

# Manage Cloud Access - Manual Process

- [Overview](#)
- [Problem](#)
- [Solution](#)
  - [1. Raising Service Now Ticket To get Manage Cloud Access](#)
  - [2. Verify the Cloud Access in Azure Portal](#)
- [Related Articles](#)

## Overview

<b>Platform:</b>	<b>Azure</b>
<b>Owner of this SOP:</b>	Azure Operations / Cloud One
<b>Cloud Services:</b>	Azure AD

## Problem

Detailed information about how to raise the Manage Cloud Access manual fulfilment when automation fails.

Tester	Reviewer
@ Janaki V	

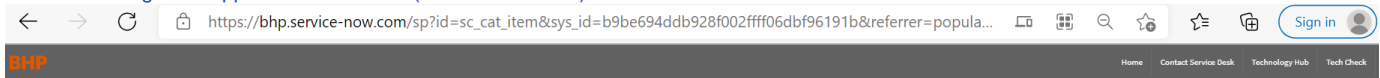
## Solution

### 1. Raising Service Now Ticket To get Manage Cloud Access

1.1 Raise the Service Request in Generic service request if automation fails. Please refer the below screenshots.

1.2 Click the below mentioned Service Portal link to create generic request.

[Service Catalogue - Support Central Portal \(service-now.com\)](https://bhp.service-now.com/sp?id=sc_cat_item&sys_id=b9be694ddb928f002ffff06dbf96191b&referrer=popula...)

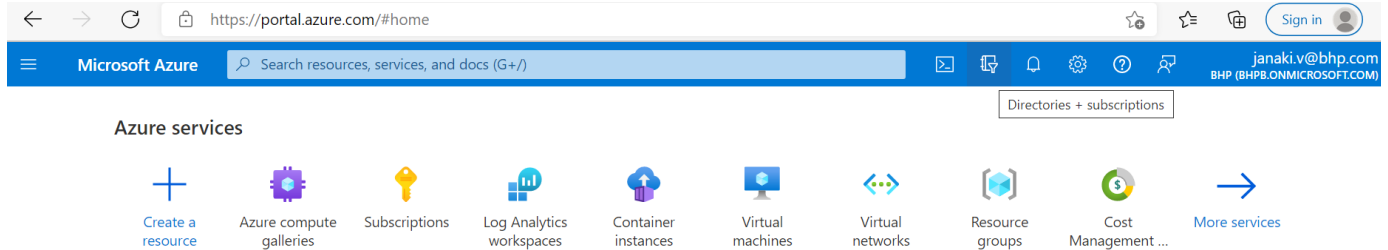
A screenshot of the 'Generic request' form in the Service Catalogue. The form is titled 'Generic request' and includes a subtitle: 'If you're having trouble finding what you need please complete this form so we can help.' The form is divided into two main sections. The top section, 'Before you begin', contains a large blue question mark icon and a list of instructions: 'If you require new software, please check the Get Software form first.', 'If you would like to let us know that something is broken or not working please go back to the home page and select "Something is broken".', 'If you need a password reset assistance, please go to <https://bhp.service-now.com/> for self-service password reset help. Or you can chat our Service Desk clicking 24/7 by the lower right balloon button of this page.', 'If you seek access to network files or folders, please search the following catalogue: "Manage Fileshare".', 'If you seek assistance on PaaS accounts, please search the following catalogue: "Manage Privileged Account".', 'For SaaS, PaaS or Success factors, please speak with your Line Manager or chat our Service Desk 24/7 by clicking the lower right balloon button of this page.', 'For adding AD groups, User Profiles and APAC account modifications, please chat our Service Desk 24/7 by clicking the lower right balloon button of this page.' Below this list, it says 'Otherwise use this form to tell us what you need, the more detail you can provide the better.' The bottom section, 'Who are you ordering this for?', has two radio buttons: 'Me' (selected) and 'Someone else'. Below this is a dropdown menu for 'Please select the category' with 'User accounts and access' selected. At the bottom, there is a text box for 'Please describe what you require' with the text 'Need to get the Manage Cloud Access' entered. A blue 'Submit' button is located at the top right of the form.

1.3 Provide the details regarding **Platform (AWS/Azure)**, **Environment details (Prod, Non-Prod, POV and sandbox)** and finally what do you want to do (**Create custom role, Add user access, Remove user access and Delete custom role**).

1.4 If the portal suggest any parent automation URL which already failed. Need to **submit** the form once the above details are mentioned in the description box.

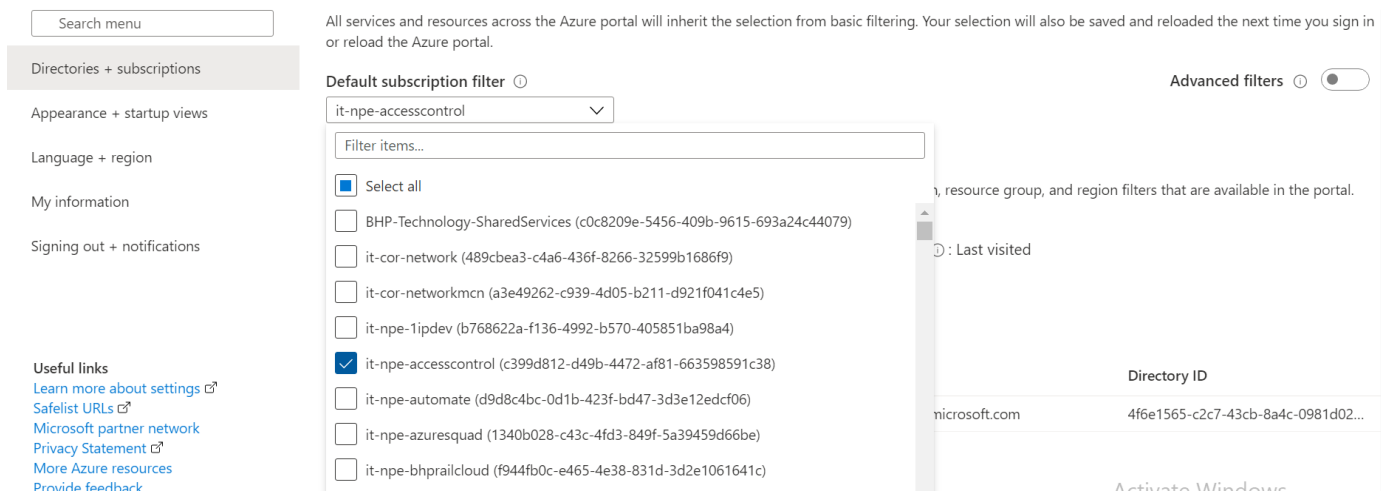
## 2. Verify the Cloud Access in Azure Portal

2.1 After Manage Cloud Access provides Go to Azure Portal - [Home - Microsoft Azure](#) select filter option as per below screen.



2.2 Select default subscription filter option and check mark user access provided subscription. Successfully you can view the mentioned subscription under subscriptions list.

## Portal settings | Directories + subscriptions



## Related Articles

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- Monitoring GitLab Access Audit Report
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