# Cloud Concierge Activation FAQs

# \*If you are a first-time user please take the time to review the “Cloud Concierge Overview” document on the Support page. \*

## [Who can access Cloud Concierge?](#_Q:_How_can)

## [How can I get access to Cloud Concierge?](#_Q:_Why_is)

## [If I am a part of GBS in IBM, can I get access to Cloud Concierge?](#_Q:_How_come)

## [If I am a part of IBM Lab Services, can I get access to Cloud Concierge?](#_Q:_If_I_1)

## [Which types of email addresses does Cloud Concierge support as user IDs?](#_Q:_If_I)

## [Which characters can be used in an user password for Cloud Concierge?](#_Q:_What_is)

## [How can I provide a valid justification for full access to Cloud Concierge?](#_Q:_How_can_1)

## [What should I do if I cannot access Cloud Concierge even after my account as approved?](#_Q:_If_my)

Updated August 8, 2017

## Q: Who can access Cloud Concierge?

Full access to provisionable assets is only available to, and is solely funded by, IBM Analytics sellers who are selling or driving revenue within Analytics and can provide Sales Connect numbers associated with their sales opportunities. If you are not able to provide us with a Sales Connect number, we will not be able to grant you access. Any concerns about this process should be escalated to your executive management & divisional finance team to negotiate funding options for use of this system.

## Q: How can I get access to Cloud Concierge?

Please follow the instructions below to generate a pending activation in our system:

1. Create an IBM ID using their corporate email address, <https://www.ibm.com/account/profile/ca/en?page=reg>
2. Try to provision a platform via the provisioning site, <https://demo.ibmcloud.com/> and receive an auto-generated reply stating to contact AskIBM for activation.
3. Send an email to AskIBM requesting an activation so we can activate accordingly

**Note:** If you are a business partner, please ask your IBM representative to request an activation on your behalf.

## Q: If I am a part of GBS in IBM, can I get access to Cloud Concierge?

There are 2 options for Cloud Concierge access by GBS:

1. You can use your counterparts in Analytics Sales to provision, then they would provide the login information to you, the user.
2. GBS can setup an account with SoftLayer, then we share the desired image. GBS would pay a monthly fee for provisioning of that image, all of which is outside of the Cloud Concierge system.

Any concerns about this process should be escalated to your executive management & divisional finance team to negotiate funding options for use of this system.

## Q: If I am a part of IBM Lab Services, can I get access to Cloud Concierge?

Individuals within Lab Services are only granted access for personal enablement/internal training only, hence you will notice that you will can only provision instances for this purpose. The other customer facing options will be grayed out as use of Cloud Concierge for customer engagements is strictly prohibited.

## Q: Which types of email addresses does Cloud Concierge support as user IDs?

The Cloud Concierge system does not support external email addresses such as gmail, hotmail, iCloud, yahoo, or single named user IDs, such as 'jdoe' due to security breeches.

You will need to create a new IBM ID using your IBM email address, then once that has been registered we can activate your account accordingly, <https://demo.ibmcloud.com/>

**Manage your IBM ID here**, <https://www.ibm.com/account/profile/us?page=clrpro>

**IBM ID Help and FAQ**, <https://www.ibm.com/account/profile?page=faqhelp>

If you are unable to make the change (as we have seen in some cases), please email the Worldwide IBM Registration Helpdesk for assistance, <https://www.ibm.com/account/profile/us?page=reghelpdesk>

## Q: Which characters can be used as an user password for Cloud Concierge?

We have found that some users who have complex passwords with special characters are unable to log into Cloud Concierge. We believe it is the **'&'** character that prevents successful user logins.

Please change your password to contain alpha-numeric characters only and try again.

## Q: How can I provide a valid justification for full access to Cloud Concierge?

To grant full access to Cloud Concierge, we will need to validate your usage prior to full privileges. Since full access to provisionable assets is only available to, and is solely funded by, IBM Analytics sellers who are selling or driving revenue within Analytics and can provide Sales Connect numbers with their sales opportunities.

We will not be able to grant full access to Cloud Concierge if you cannot provide a valid Sales Connect number for your usage.

## Q: What should I do if I cannot access Cloud Concierge even after my account was approved?

Please delete all your browsing data, restart your browser and attempt to access Cloud Concierge again. If you continue to have issues, please send us an email with a screen shot of the error message.