Using VMware Cloud

VMware Cloud services

vmware®

You can find the most up-to-date technical documentation on the VMware website at:

https://docs.vmware.com/

If you have comments about this documentation, submit your feedback to

docfeedback@vmware.com

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

Contents

What's New on the VMware Cloud Services Platform

The VMware Cloud services 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.

21 October 2018

Language and Regional Format

We have begun support for language and regional format settings.

We are currently supporting Japanese with the region Japan for onboarding cloud services, Cloud Services platform features such as Identity & Access Management, Billing & Subscriptions, and some areas of the Support Center, and also for VMware VMC on AWS pages. We will soon roll out support for additional cloud services and other languages.

You can change your display language before you onboard our cloud services, or in your account settings where you can also set your regional format. See Chapter 12 How Do I Change My Language and Regional Format.

Group Management

As an organization owner with a federated account, you can manage role access for enterprise groups within the VMware Cloud Services Console. You can assign roles, edit roles, and remove access from services and roles. See Chapter 5 Managing Enterprise Groups.

Pay by Invoice

VMware Cloud services now support the pay by invoice payment method which allows you to pay for your services in arrears. To set up pay by invoice, contact your VMware sales representative, or create a support request in the Support Center.

Multiple API Tokens

You can now generate multiple API tokens per organization. To generate a token, click your user name and select **My Account > API Tokens**.

Display Page-Specific Help Topics

You can now access page-specific help topics by clicking the **Help** icon on the toolbar. You can also search for additional help content using the search box. To pin the panel in place while you continue working, click the pin in the top right corner. Extra helpful for when you need a little additional help when performing certain tasks.

How Do I Sign up for VMware Cloud Services

2

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

3

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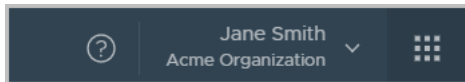
If you belong to more than one organization, you can switch from the active organization to another of your organizations at any given time. You can also select which of your organizations is displayed by default when you sign in.

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.

Managing Users and Permissions

4

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.

Organization Roles and Permissions

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

Permission	Organization Owner	Organization Member
Belong to one or more organizations	☑	☑
Access one of your other organizations	☑	☑
Specify the organization that is displayed when you sign in.	☑	☑
Change the organization settings.	☑	
Add/remove users in your organization	☑	
Manage the service access and roles of users in your organization.	☑	
Manage payment methods and billing.	☑	
Submit and manage support tickets.	☑	☑ 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.	☑	☑ When the **Managed Service Provider** check box is selected.

This chapter includes the following topics:

-
-

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 Managing 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.

- 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   The organization owner role includes access to the Support Center. If you are assigning the role of organization member and you want to give the user access to the Support Center, select the **Support User** check box.

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

7 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.

8 Click **Add service access** again, to give the user access to another service.

9 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

Invitations tab.

10 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.

Managing Enterprise Groups

<div style="text-align:right; font-size:3em; color:#888;">5</div>

As an organization owner with a federated account, you can manage role access for enterprise groups within the VMware Cloud Services Console. You can assign roles, edit roles, and remove access from services and roles.

To	Do this
Assign Roles to Groups	On the VMware Cloud Services Console, click **Identity & Access Management > Enterprise Groups**. See Assign Roles to Enterprise Groups.
View the list of members in a group	Before and after you assign roles to an enterprise group, you can view a list of the group's members and search for a specific member.
Remove Group Access to an Organization	On the VMware Cloud Services Console, click **Identity & Access Management > Enterprise Groups**. Select the group, and click **Remove Access**.
Edit the Roles Assigned to Groups	On the VMware Cloud Services Console, click **Identity & Access Management > Enterprise Groups**. Select the group, and click **Edit Roles**. You can edit the roles of one group at a time.

Assign Roles to Enterprise Groups

You assign roles to enterprise groups and give them access to the organization's services. You can assign roles to more than one enterprise group at a time, and also view the members in the selected group.

The members of the group you assign 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 Managing Users and Permissions.

- A role within the cloud service to which you are inviting the group. Each cloud service has its own specific roles. For more information, refer to the documentation of the relevant VMware Cloud service.

- Depending on your customer profile, you might also view the Managed Service Provider role which enables members to query the cloud service APIs for customer usage and data. If you assign this role to members of a tenant organization, they will have access to all the data within the organization.

Procedure

1 On the VMware Cloud Service toolbar, select **Identity & Access Management > Enterprise Groups**..

2 Click **Assign Roles**.

3 Search for the enterprise groups to which you want to assign roles.

You can see the list of members in the group by clicking the group name, and entering a name string.

4 Assign the group an organization role.

Refer to the link above to see the permissions of each role.

5 Select a service, and then assign the group one or more roles in the service.

The service default role appears. Click the role to select a different role.

6 To give the group access to another service, click **Add Service**, and assign a role.

7 Click **Assign**.

Members with the organization owner and support user roles are sent an email. To send an email to members with the organization member role, click the checkbox.

Working with Payment Methods and Billing

<div style="text-align: right">**6**</div>

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 GUID-9561FC4B-0332-4A05-89A0-9A9179F5ABF7#GUID-9561FC4B-0332-4A05-89A0-9A9179F5ABF7.

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 Information

- Manage Payment Methods

- Pay with Promotional Credits

- Pay by Invoice

- Pay by Credit Card

- ■ Work with Commitments
- ■ How Is My Payment Currency Determined

Get Billing Information

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

View your billing information by selecting **Billing & Subscriptions** on the Cloud Services Console.

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.

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 be redeemed against any of the VMware Cloud services-supported currencies. There may be times when a promotional credit is activated for you as you onboard a particular service.

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. You can check the balance of the promotional credit at any time.

Pay by Invoice

As an organization owner, you can change your payment method to pay by invoice by submitting a request in the Support Center.

Procedure

1   On the VMware Cloud Services Console, select **Support Center** and click **Create Support Request**.

2   In the **Category** text box, select **VMware Cloud Services - Billing and Usage**.

3   In the **Subject** text box, enter **Pay by invoice**.

4   Enter the support request details, and click **Create Support Request**.

A VMware Cloud services representative will contact you about your request.

Pay by Credit Card

VMware Cloud services support payment with various credit cards. You can use your personal or corporate Mastercard, Visa, American Express, Discover, JCB, Diners Club credit cards. You can also use a Mastercard, Visa, or American Express debit card.

If you want to use a credit card to pay for your services:

■   Your credit card limit and your payment processor determine the size of your transactions. The maximum amount you can spend in a single transaction is $25,000. For more information about your credit limit, you should contact your issuing bank.

■   The address of your organization determines the currency in which you are charged. For a list of countries and their relevant currencies, see How Is My Payment Currency Determined.

■   There are certain limitations to the use of credit cards based on the address of your organization and the billing address of your credit card. See the table below for more information.

■ When you add a credit card as a payment method, we don't charge your card, but we do check that it is valid. A validity check might include a pre-authorization request by your banking institution. You might see a pending authorization request of $1.00 or equivalent on your statement. The pre-authorization is not a charge, and no funds are debited from your account.

Due to risk and fraud considerations, you cannot use a credit card as a payment method under the following circumstances.	
The address of your organization is in one of these countries.	Afghanistan, Netherlands Antilles, Angola, Bosnia and Herzegovina, Bangladesh, Burkina Faso, Bahrain, Brazil, Belarus, The Democratic Republic of Congo, Cameroon, China, Cuba, Cape Verde, Cyprus, Eritrea, Falkland Islands, French Guiana, Guadeloupe, Guam, Haiti, Isle of Man, Iraq, Iran, Korea, Kuwait, Lao, Mongolia, Mali, Martinique, Montserrat, Mexico, Nigeria, Nepal, Occupied Palestinian Territory, Sudan, Senegal, Syria, Turkmenistan, East Timor, Ukraine, Vatican City State, Venezuela, Mayotte, Yugoslavia, Zimbabwe.
The billing address of the credit card is in one of these countries.	Afghanistan, Netherlands Antilles, Angola, Antarctica, Aland Islands, Bosnia and Herzegovina, Bangladesh, Burkina Faso, Bahrain, Saint Barthelemy, Bonaire, Sint Eustatius and Saba, Brazil, Bouvet Island, Belarus, Cocos, Democratic Republic of Congo, Central African Republic, Cameroon, China, Cuba, Cape Verde, Curacao, Christmas Islands, Cyprus, Western Sahara, Eritrea, Falkland Islands, French Guiana, Guadeloupe, South Georgia and the South Sandwich Islands, Guam, Hong Kong, Heard Island and McDonald Islands, Haiti, Isle of Man, India, British Indian Ocean Territory, Iraq, Kiribati, Korea, Kuwait, Lao,Lithuania, Luxembourg, Latvia, Saint Martin, Mali, Montserrat, Mexico, Malaysia, Norfolk, Island, Nigeria, Norway, Nepal, Nauru, Niue, Pitcairn, Occupied Palestinian Territory, Rwanda, Sudan, Sweden, Singapore, Svalbard and Jan Mayen, Senegal, Somalia, South Sudan, Sao Tome and Principe, Syria, Chad, French Southern Territory, Thailand, Tokelau, Turkmenistan, East Timor, Turkey, Tuvalu, United States Minor Outlaying Islands, Vatican City State, Venezuela, Mayotte, Yugoslavia, Zimbabwe

You can add a credit card as a payment method when you onboard our cloud services, or later by selecting **Billing and Subscriptions > Manage Payment Methods**. See Manage Payment Methods.

Work with Commitments

Commitments allow you to save money by committing to buy a certain amount of capacity for a defined period. VMware Cloud services invoice you according to the terms laid out in the commitment.

For example, you might take out a commitment to cover the use of four virtual machines for one year. Usage not covered by commitments is charged based on the on-demand pricing you agreed to when you signed up with your service.

How to Set Up a Commitment

If you are an organization owner, contact your VMware sales representative to negotiate a quote and arrange payment for a commitment.

You will receive a notification email indicating that your commitment is active. For each commitment, you receive an email with a unique link. Click the link in the email to apply your commitment to one of your current organizations or to a new organization.

How to View Commitments and Download Invoices

On the VMware Cloud Services toolbar, select **Billing & Subscriptions > Commitments**.

How Is My Payment Currency Determined

VMware Cloud services support the payment for services in various currencies using a credit card, funds, 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.

VMware Cloud services support two selling units: one for US customers and one for non-US customers. While US customers are only billed in US dollars, countries within the non-US selling unit are billed in various currencies. How might this affect you?

- An organization can pay with a single currency. The address of the organization determines the payment currency of the organization's transactions.

- 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 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.

- If you want to change the address of your organization, the new address must be located in the same selling unit as the original address. In addition, you cannot change the address to one residing in a country with a currency different to that of the original address. See the table below to learn more.

- You can use any fund as payment method in your organization if the currency of the fund is the same as the organization's currency, and it belongs to the same selling unit.

VMware Cloud Services Selling Units

Use the information in these tables to determine the currency in which you are charged for your services.

Table 6-1. Selling Unit IE for Non-US Customers

If the address of your organization is in this country...	You are charged in...
Afghanistan, Algeria, American Samoa, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire, Sint Eustatius and Saba, Botswana, Bouvet Island, Brazil, British Indian Ocean Territory, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cote D'Ivoire, Cuba, Curacao, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Finland, France, French Guiana, French Polynesia, French Southern Terr., Gabon, Gambia, Georgia, Ghana, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Heard Island and Mcdonald Islands, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Republic of Korea, Kuwait, Kyrgyzstan, Lao, Lebanon, Lesotho, Liberia, Libya, Macao, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Occupied Palestinian Territory, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn, Puerto Rico, Qatar, Reunion, Russian Federation, Rwanda, Saint Barthelemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Georgia and the South Sandwich Islands, South Sudan, Sri Lanka, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, United States Minor Outlying Islands, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands, Wallis and Futuna, Western Sahara, Yemen,	USD
Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Germany, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City State, Yugoslavia, Zambia, Zimbabwe, Aland Islands	EUR
Gibraltar, Guernsey, Isle of Man, Jersey, United Kingdom,	GBP
Japan	JPY
China, Mongolia	CNY
Australia, Christmas Island, Cocos (Keeling) Islands, Norfolk Island	AUD

Table 6-2. Selling Unit US for US Customers

If the address of your organization is in this country	You are charged in
United States of America	USD

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.

Generate API Tokens

<div style="text-align:right">8</div>

You use API tokens to authenticate yourself when you make authorized API connections. Previously called an OAuth Refresh token, an API token handles authorization more securely than an access key because it authorizes access per organization, and not across all your organizations.

You can generate more than one API token. A 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. 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**.

2 Click **New Token**.

3 Click **Copy to Clipboard**.

4 Paste the token in a safe place so you can retrieve it to use later on.

Example: Using an API Token to Interact with VMware Cloud Service APIs

You can use an API token to interact with the Cloud Service Platform APIs or the APIs of any of your cloud services.

You generate the token as described above. Then, you replace the token for a CSP token by performing POST to `/am/api/auth/api-tokens/authorize`. A `csp-auth` token is generated. Paste the `csp-auth` token into your script.

Here are some links to the CSP RESTful APIs that you might find helpful:

- New Account Management (AM) microservice:
  https://console.cloud.vmware.com/csp/gateway/am/api/swagger-ui.html#/

- Billing: https://console.cloud.vmware.com/csp/gateway/billing/api/swagger-ui.html#/

- Service Lifecycle: https://console.cloud.vmware.com/csp/gateway/slc/api/swagger-ui.html#/

How Do I Secure My Account Using Multi-Factor Authentication

9

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 and password to log in to cloud services.

How do I?	
Activate my MFA device.	1 Click your user name on the VMware Cloud Services menu, and select **My Account > Security**.
	2 Click **Activate MFA Device**, and follow the instructions to set up your device.
	3 MFA is turned on automatically. The next time you sign in to VMware Cloud services, use your VMware ID and password, and an authentication code generated by the app.
Turn off MFA so I sign in with my VMware ID and password only.	1 Click your user name on the VMware Cloud Services menu, and select **My Account > Security**.
	2 Click the **MFA is turned on** toggle key.
Turn off MFA when I can't sign in with my MFA passcode.	1 On the sign in page, click **Troubleshoot MFA**.
	2 Click **Contact Support**, and request help in turning off MFA.
Deactivate my MFA device.	1 Click your user name on the VMware Cloud Services menu, and select **My Account > Security**.
	2 Click **Deactivate MFA Device**.

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	■ 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	■ 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
Windows phone	■ Authenticator. See, https://www.microsoft.com/en-us/store/p/authenticator/9wzdncrfj3rj?rtc=1. ■ 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 10

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.

You can use the Support Center to search for information, and to open and manage support tickets. 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 must have a support role to access the Support Center. Your 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**.

    The link to the Support Center only appears on the console if you have a support role.

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.

Why Do I Need to Link My VMware ID

11

If you are being asked to link your account, it means that your company has created a federated account with VMware Cloud services and given you access to organizations and services. Instead of signing in with your VMware ID, you now sign in with your corporate credentials.

Why Can't I See All My Services?

You must link your VMware ID account to your federated account so that you can access all the services from your VMware ID account. If you have any tokens, they will automatically be transferred.

How Do I Link My Account?

Link your account by clicking **My Account > Profile** on the VMware Cloud Services console.

If you used your corporate email address when you created your VMware ID, click the **Link VMware ID** button in the VMware Cloud Services banner. If you close the banner, you can link your account later by clicking **My Account > Profile** on the VMware Cloud Services console.

You can view the details of your linked account in the Profile page.

How Does This Impact Organization Owners or Users with Support Roles?

If you are an organization owner or hold a support role, you must also link your VMware ID account so that you continue to access Billing and Customer Support. After you link your account, you'll receive a customer number. Going forward, when you create an organization, part of the setup includes linking your VMware ID account.

Where Do I View My Customer Number?

As an organization owner or a support user, you require a customer number. After you link your account, your customer number appears under your name on the **User/Organization Settings** menu.

You can also view your customer number and other details of your linked account on the Profile page.

How Do I Change My Language and Regional Format

12

You can change your display language to your preferred language before you onboard our cloud services, or in your account settings where you can also set your regional format.

Experience onboarding in your preferred language: If you have not yet onboarded VMware Cloud services, you can choose your preferred language before you sign in. We support the regional format set in your browser.
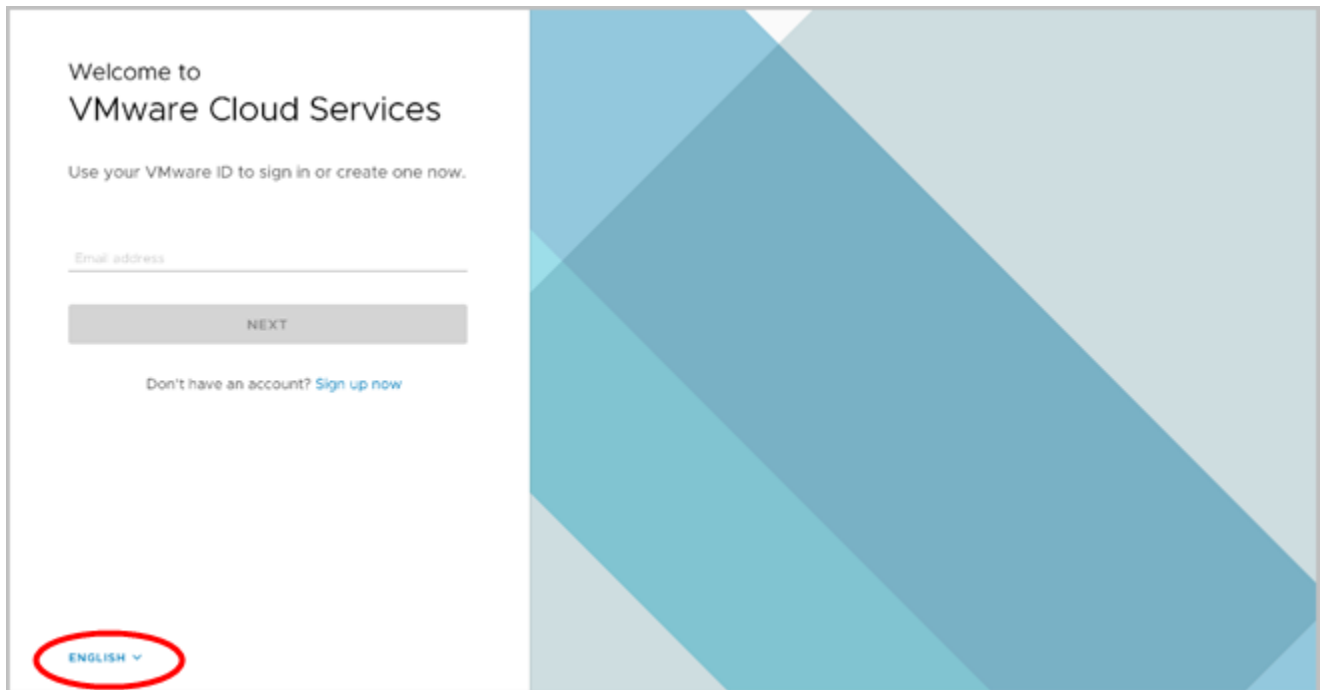
To change your language and regional format at any time after you have signed in, click your user name on the menu bar, and select **My Account > Preferences**.

We currently provide support for Japanese with the regional format Japan. If you change your language, know that not all our pages are displayed in the selected language. In addition, there are some forms that only support English characters. Don't worry, we'll let you know when only English is supported.

How Are My Current Costs Estimated

13

The current costs section in your billing overview reflects current usage and not final charges.

View information about how your service estimates current costs, below.

VMware VMC on AWS