Aras SaaS Portal

Administrator Guide

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1 Introduction

1.1 Purpose

The *Aras SaaS Portal – Administrator Guide* provides comprehensive instructions and resources to enable administrators to leverage self-service opportunities relating to their Aras Innovator Software-as-a-Service (SaaS) environment.

1.2 Scope

This document provides instructions and information on Accessing the Aras SaaS Portal, Managing Users, and Authorization Requests.

1.3 Target Audience

This document is intended for administrators performing administrative functions related to their Aras Innovator SaaS instance.

2 Aras SaaS Portal

The Aras SaaS Portal is a tool that enables administrators to manage aspects of the Aras Innovator SaaS environment utilizing self-service functionality.

2.1 Accessing the Aras SaaS Portal

The Aras SaaS Portal can be accessed using the following link: https://services.aras-cloud.com/

2.2 Manage Users

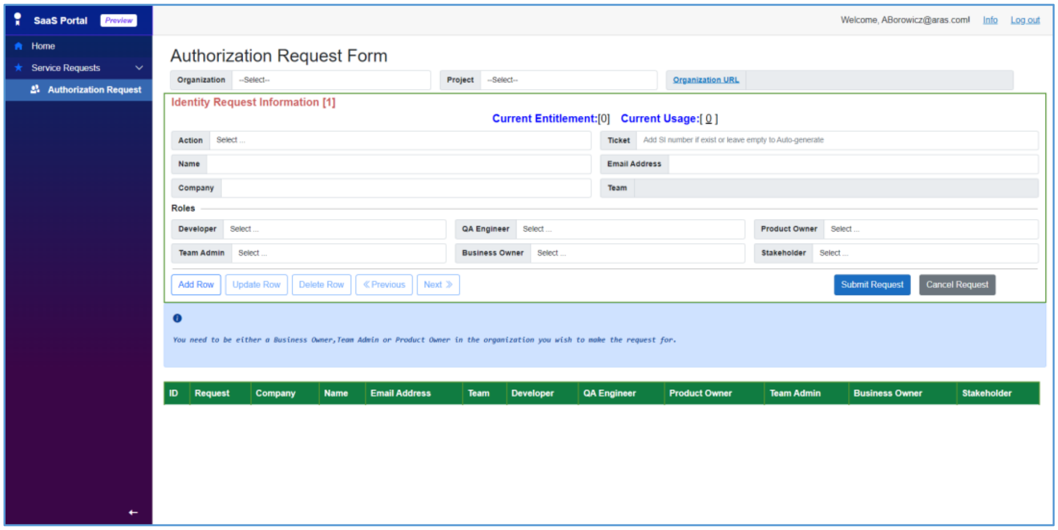
As an Aras Innovator implementation progresses, team members may be added with new or different roles, removed, and/or adjusted as necessary. Business Owners, Team Administrators, and Product Owners can manage users through Authorization Requests using the Aras SaaS Portal.

2.2.1 Authorization Requests

Authorization Requests are used to manage users accessing the Aras Innovator implementation. The Authorization Request Form prepares the list of users to be added, updated, or removed from the Team Roster table. The following steps outline the process to create an Authorization Request:

1. Go to the Aras SaaS Portal

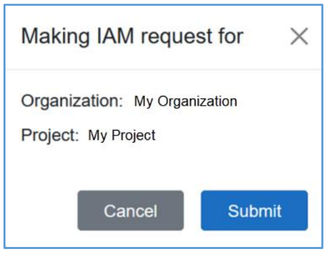
2. From the **Table of Contents**, expand **Service Requests** and select **Authorization Request**. The **Authorization Request Form** appears.



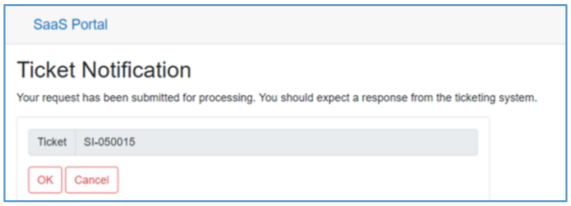
- **Organization –** This drop-down list displays whether the logged-in user is a Business Owner, Teams Admin, or Product Owner.
- **Project –** This drop-down list displays the relevant projects for the selected organization.
- **Organization URL**—The URL for the Standard Development Environment (SDE) landing page, which displays all the organization's projects.
- **Current Entitlement**—This displays the number of users an organization is entitled to for the existing Aras SaaS subscription.
- **Current Usage –** Displays the number of users currently enabled by the organization.
- **Action –** The action to be performed by the user specified in this section of the Authorization Request Form.
  - **ADD** – Add the user to the organization.
  - **UPDATE** – Add additional roles for a user already part of the organization.
  - **REMOVE** – Remove a role or roles for a user already part of the organization.
  - **DELETE** – Disable and remove the user from all roles. The user will no longer be able to connect to the system.
- **Name –** The name of the user.
- **Company –** The user's company.
- **Ticket—**(Optional) The Support Incident (SI) number for the request. If there is an existing SI, it can be specified in this field. If left blank, a new SI number will be generated.
- **Email Address –** The email address of the user.
- **Team –** The default Azure DevOps team. Some projects create additional teams separately, and those team names can be entered here.
- **Roles –**
  - **Developer –** Users who will modify Aras Innovator configurations and/or code. Developers will need access to Git to commit changes, push changes, create pull requests, and create automated tests as needed.
  - **Team Admin –** Users who will manage the team's work scope. Team Admins can also prepare reports.

- **QA Engineer –** Users who will create automated tests and test/validate modifications implemented by developers.
- **Business Owner –** Users responsible for environment requests, general communication, and signing off on deployments to the User Acceptance Testing (UAT) and Production environments.
- **Product Owner –** Users who work closely with the team and provide final approval for work done by the team.
- **Stakeholder –** Users outside the team who must be informed of current and upcoming work.

3. Once the **Authorization Request** form is complete, click **Submit Request**. A confirmation dialog appears.

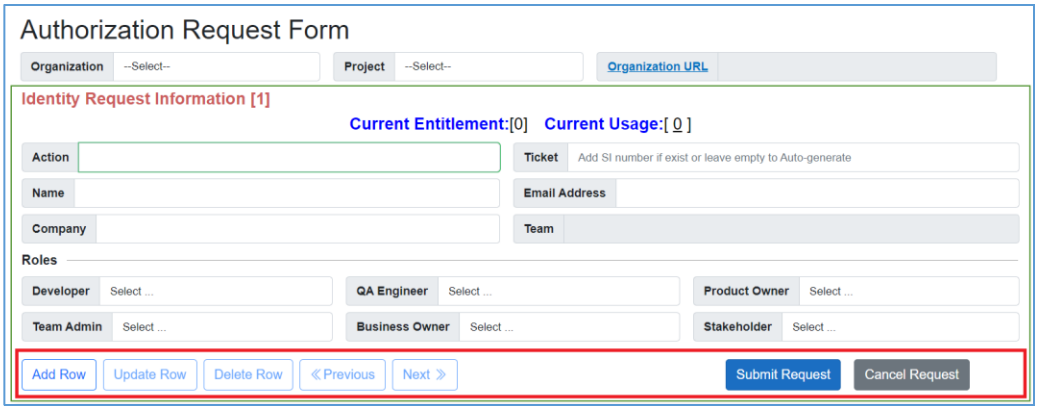


4. Click **Submit**.
5. The **Ticket Notification** dialog appears with the Support Incident number.



2.2.1.1 Navigating the Authorization Request Form

The **Authorization Request Form** navigation bar is used to navigate Authorization Requests. Each Authorization Request is added to a table, and the number in brackets next to the Identity Request Information label identifies its row number in that table.



- **Add Row –** Add a new user to the Authorization Request.
- **Update Row –** Update the user as part of the Authorization Request.
- **Delete Row –** Remove the user from the Authorization Request.
- **Previous –** Display the previous user in the Authorization Request.
- **Next –** Display the next user in the Authorization Request.
- **Submit Request –** Submit the Authorization Request.
- **Cancel Request –** Cancel the Authorization Request.