

MyRackspace Customer Portal

Permissions Guide

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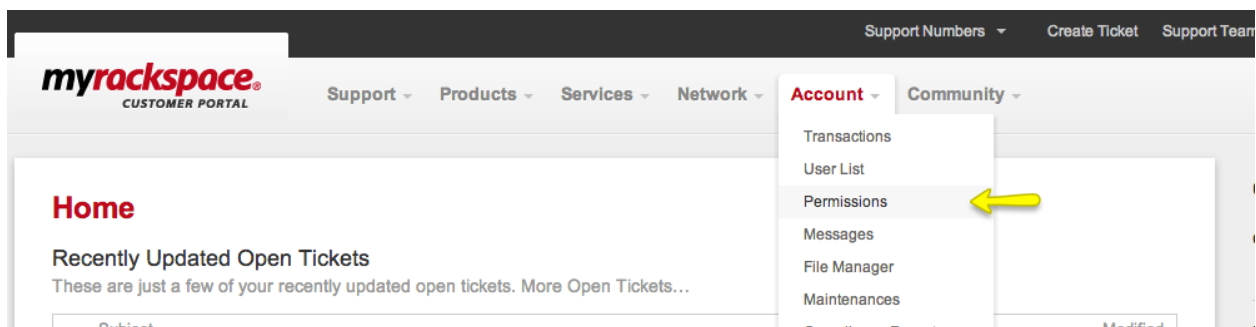
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Why do I need to set up permissions?

Permissions allow you to determine the amount of access your users have in the MyRackspace Customer Portal. Our Support Teams review these permissions to help determine user access when answering tickets and support telephone calls.

How do I manage permissions?

The **Permissions** section of MyRackspace is located under the **Account** navigation link.



In order to access the Permissions section and to modify another user’s permission, you must have one of the following permissions:

Account Administrator – this permission grants a user unlimited access to every section of MyRackspace

Or

Admin – this permission (on a device or service) grants a user the ability to manage the device/service as well as which users can access the device/service

How do permissions impact the user experience for tickets?

| In order to: | Users need the following access: |
|---|---|
| View or include another user on an account ticket (tickets that do not have devices or services associated to the ticket) | View Tickets and/or Edit Tickets permission |
| View or include another user on a ticket that has a device(s) associated | View, Edit or Admin permission to that device(s) |
| View or include another user on a ticket that has a service(s) associated (such as tickets for Managed Antivirus) | View, Edit or Admin permission to that service(s) |

Global ticket permissions also have an effect on how users see tickets, see “How do I manage Global Permissions?” section for more detail.

Opting Out of Ticket Notifications

Users have the option to opt out of all email notifications for tickets. These users will still be able to log into MyRackspace to monitor tickets but will not receive any notifications. To opt out, please contact your Support Team.

Permission Types

Direct Permissions – A user is granted direct access to account permissions, cloud accounts, devices or services.

Effective Permissions – effective permissions are the permissions that a user has inherited as a result of their memberships in different User & Product Groups.

Note: A user can be granted a mixture of direct and effective (inherited) permissions; MyRackspace will adhere to the highest level of permission granted.

Assigning Permissions by User

“Assign by User” allows you to select an individual and grant them access to account level permissions, cloud accounts, devices, services or Product Groups.

Assigning Permissions by User Group

Assign by User Group allows you to select a group of users and grant them access to account level permissions, cloud accounts, devices, services or Product Groups.




Assigning Permissions by Product

Assign by Product allows you to select a cloud account, device or service and assign them Users and User Groups

Assigning Permissions by Product Group

Assign by Product Group allows you to select a group of cloud accounts, devices or services and assign them Users and User Groups

How do I manage groups?

| In order to: | Users need to: |
|--|---|
| Create a User Group | Navigate to Users Groups under Manage Groups , submit a name for the group & click  to create the group. |
| Create a Product Group | Navigate to Product Groups under Manage Groups , submit a name for the group & click  to create the group. |
| Add members to a User Group | Select the User Group under Managed Groups and select from the list of users. |
| Add members to a Product Group | Select the Product Group under Managed Groups and select from the list of cloud accounts, devices or services. |
| Grant a User Group access to a Product Group | Navigate to an existing User Group under Assign by User , click on the Product Groups tab to set the permission level for the specific Product Group(s) |
| Grant a Product Group access to a User Group | Navigate to an existing Product Group under Assign by Products , click on the User Groups tab to set the permission level for the specific User Group(s) |
| Delete a User or Product Group | Select the User or Product Group and click Delete Group under the Actions  Cog. |

How do I manage Global Permissions?

The **Global Permissions** section was recently added to MyRackspace to allow you to make changes across the entire account.

Ticketing Settings allows you to control the tickets your users have permission to see when those tickets concern one or more devices.

| I want: | Enable: |
|---|--|
| <p>To allow Users to be able to see tickets that include a device that they have permission to view.</p> <p><i>For example:</i> If a User has access to device A, they will see all of the tickets that include device A even if another device is on the ticket.</p> <p>If device C is later added to the ticket and the User does not have access to device C, the User will still be able to see the ticket.</p> | Flexible Ticket Viewing (<i>Default Setting</i>) |
| <p>To require Users to have access to all of the devices on a ticket in order to see that ticket.</p> <p><i>For example:</i> If a ticket includes device A and device B, then the User must have permissions to both devices to see the ticket.</p> <p>If device C is later added to the ticket and the User does not have access to device C, the User will no longer be able to see the ticket.</p> | Strict Ticket Viewing |

Definitions

- **Account Administrator** – this permission grants a user unlimited access to every section of MyRackspace. The user is able to manage all users, products and services.
- **Manage Users** – This permission allows the user to add or remove users on the account.
- **Manage My Contact Information** – This permission allows the user to manage personal information.
- **Manage SSL Certificates** – This permission allows a user to view, renew and purchase SSL Certificates for devices on an account. (In combination with Upgrade Account)
- **Upgrade Account** – This permission allows the user to purchase products or services when combined with other permissions.
- **View Reports** – This permission allows the user to view reports such as Managed Backup, Performance Monitoring or Managed Anti-Virus.
- **View Tickets** – This permission allows the user to view the list of account level tickets also known as non-device associated tickets.
- **Edit Tickets** – This permission allows the user to manage account level tickets also known as non-device associated tickets.
- **View Domains** – This permission allows the user to view DNS information for domains.
- **Edit Domains** – This permission allows the user to manage DNS information for domains.
- **View Billing** – This permission allows the user to view invoices and online payments.
- **Edit Billing** – This permission allows the user to make a payment or setup recurring payments.
- **Invited** - Invited Users can be granted permissions to MyRackspace however they must register to be able to log into the portal. Invited Users will receive ticket notifications.
- **Active** - Active Users have registered and are able to log into the portal.
- **Inactive** - Inactive Users have registered but are unable to access the portal because their user account has been deactivated. You can choose to remove all permissions or delete the user as needed.