

Cloudera Account 360

Cloudera Account 360 User Guide

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CLOUDERA

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Introduction to Cloudera Account 360

Cloudera Account 360 is a single, unified interface for viewing and managing all customer accounts and users across Cloudera business operations. It offers comprehensive Account Management and User Management features that help administrators oversee account details, user access, and security settings.

Cloudera Account 360 provides several key account and user management capabilities.

Account management

- View and manage accounts for which authorized Primary Administrators or Secondary Administrators manage users.
- View account details such as billing address and Cloudera contact information.
- Set default access permissions for all users within a specific account.
- Manage account administrators, including adding Secondary Administrators.
- View accounts associated with your organization.
- Configure login requirements such as MFA Email and Okta Verify.

User management

- View the following user types belonging to your account:
 - Internal users from your organization who access one or more Cloudera products.
 - Cloudera users who are part of the Cloudera Account team.
 - Externally shared users from associated accounts who have access to view cases, consumption data, or both.
- View user details such as basic profile information and last login time.
- Manage access for individual users.

Accessing Cloudera Account 360

Access Cloudera Account 360 to manage your organization's accounts, users, orders, and billing.

About this task

Cloudera configures your account during the onboarding process. The Cloudera account team coordinates with your organization to designate Primary Administrators. Only designated Primary Administrators can perform the initial login to Cloudera Account 360. Secondary Administrators cannot access the portal until a Primary Administrator adds them to the account.

Before you begin

You must verify that the Cloudera account team designated the Primary Administrators for your accounts. If not, contact your Cloudera representative.



Note: Cloudera Account 360 uses the same Single Sign-On (SSO) credentials as the Support portal, training, and other Cloudera applications.

Procedure

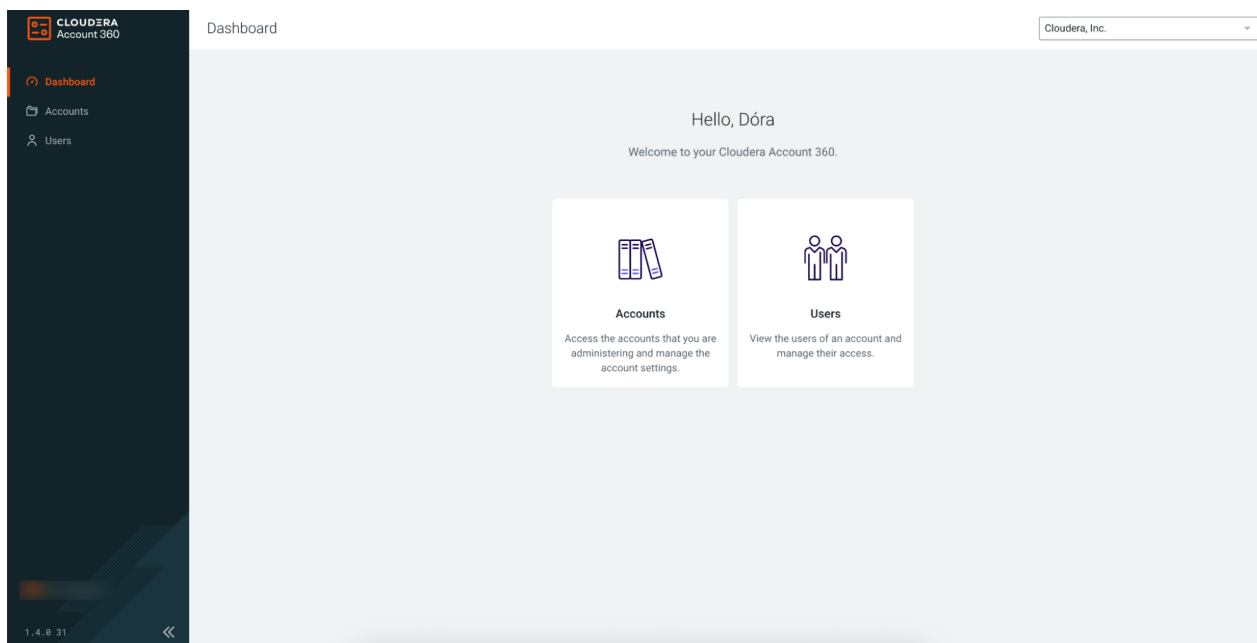
1. Go to the [Cloudera Account 360](#) portal.
2. Select a login option.
 - If you already have a Cloudera SSO account, click Login.

- If you do not have a Cloudera SSO account, click Register and complete the registration process.
3. Log in using your credentials.

What to do next

After you log in, the system redirects you to the Cloudera Account 360 dashboard, where you can manage your organization's accounts, users, orders, and billing.

Figure 1: Cloudera Account 360 dashboard



Managing accounts

View and manage primary and secondary accounts that belong to your organization, including viewing account information, modifying default profiles for all users, and granting access to Secondary Administrators.

Primary and Secondary Administrators

Every account must have a Primary Administrator. You designate this person, and the Cloudera Account team sets the role. A Primary Administrator can add one or more Secondary Administrators in Cloudera Account 360. Secondary Administrators have the same administrative capabilities as the Primary Administrator for their assigned accounts.

Primary Administrators can view secondary accounts related to any primary account they manage. Secondary Administrators can only view the accounts to which they are directly assigned. They cannot view other accounts in the hierarchy.

Default user profiles

When new users register, they automatically receive one of the following default profiles, which define their access to support, knowledge resources, and the community:

- **Support Access** – Provides access to create and view support cases, the Knowledge Base articles, and the Community Portal.
- **Knowledge Base Access** – Provides access to Knowledge Base articles and the Community Portal, but does not include Support Access.

- **Community Access** – Provides access to view and post in the Community Portal but does not include Support or Knowledge Base Access.

Procedure

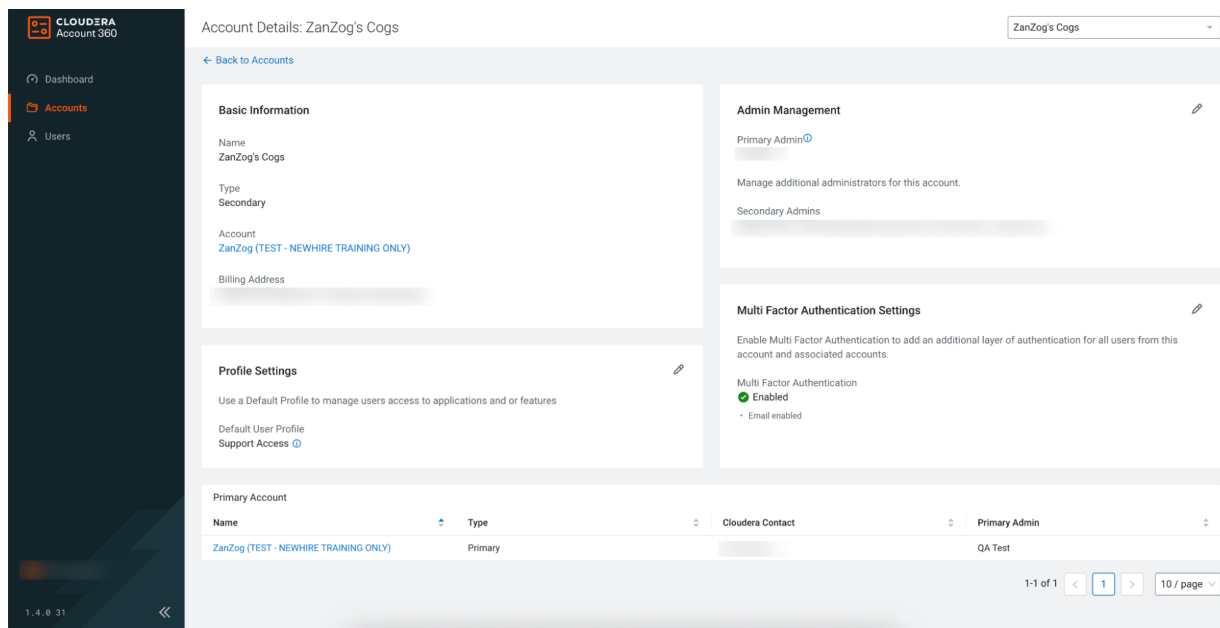
1. On the **Dashboard**, click Accounts to open the list of organizations you can access.

Alternatively, click Accounts in the left navigation pane.

2. Search for the organization you want to view or edit.

The **Account Details** page is displayed.

Figure 2: Account Details page example for ZanZog's Cogs



3. In the **Basic Information** section, view the following details of an account:

- Name of the account
- Cloudera Contact, the primary contact for the account
- Type of the organization account
- Billing address of the account

4. In the **Profile Settings** section, edit the Default User Profile using ##, if needed.

The Default User Profile setting defines the access levels for Cloudera applications and features in MyCloudera. Changes to the setting affect only new users added to the account. To update existing users, you must edit the individual users' profiles.

- a) Modify the default user profile.

- Select Knowledge Base Access to grant access only to the Knowledge Base.
- Select Support Access to grant access to Support cases, the Knowledge Base, and the Community Portal.
- Select Community Access to grant access only to the Community Portal.

- b) Click Save.

5. Modify the **Admin Management** settings using ##, if needed.

You can add Secondary Administrators to the account. If you need to change the Primary Administrator, contact Cloudera Support to request the update.

Figure 3: Admin Management section example

Admin Management



Secondary Admins

Banner User ×

User Shared With Cases Only ×

Edit Access ×

Arslan Test ×

Additional users can be added as an Administrator for Zanzog's Cogs and will gain access to all of the account information.

Add a Secondary Account Admin

Save

Cancel

- a) Start typing the name of the administrator or administrators you want to add as Secondary Administrators. The administrators are displayed in the **Secondary Admins** field.
 - b) Click Save.
6. Update **Multi#Factor Authentication Settings** using ##, if needed. You must enable at least one multi-factor authentication method to access Cloudera products and services. By default, the system enables email authentication.

Figure 4: Multi#Factor Authentication Settings section example

Multi Factor Authentication Settings



Enable Multi Factor Authentication to add an additional layer of authentication for all users from this account and associated accounts.

For enhanced security, at least one of the authentication methods need to be selected.

Disabling Multi Factor Authentication will remove additional layers of authentication for all users from this account and associated accounts when signing into Cloudera applications through Cloudera SSO.

Authentication Methods

Email

Okta Verify

Save

Cancel

a) Change the Authentication Method by selecting Okta Verify.

b) Click Save.

7. View the list of **Secondary Accounts** and their Basic Information.

8. Click the account Name to open the Account Details page and manage the account information.

What to do next

Click Back to Accounts to return to the profile list.

Managing users

View the user details of internal, Cloudera, and external users. For internal users, view profile and login information and modify the profile settings.

About this task

The following types of users are listed on the **Users** page:

- **Internal Users** – Users from your organization
- **Cloudera Users** – Users from the Cloudera account team

- Grant Cloudera users full access to Cloudera Account 360 using the Grant Access toggle for troubleshooting purposes.
- **External Users** – Users shared with your account from other organizations for case or consumption access, or both
 - Grant external users full access to Cloudera Account 360 using the Grant Access toggle, if needed.
 - Request Cloudera Support to share new External Users with your account for cases or consumption access.
 - You can remove External Users from the **Users** page by clicking ###.

Figure 5: Users page

The screenshot displays the 'Users' page in Cloudera Account 360. The page is titled 'Users' and shows a dropdown menu for the account '09_06 Test Account 1'. The page is divided into three sections: Internal Users, Cloudera Users, and External Users. Each section has a search bar and a table of users. The Internal Users section shows two users: 'Admin Admin' and 'AcctChange ProfileTest'. The Cloudera Users section shows two users with columns for Full Name, Email ID, Phone Number, Timezone, and Grant Access. The External Users section shows one user with columns for Full Name, Email ID, Account, Access, and Grant Access. The page includes a search bar, navigation tabs, and pagination controls.

To manage profile information only for Internal Users, perform the following steps:

Procedure

1. On the **Dashboard**, click Users to open the list of users you have access to. Alternatively, click Users in the left navigation pane.
2. Search for the user whose information you want to view or edit. The **User Details** page is displayed.

The screenshot shows the 'User Details: Test Test' page in the Cloudera Account 360 interface. The page is divided into three main sections:

- Personal Information:**
 - Full Name: Test Test
 - Email ID: [Redacted]
 - Nickname: -
 - Job Title: Test
 - Account Name: Zanzog's Cogs
 - Timezone: (GMT-05:00) Eastern Standard Time
- Profile Settings:**
 - Profile Settings are used to manage user access to applications and/or features.
 - User Profile: Support Access
- Login Information:**
 - Last Login: -
 - Status: Active

3. View the following details of a user provided at registration in the **Personal Information** section:
 - Full Name
 - Email ID
 - Nickname
 - Job Title
 - Account Name
 - Timezone
4. View the user's last login date and current profile status in the **Login Information** section.
5. In the **Profile Settings** section, edit the User Profile settings using ##, if needed.
The User Profile setting defines the access levels for Cloudera applications and features in MyCloudera.

Edit Profile Settings



User access will be changed to the selected one for Test A.

User Profile

Support Access



Save

Cancel

- a) Select Knowledge Base Access to grant access only to the Knowledge Base.
- b) Select Support Access to grant access to Support cases, the Knowledge Base, and the Community Portal.
- c) Select Community Access to grant access only to the Community Portal.
- d) Click Save.

What to do next

Click [Back to Users](#) to return to the user list.

Cloudera Account 360 FAQ

Cloudera Account 360 FAQ covers the purpose, access methods, and key account and user management capabilities of the interface. It also explains administrator roles, common configuration tasks, and upcoming planned features.

What is Cloudera Account 360?

Cloudera Account 360 is a unified interface, providing customers full visibility into their users and accounts, and empowering them to manage all aspects of their Cloudera business operations.

How can I access Cloudera Account 360?

You can access Cloudera Account 360 through <https://account360.cloudera.com/>.

Your account is configured during your onboarding. Log in using your existing Cloudera Single Sign-On (SSO) credentials, which are the same as those you use to access the Support portal, training, and other Cloudera applications.

Is Cloudera Account 360 free of charge?

Yes, Cloudera Account 360 is a free product launched with customers' productivity and security in mind.

What is available in Cloudera Account 360?

Account Management

- View and manage accounts for which authorized Primary Administrators or Secondary Administrators manage users.
- View account details such as billing address and Cloudera contact information.
- Set default access permissions for all users within a specific account.
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 - Externally shared users from associated accounts who have access to view cases, consumption data, or both.
- View user details such as basic profile information and last login time.
- Manage access for individual users.

What is the difference between a Primary and a Secondary Administrator?

A Primary Administrator is set by the Cloudera Account team following your guidance. A Primary Administrator is required for every account. One or more Secondary Administrators can be added by the Primary Administrator in Cloudera Account 360. Secondary Administrators can perform all administrative functions as the Primary Administrator for their assigned accounts.

Primary Administrators can view Secondary Accounts related to any primary account they manage. Secondary Administrators can only view the accounts to which they are directly assigned. They cannot view other accounts in the hierarchy.

How do I add additional administrators to my account?

You can add a new administrator in the **Accounts** section in the Accounts module. Click the pencil icon, select a user from the drop-down list, and save.

How do I set account#wide access defaults for users in my account?

Set up a default user profile for your account by going to the **Accounts** section, clicking the pencil icon on the profile settings module, and selecting a default profile from the drop-down list.

The following profile options are available:

- **Support Access** – Provides access to create and view support cases, the Knowledge Base articles, and the Community Portal.
- **Knowledge Base Access** – Provides access to Knowledge Base articles and the Community Portal, but does not include Support Access.
- **Community Access** – Provides access to view and post in the Community Portal but does not include Support or Knowledge Base Access.

How do I update the access of an individual user in my account?

An administrator can update an individual user's access and permissions by updating their assigned profile under the **Users** module. This is done by selecting the user, clicking the pencil icon on the profile settings module, and selecting the desired profile from the drop-down list.

The following profile options are available:

- **Support Access** – Provides access to create and view support cases, the Knowledge Base articles, and the Community Portal.
- **Knowledge Base Access** – Provides access to Knowledge Base articles and the Community Portal, but does not include Support Access.
- **Community Access** – Provides access to view and post in the Community Portal but does not include Support or Knowledge Base Access.

How do I add or remove case access from users in my account?

Case permissions are determined by the Support Access profile assigned to an individual. Administrators can manage this access in the following ways:

- Setting Support Access as the default user profile to automatically grant case permissions to new users during registration.
- Manually updating the profile of an individual user to the Support Access profile.

What additional features are planned for Cloudera Account 360?

- Orders – Displays what customers bought
- Consumption – Displays node or credit consumption
- License Download – Downloads license keys and payroll credentials
- Invoices – Views the invoices

Cloudera Account 360 demos

Cloudera Account 360 demos include an introductory video of core functionalities and an interactive walkthrough for getting started with the interface.

This short demo introduces Cloudera Account 360, explains how it works, and highlights its key features.

<https://www.youtube.com/embed/Pir8B64JwFk?si=vf4ucwZxjzSKvU1I>

You can also explore this [interactive demo](#), which walks you through getting started with Cloudera Account 360.