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Getting Started

1. Introduction

Open Telekom Cloud (OTC) provides easy-to-use, secure and reliable IT infrastructure based on OpenStack and provisioned as a public cloud service.

Who should read this tutorial?
Getting started with OTC: that is what this tutorial is all about. It was created to serve as a useful starting guide for new OTC users, in particular new OTC users who have OTC administration rights. OTC users with such rights include the account user (i.e. the person who ordered the OTC service) as well as any further OTC users who have been created by the root user and allocated administration rights. For these new types of OTC users, this tutorial is designed and structured to help them quickly get acquainted with their OTC environment.

What will you gain from reading this tutorial?
After reading this tutorial, you will have a good understanding of the following:

- Overview of the **MyWorkplace** self-service portal and its main features
- Overview of the OTC **Management Console** and its main features
- How you can access your OTC account (via **MyWorkplace** and **Multitenant Login**)
- Where to find OTC help resources

2. Prerequisites

You will need the following before you can get started:

a. You have access to MyWorkplace

- **Existing TelekomCLOUD service users:** If you are already using other TelekomCLOUD infrastructure services (such as DSI vCloud or AppAgile), then you should already have an activated **MyWorkplace** portal account.

- **New TelekomCLOUD service users:** If, on the other hand, OTC is the first cloud infrastructure service you have ordered with Telekom, then you will be provided with a new **MyWorkplace** account. You need to make sure that the account and access have been activated. Immediately after you ordered your OTC service, you should have been notified via email of the steps you need to take to activate and access your account.

  If after ordering your OTC service you did not receive such an email notification (please also check your spam), and have not yet been informed about how to access your **MyWorkplace** account, you should immediately contact Open Telekom Cloud support.

b. Your Open Telekom Cloud service is ready for use:

- As soon your **MyWorkplace** account has been set up and you are able to log into **MyWorkplace**, you should have received a ready-for-service email notifying you that your OTC account is ready for use. You can easily check if your OTC account is ready for use by logging into **MyWorkplace**. After logging in, the first thing you will see is your **MyWorkplace** homepage. On the homepage, you should see your OTC account listed under *Your Cloud Infrastructure*.

- If the account owner did not yet receive a ready-for-service email, please do not hesitate to contact Open Telekom Cloud support.

3. MyWorkplace

Customers who have already been using **MyWorkplace** to manage other TelekomCLOUD services they have ordered will already be familiar with **MyWorkplace**. In this case, please skip this section and proceed to the next section about how to access your OTC account. Otherwise, please read below about what **MyWorkplace** is and how to use it.

What is MyWorkplace?

The **MyWorkplace** portal is your virtual workplace in the TelekomCLOUD. It is where you and your colleagues can centrally manage and access <u>all</u> of your Telekom cloud services, including OTC.

The MyWorkplace login page

In the **MyWorkplace** account activation emails mentioned above under Prerequisites, you should have received a link for the **MyWorkplace** login page from myworkplace@t-systems.com containing the following subject line: *Your access to the customer portal MyWorkplace.* That link is the following:

> **MyWorkplace login page**: https://myworkplace.t-systems.com/

Your MyWorkplace homepage

After going to the **MyWorkplace** login page and logging in, you will see your **MyWorkplace** homepage. To get a good understanding of the features on the homepage, have a look at the **MyWorkplace** homepage pictured below. The main features are highlighted and explained below on the right.

MyWorkplace homepage: Overview of the main features

- **Account Information**
  Edit your profile, change your password and choose your language.
- **Service & Help**
  Report a problem, request remote support, enquire about cloud consulting, check out the FAQs.
- **User Management**
  Manage your users: create and delete users and change permissions.
- **My Infrastructure**
  This includes a financial dashboard and accounting history of your environment.
- **Your Cloud Infrastructure**
  This is where all of your TelekomCLOUD services are listed, including your OTC tenants.
- **Your OTC Tenants (OTC Accounts)**
  This is where a customer's OTC tenants are listed. In the example pictured here, the customer has ordered a single OTC tenant. A customer may have multiple tenants. **Each OTC tenant is listed by its respective OTC account name**, which is automatically generated during account setup and registration.
- **Support**
  Get quick and free support

Once logged in, you can do the following:

- Edit **MyWorkplace** account information
- Create new **MyWorkplace** users and manage their **MyWorkplace** account permissions
- Allocate OTC account permissions to **MyWorkplace** users and manage their access to specific OTC accounts
- Access and review/track the accounting history and financial dashboard

A great way to quickly familiarize yourself with **MyWorkplace** is to check out the **MyWorkplace** video tour (German only), which you can find in the lower left-hand corner of your **MyWorkplace** homepage (look for ❶ in the picture above). This video contains very helpful "getting started" information about what **MyWorkplace** is, what its main features are and how to use them.

4. Users: How to log in

This section will provide an overview of the two available methods you can use to log into your OTC account with a browser.

a. Overview

The two browser-based methods for accessing your OTC account
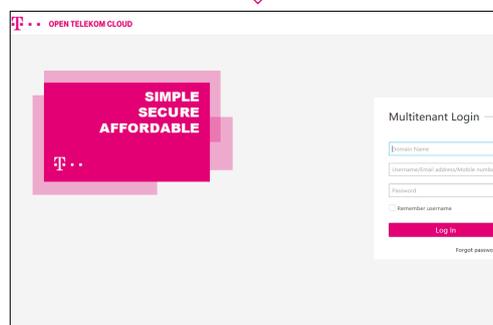There are two ways to access your OTC account <u>with a browser</u>:

- One way is to first log into **MyWorkplace** and then, on the **MyWorkplace** homepage, click on the available OTC account listed under *Your Cloud Infrastructure*.

- The other way is to login via the OTC **Multitenant Login** page.

The login pages of both methods are pictured below.
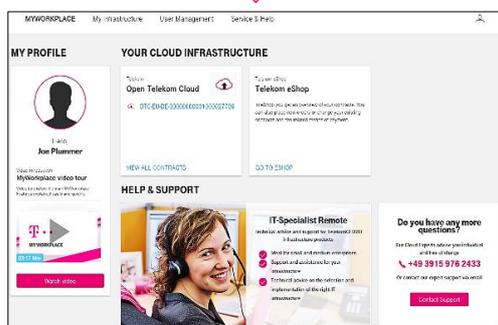
Logging into OTC via MyWorkplace
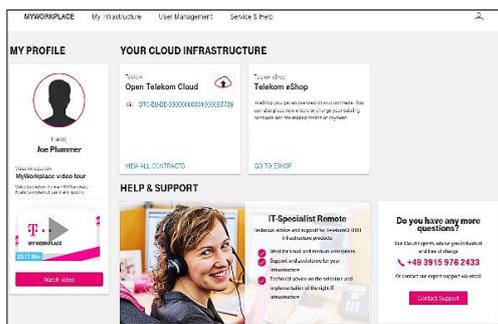

Logging into OTC via the Multitenant Login page

What is main difference between the two login methods?
The <u>main difference</u> between the two browser-based login methods can be summarized as follows:

- *OTC login via **MyWorkplace***: This login method can only be used by **MyWorkplace** users that have OTC user permissions in **MyWorkplace**.

- *OTC login via the **Multitenant Login** page*: When you use the **Multitenant Login** page to log into an OTC account, you are logging <u>directly</u> into that specific account.

  - This login method can be used by **MyWorkplace** users.

  - This login method can also be used by OTC account users. These are OTC users that were created in the OTC account with the **Identity and Access Management** (IAM) service. OTC account users do <u>not</u> have a **MyWorkplace** user account and do not have access to **MyWorkplace**. Rather, they only have an OTC user account. As a result, these users can only use the **Multitenant Login** page to log into your OTC.

Both login methods get you to the same place in your OTC account: the Management Console.
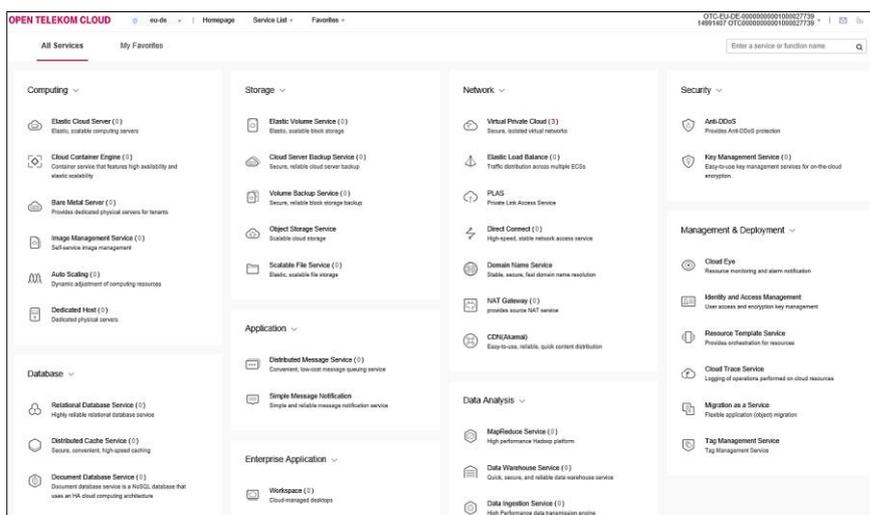Regardless of which browser-based method is used to access your OTC account, both methods take you to the same place: when you first log in, you see your OTC account's **Management Console** homepage. You can find a picture of the **Console** homepage directly below.

Logging into OTC via MyWorkplace
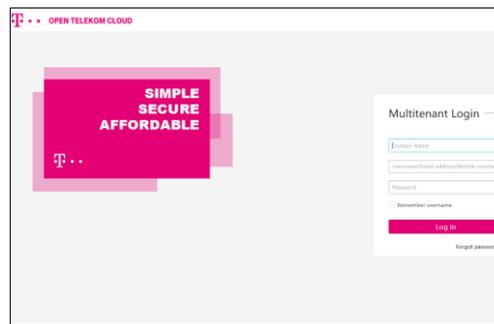
Logging into OTC via the Multitenant Login page

Your OTC account's Management Console homepage: this is where both login methods take you

Section 5 provides a detailed overview of the **Management Console.** The rest this section 4, consisting of parts b and c below, will describe how the login methods work.

b. Logging in via MyWorkplace

MyWorkplace is described in detail above in section 3. This includes a brief description of how to access your OTC account. Directly below, we've provided a bit more detail on how this works.

Log into MyWorkplace and click on your OTC account
When you log into **MyWorkplace**, the first thing you see is your **MyWorkplace** homepage. Under *Your Cloud Infrastructure* in the middle of the homepage, look for the OTC accounts that are listed there. **MyWorkplace** users with user management permissions will be able to see all available OTC accounts. **MyWorkplace** users without such permissions will only be able to see the OTC accounts for which they have been allocated OTC user permissions.

When a **MyWorkplace** user clicks on an available OTC account, a new browser window opens up displaying the OTC account's **Management Console** homepage. The access to the available OTC account is automatic and does not require an additional login or authentication.

c. Multitenant Login

Now let's have a look at the **Multitenant Login** method. This is the second main method for accessing your OTC account, which is by logging directly into an OTC account via the OTC **Multitenant Login** page.
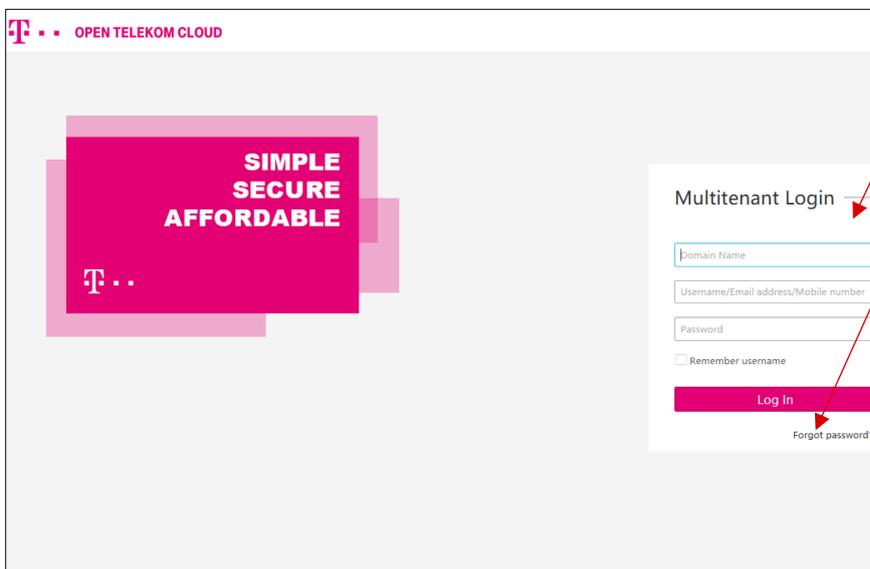
What is the Multitenant Login page?
The **Multitenant Login** page allows OTC users to directly log into an OTC account. This login method does <u>not involve</u> having to first log into **MyWorkplace**. Rather, the **Multitenant Login** page allows users to log directly into the OTC account for which they have been allocated OTC user permissions.

The **Multitenant Login** page link is the following:

> **Multitenant Login page**: https://console.otc.t-systems.com/console/

Clicking on the **Multitenant Login** page link listed above will take you to the login page pictured below.

Multitenant login page: allows users to directly log into an OTC account

- **Multitenant Login page**
  The **Multitenant Login** page allows a user to log directly into an OTC account.
- **Login details**
  To log in, users use their domain name, username or email address, and password.
- **First-time login requirements**
  For **MyWorkplace** users with OTC permissions, in order to use the **Multitenant Login**, they first must use the ***Forgot password?***" function highlighted here to set a new password. This is explained below.
- **OTC Account users**
  For users that were created in directly in your OTC account with IAM (OTC account users), this is the only browser-based login method. A manual password reset like with **MyWorkplace** users is not required.

First-time login requirements and steps for MyWorkplace users
Before **MyWorkplace** users can use the **Multitenant Login** page to log into an OTC account, the following requirements must be fulfilled:

- *In MyWorkplace:* **MyWorkplace** users must have OTC user permissions for the OTC account they want to log into. If they have been allocated OTC user permissions for a specific OTC account, they will see that account on their **MyWorkplace** homepage.

- *On the Multitenant Login page:* **MyWorkplace** users must first do a password reset. Each **MyWorkplace** user must first manually set a new password. The steps to do this are explained below.

- *Password reset steps*

  (1) Go to the OTC **Multitenant Login** page. Your browser should show the same login page as pictured above.

  (2) As you can see in the **Multitenant Login** page pictured, there are three empty text fields requesting the following information: *Domain Name* (top field); *Username/Email address/Mobile number* (middle field); and *Password* (bottom field). **Leave all three fields empty**.

  (3) Click on ***Forgot password?***, located under the magenta **Log In** button.

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a) *Domain Name*: Leave this field empty. What a domain name is, is briefly explained below in the next step where you will need to enter it.

b) *Username/Email address/Mobile number*: Enter your email address.

c) *Password*: Leave this field empty.

d) *Forgot password?*: Click on this link located under the magenta **Log In** button.

(4) After clicking on ***Forgot password?***, your browser will switch from the **Multitenant Login** page pictured above to a multistep **Forgot Password** page. Each step is explained and pictured below.

On the **Forgot Password** page, proceed as follows as follows:

a) *Step 1 - Confirm Account* (pictured below):

Multistep Forgot Password page: Step 1 – Confirm Account

- *Domain Name*: Enter the domain name of the OTC account you want to log into.

   What is a domain name?
   When the **Multitenant Login** method is used to log into an OTC account, the domain name of that account's tenant is required. **The domain name of an OTC tenant is the same as that OTC tenant's account name. So what you need to enter here is the OTC account name.**
   Where can you find the domain name (OTC account name)?
   Log into **MyWorkplace**. On your **MyWorkplace** homepage, under *Your Cloud Infrastructure*, you will see your OTC account names. This is described and shown above in section 3 in the part that explains the **MyWorkplace** homepage features. On your **MyWorkplace** homepage, use your mouse to highlight and copy the OTC account name and then paste it into the *Domain Name* text field in the **Confirm Account** window pictured directly above.

- *Email Address*: Enter your email address.

- *Next*: Click on the magenta ***Next*** button.

b) *Step 2 - Reset Password* (pictured below):

Multistep Forgot Password page: Step 2 – Reset Password

- *New Password*: Enter a new password in the *New Password* field.
- *Confirm Password*: Reenter your new password.
- *Email Verification Code*: Click on *Get Code*, which is located to the right of the *Enter the code* text field. After only a few seconds, you should receive an email containing the following message in the subject line: *Email verification code for Open Telekom Cloud*. The email contains a verification code. Copy it and paste it into the *Enter the code* field directly next to *Email Verification Code*.

  NOTE: If you do not immediately receive an email with the verification code, check your spam folder. If the email is not in your spam folder, click on the *Get Code* link again.
- *Next*: Then click on the magenta *Next* button.

(5) *Steps 3 - Finish*: After entering the email verification code and clicking on *Next*, you can use the **Multitenant Login** page to log into your OTC account.

5. Management Console

After you have familiarized yourself with **MyWorkplace**, the next step is to check out the **Management Console**.

What is the Management Console?

The **Management Console** is a web application that contains a broad collection of individual service consoles for managing your OTC resources. The **Console** homepage provides access to each service console as well as a user-friendly interface for exploring OTC and getting helpful tips. For customers who have multiple OTC accounts, a **Management Console** exists for each OTC account.

For each OTC account, the **Management Console** allows you as the user to select and configure individual components. OTC is designed with self-service in mind and, as such, all features and capabilities of the cloud service are available via the self-service **Console**.

How do you access the Management Console?

For new OTC customers, the initial access method provided by Telekom is via **MyWorkplace**. After you log into **MyWorkplace**, look for your OTC account listed under *Your Cloud Infrastructure* on your **MyWorkplace** homepage. Clicking on the account will open up a new browser window displaying that OTC account's **Management Console** homepage. Section 4 explains in more detail how to access your OTC account's **Management Console**.

The Management Console homepage

Whenever you log into your OTC account, the first thing you see is the **Management Console** homepage. The **Console** homepage, which is pictured below, is really everything you need in one place. Each OTC account's **Console** homepage contains the same comprehensive and user-friendly overview of OTC services.

Please Note: The **Management Console** is only available in English. This applies not only to the **Console** homepage but also to all cloud services and related resource pages in the **Console**. Unlike with **MyWorkplace**, which allows you to choose between English and German as the portal's language, the **Management Console's** language cannot be changed.

Your OTC account's Management Console homepage
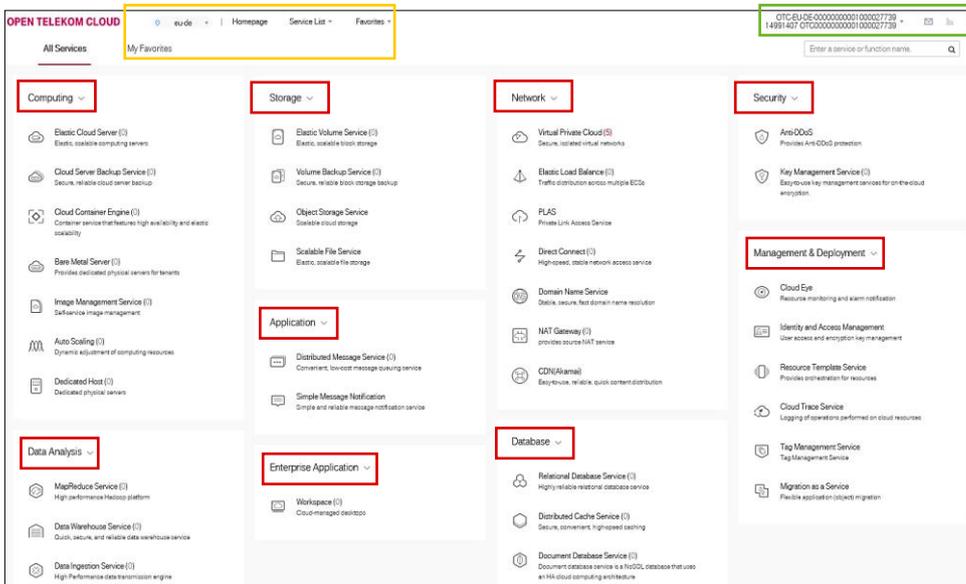
Management Console homepage
The **Console** homepage is the first thing you see when you log into one of your OTC accounts. On the homepage pictured here, its main features are color highlighted and listed below.

User Admin
- **OTC Account Name & Username**
- **User Authentication/Role Mgmt.**
- **Logout**
- **Message**
- **My Quota**
- **Help Center**

General
- **Region Selector**
- **Homepage**
- **Service List**
- **Favorites / My Favorites**

Services
Individual Service Consoles
The **Console** homepage provides an overview of the individual service consoles. In the homepage pictured here, all of the consoles have been expanded to display their specific services.
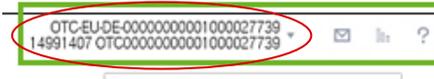
Overview of the Management Console Homepage Features

The homepage features color highlighted in the **Console** homepage pictured above are briefly described below.

User Admin:

- **OTC Account Name & Username**

  What is highlighted here in red are the OTC account name and the user's username. After you log into an OTC account, you will always see both names in the upper right-hand corner of your **Management Console** screen.

- **User Authentication & Role Management**

  If you click on the OTC account name or username (or on the small menu arrow located just to right of both and highlighted here in red), a small dropdown menu will open containing two important authentication and role management services:

  - **My Credential**: This service centrally manages OTC users' authentication information, including their verified email addresses, mobile numbers and passwords. Click here for more in-depth information about the **My Credential** service in the OTC **Help Center**.

  - **Switch Role**: This service is relevant for OTC customers with multiple OTC accounts and who either want to share resources between two or more accounts or delegate someone to manage resources in more than one account. If you are a user in one OTC account and another OTC account delegates you to manage its resources, you can log into your OTC account, click on this service and switch your role **to** manage the resources in the other OTC account. Click here for more in-depth information about the **Switch Role** service in the OTC **Help Center**.

- **Message**

  This feature is similar to an email inbox. User activity in the **Management Console** related to creating, modifying or deleting resources triggers various status notifications, which are displayed and listed here. Clicking on the icon will open a dropdown window listing the notifications of any ongoing activities.

- **My Quota**

  Clicking on this icon will open up a new browser window containing the **Service Quota** page. This page contains a detailed overview of the resource usage for each of the cloud services available in your OTC account.

  What are service quotas?
  Service quotas are virtual resource limitations that allow OTC customers to limit their costs. They apply per OTC tenant (OTC account).

  Most of the cloud services listed on the **Management Console** homepage pictured above require the use of one or more type of resource to. Depending on the cloud service, the types of resources it requires to be configured and used can consist of memory, disks, disk capacity, firewalls or vCPUs. These are a few examples of the many resource types listed on the **Service Quota** page. Most of the resource types listed are limited to a specific quota. Using quotas to limit the number of resources available in to users of an OTC account helps prevent an overuse of resources. This is important, as without such quotas user activity could lead to an unintentional overuse of certain resources, which incur additional costs.

  Once a specific resource type's allowed quota (i.e. maximum amount) has been reached, users can no longer make additional use of that resource type.

How service quotas work

On the **Service Quota** page, you have a detailed overview of the following:

a) The cloud services that require the use of resources ("**Service**")
b) The types of resources required for each cloud service ("**Resource Type**")
c) The current <u>actual number</u> of resources in use per cloud service ("**Used Quota**")
d) The current <u>maximum number</u> of resources allowed for use per cloud service ("**Total Quota**")

As an example, let's take the first cloud service currently listed at the top of the **Service Quota** page, which is **Elastic Cloud Server** (ECS). The table below is identical to the way <u>all</u> of the cloud services, their respective resource types, and their used and total quotas are listed on the **Service Quota** page. The table below is divided into four columns: **Service, Resource Type, Used Quota** and **Total Quota**. These terms are briefly explained directly beneath the table.

Service	Resource Type	Used Quota	Total Quota
Elastic Cloud Server	ECS	0	10
	vCPU	0	40
	Memory (MB)	0	163,840

Example of how Service Quotas work in your OTC account

In the table above, under the column **Service**, the cloud service ECS is listed. In the next column, under **Resource Type**, there are three specific types of resources allotted to the cloud service ECS. That means that setting up and using a new ECS requires the use of these three resource types. Under the next column **Used Quota**, the current number of used quotas for each of the three resource types is listed. Used quotas translates to the current <u>actual number</u> of this resource type in use. Currently, the number of used quotas for all three resource types is 0, which means that users have not yet started to use this particular cloud service. Finally, under the column **Total Quota**, the current <u>maximum number</u> permitted for use for each of the three resource types is listed. The total quotas here are: 10 ECS, 40 vCPUs and 163,840 megabytes (MB) of memory.

With this type of overview on the **Service Quota** page, users can quickly check to find out what the current <u>actual level</u> of resource usage (**Used Quota**) is for a specific cloud service and compare it with the current maximum level of allowed usage (**Total Quota**). This *actual vs allowed* overview of resources per cloud service is extremely useful. It makes it clear to all users which cloud services have either already reached, or are approaching, their resource usage limits.

How are service quotas initially set for an OTC account?

The service quotas for each of your OTC accounts apply by default. For more information about these and other default settings, please have a look at the current OTC Service Specifications.

Applying for a higher quota

If the existing resource quotas cannot meet your users' service requirements, it is possible for users to submit a work order to increase specific quotas. At the bottom of the **Service Quota** page, you will find a magenta **Increase Quota** button. Clicking on it will inform you of the steps you need to take to increase specific resource quotas.

- **Help Center**

Clicking on this icon will open up a new browser window containing the OTC **Help Center** page. The **Help Center** is very comprehensive and contains a huge amount of help resources. Please see section 6 below for a detailed overview of the **Help Center** resources.

General:

- **Region Selector**

Clicking on this menu tab will display a dropdown list of the available regions for your OTC environment. A region is a geographical area where cloud services can be deployed. Each region comprises of one or more availability zones (AZs). An AZ is a physical location where resources use independent power supply and networks within a region. An AZ is insulated from failures in other AZs and provides inexpensive, low-latency network connectivity to other AZs in the same region. A region can have more than one AZ. AZs are physically isolated but interconnected through an internal network. Only AZs in the same region can communicate with one another through an internal network.

To gain a better understanding of the OTC's available regions and AZs, check out the following overview in the OTC **Help Center**.

- **Homepage**

Clicking on this menu tab will take you back to the **Management Console** homepage. Regardless of what you are doing or where you are on the **Management Console**, you can always find this homepage menu tab at the top of your **Console** screen.

- **Service List**

This **Service List** menu tab contains a dropdown list of all the service consoles in your OTC account. When you click on the dropdown menu, you will notice that the list of services and how they are grouped is the same as the expanded service consoles highlighted in red on the **Management Console** homepage.

Yet the **Service List** menu does more than merely display the service consoles in listed form. Rather, it provides you with the following helpful features:

- *You always have instant full-view access to all console services.*
   No matter where you are in the **Management Console**, you will always find the **Service List** menu tab at the top of your **Console** screen. Clicking on it will open the list of console services. Clicking on the dropdown menu again will close the list. This feature provides you with instant full-view access to all of your console services, while allowing you to remain wherever you currently are in the **Console**.

- *You can right-click services and open them in a new browser window.*
   After you click on the **Service List** menu tab and open the list of console services, you can right-click any of the services in the dropdown list and open them in a new browser window. This can be very useful when you need to view more than one service at the same time. This right-click feature is <u>not</u> possible when viewing and accessing services on the **Management Console** homepage.

- *The Service List is where you can create and modify your list of favorites.*
   The **Service List** is where you can create your list of favorite cloud services. You can choose up to 10 cloud services as your favorites. The **Favorites** feature is explained in more detail directly below.
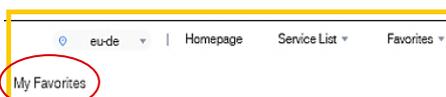
- **Favorites**

The **Favorites** menu tab is at the top of your **Management Console** screen and located right next to the **Service List** menu tab. Clicking on this menu tab will open a dropdown list of your favorite cloud services. You can have up to 10 favorites. You can add or remove favorites in the **Service List** menu.

The same two useful navigational features in the **Service List** menu (and which were explained directly above) are also available in the **Favorites** menu:

- ***You always have instant full-view access to your favorites,*** regardless of where you are in the **Management Console**.

- ***You can right-click your favorites and open them in a new browser window.***

- **My Favorites**

In addition to the **Favorites** dropdown menu tab, you also have a **My Favorites** menu tab. This menu tab is only visible when you are on the **Management Console** homepage. Clicking on it will change the **Console** homepage view from displaying all service consoles to only displaying your favorites.

Services:

- **Individual Service Consoles**

  Your Management Console homepage: a collection of service consoles
  Your OTC account's **Management Console** homepage displays all of the available service consoles. On the **Console** homepage pictured at the start of this section, all of the service consoles are highlighted in red. They are also listed below.

  - *Computing*
  - Data Analysis
  - *Storage*
  - Application
  - Enterprise Application
  - *Network*
  - Database
  - *Security*
  - *Management & Deployment*

  Each of the service consoles contain one or more service. When you are on your **Management Console** homepage, each of the consoles can be expanded or closed by clicking on it.

  What can you do with the service consoles?
  The service consoles contain all of the services you need to configure and manage the individual components of your OTC environment. Many of the key services you can choose from to accomplish this are focused on the following four functional areas: computing services, storage services, network services, and security services. These are namely the areas that you will need to focus on as you begin to build your cloud environment. These functional areas are briefly explained below.

  ### Computing Services
  - *Focus*: virtual server types with different computing powers
  - *Features & Functions*:
    - Create and control virtual machines (VM)
    - Create, start, stop, restart, delete and prepare images

- Connect to a console

Storage Services
- *Focus*: virtual volume storage and object storage
- *Features & Functions*:
  - Display, create, edit, monitor and delete storage volume and backups.
  - Create and manage container objects.

Network Services
- *Focus*: virtual network services with public and private IP addresses
- *Features & Functions*:
  - You can visually display the topology of your networks. And you can create, edit and delete your public networks.
  - Create and manage subnets, as well as map and delete IP addresses to/from your virtual machines.
  - Create, edit and delete virtual private network (VPN) tunnels.

Security Services
- *Focus*: access and user management
- *Features & Functions*:
  - Display, prepare, edit and delete security groups and rules.
  - Observe, create, edit and delete key pairs.

These IaaS core services are supplemented by additional services and features. With mySQL, PostgreSQL, Microsoft SQL Server and Redis, various database formats are available. Your use of OTC becomes more convenient and even more secure by means of **Heat Resource Templates**, communication services as well as **Cloud Trace** as a protocol service. **Tag Management Service** and a financial dashboard make costs and resource usage transparent for customers.

6. Help Resources

OTC provides a number of online sources for help resources and documentation. These are briefly described below.

a. Open Telekom Cloud Help Center

The OTC **Help Center** is the main source for help resources. The **Help Center** contains a comprehensive collection of material that is briefly explained below.

- *Access:* The **Help Center** is easy to access, regardless of whether or not you are logged into your OTC.

    - *External Online Access:* External access means that it is possible to access the **Help Center** online <u>without</u> having to be logged into your OTC. Here's the link: https://docs.otc.t-systems.com/

    - *Internal Online Access:* It is of course also possible to access the **Help Center** when logged into your OTC account. Specifically, when a user is logged in and on the **Management Console**, he or she can always access the Help Center by clicking on the question mark in the upper right hand corner of the Console. This is briefly explained and highlighted above in section 5.

- *Content:* The Help Center contains a comprehensive collection of documentation. Below, the **Help Center's** most important content areas are briefly explained.

    - *User Guides:* For each of the services displayed on your **Management Console** homepage, a comprehensive user guide is available. Each guide describes in detail what the service is and how to use and configure it. Each guide is searchable and in HTML and PDF format, and can be downloaded.

    - *API Guides:* Same thing as with the user guides. That is, for most of the services displayed on your **Management Console** homepage, a comprehensive API (application programming interfaces) guide is available. Each guide is searchable and in HTML and PDF format, and can be downloaded.

    - *API Technical Whitepaper:* In addition to the numerous API guides, the **Help Center** also contains a detailed technical API whitepaper. You can view and download it here. The whitepaper describes the OTC system, including the system architecture, open APIs and CLI commands.

    - *Video Tutorials:* The **Help Center** also contains a comprehensive library of short, easy-to-understand video tutorials. The video tutorials can be found here. The videos are grouped into the same service consoles that are displayed on your **Management Console** homepage. For most of the services one or more video tutorial is available. All of the video tutorials can be downloaded.

    - *"Learn more" popups and "How to" Quick Start Guides:* Another extremely helpful resource the **Help Center** provides are the clearly visible *Learn more* and *Quick Start Guides* links. In your **Management Console**, you can find these links on most of the service console dashboard pages. These are links to the most relevant parts of the respective user guides that cover that particular service. This feature allows you to quickly and easily get immediate and relevant guidance "on the fly" for a specific service in the **Console** that you are either using or are about to start using.

        - *"Learn more" popups:* After you click on one of the services on the **Management Console** homepage, look for the following *Learn more* ⑦ symbol at the top of the page. Moving your mouse over this symbol will open a small popup containing a brief description of what the service is along with a *Learn more* link to more detailed documentation. When you click on the *Learn more* link, a new browser opens up displaying the relevant overview documentation about the service from the respective user guide.

- ▪ ***"How to" Quick Start Guides:*** The *Quick Start Guides* are less not as frequent as the *Learn more* popups. Instead, they are focused on following core service areas: Computing, Storage and Network. On the **Management Console** homepage, when you click on most of the services that belong to a service console, you will be taken to that service console's service or console page (i.e. *Cloud Server Console* or *Network Console*). Clicking on that console's *Dashboard* in the navigation pane on the left-hand side of your screen will open a list of *Quick Start Guides* on the right-hand side your screen. Each of these is linked to the relevant parts of the respective user guides. Clicking one of the links will open up a new browser window displaying the related "how to" documentation in the user guide.

b. Open Telekom Cloud Tutorials

As comprehensive as the **Help Center** is, it still does not provide input to every single issue or question or problem that OTC users have. As a result, OTC's editorial team has produced a growing number of tutorials which are available on the TelekomCLOUD website. Most of the tutorials are in English. You can find them here:

https://cloud.telekom.de/infrastruktur/open-telekom-cloud/ressourcen/tutorials/
https://cloud.telekom.de/en/blog/open-telekom-cloud/

c. Open Telekom Cloud Service Specifications

On the TelekomCLOUD website, there is always a detailed overview of all OTC service specifications that you can refer to. You can find the overview here.

d. Open Telekom Cloud Support

If all of the help resources described above do not provide the input, guidance or answers you are looking for, please do not hesitate to contact OTC **Cloud Support**. Our support team will be able to help you out. Here's how you can reach our support team:

- Toll-free hotline Germany: 0800 33 04477 (Monday through Friday, 8:00 – 17:00 CET)
- Toll-free hotline international: 0800 445 566 00 (Monday through Friday, 8:00 – 17:00 CET)
- Email: cloud-products@telekom.de

7. Conclusion

After reading this tutorial, you should have a good understanding of your new OTC environment and some of its main components. After you have read the sections on **MyWorkplace**, the **OTC Management Console**, and how to log into your OTC account, we recommend that you have a look at the help resources explained in section 6 and check out the links to the online resources listed there. Those online resources will be a very useful next step as you begin to use and build your OTC environment.

8. List of Abbreviations

- API: Application Programming Interface
- AZ: Availability Zone
- ECS: Elastic Cloud Service
- HTML: Hypertext Markup Language
- IAM: Identity and Access Management
- IP: Internet Protocol
- OTC: Open Telekom Cloud
- PDF: Portable Document Format
- VM: Virtual Machine
- VPN: Virtual Private Network

9. Document History

Version	Date	Changes	Author
1.0	06.06.2018	This issue is the first official release.	Editorial Team
1.1	07.06.2018	Version 1.0 has been updated with the following: • Corrected typo at the start of page 1. • Added PDF bookmarks. • Removed table of contents in the top right-hand corner of all pages except the first page.	Editorial Team
1.2	18.06.2018	Version 1.1 has been updated with the following: • Updated login steps explained in section 5c on pages 11 and 12. • Corrected various broken external links.	Editorial Team
1.3	03.08.2018	Version 1.2 has been updated with the following: • Rearranged and updated table of contents. • Updated description of Management Console features in section 5. • Corrected various broken external links.	Editorial Team