www.microsoft.com/en-us/store/p/authenticator/9wzdncrfj3rj?rtc=1.<li data-bbox="810 279 1422 363">■ Duo Mobile. See, https://duo.com/product/trusted-users/two-factor-authentication/duo-mobile
Blackberry	Google Authenticator See, https://support.google.com/accounts/answer/1066447 .

For more information about virtual MFA applications, see <https://tools.ietf.org/html/rfc6238>.

How Do I Get Support

We work hard to make VMware Cloud services work for you. We are here for you if you cannot find a solution to your problem in our cloud service documentation, or if you require technical support.

When you file a support ticket, you do so within the context of the organization to which you are currently logged in. If you belong to several organizations, make sure that you are logged in to the organization for which you want to file the ticket.

Before you file a support ticket, you might be able to find an answer to your problem by searching our database.

Prerequisites

You can use the Support Center to search for and view information, but to open and manage support tickets in the Support Center, you must have a support role within your organization. The organization owner is responsible for assigning roles within your organization and can do so by accessing Identity & Access Management.

Procedure

- 1 On the VMware Cloud Services console, click **Support Center**.
- 2 Enter a search term, or select one of the suggested terms.
- 3 If you do not find a solution to your problem, or you require technical assistance, click **Create Support Request** to open a support ticket.