**Understanding Administrative and Consumer Roles in HP Propel**

Access to applications in HP Propel is controlled through HP Propel users. There are three types of HP Propel users:

• Administrator:

o Logs in as the *admin* user with the *cloud* password at *$Propel\_Hostname*:9000/org/Provider

o Manages HP Propel settings across all of the organization. For example, managing organizations or content packs.

o Has access to the Identity and Content Management applications.

• Organization Administrator:

o Logs in as the *orgadmin* user with the *cloud* password at *$Propel\_Hostname*:9000/org/CONSUMER

o Manages the organization, aggregates and manages catalog items, manages catalogs and categories. Additionally can perform all Organization Consumer functions (for example shopping and support requests).

o Has access to the Shop, Subscriptions, Knowledge, Request Support, Catalogs, Catalog Items, Categories, Policies, and Catalog Connect applications.

• Organization Consumer:

o Logs in as the *consumer* user with the *cloud* password at *$Propel\_Hostname*:9000/org/CONSUMER

o Performs shopping, manages subscriptions, searches knowledge articles, and requests support.

o Has access to the Shop, Subscriptions, Knowledge, and Request Support applications.

Use the **Catalogs** application to create and manage catalogs. These catalogs allow you to publish catalog items to the HP Propel Portal for consumer fulfillment.HP Propel catalogs can contain categories, which are used to group catalog items within the catalog.

Content packs are extension points to HP Service Exchange (HP SX). In collaboration with adapters,

content packs enable HP SX to communicate with end-point systems such as HP Service Manager

(HP SM) or HP Cloud Service Automation (HP CSA). A content pack is a ZIP or JAR file that can

contain operation definitions, Free Marker templates, HP Operation Orchestration (HP OO) flows,

and/or other configuration files. Content packs contain the order message lifecycle modeled in HP OO