



## One Identity Starling

### User Guide

## Copyright 2018 One Identity LLC.

### ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

### Patents

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

### Trademarks

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at [www.OneIdentity.com/legal](http://www.OneIdentity.com/legal). All other trademarks are the property of their respective owners.

### Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

# Contents

<b>One Identity Starling</b> .....	<b>5</b>
Introduction to One Identity Starling .....	5
Supported browsers .....	6
Navigating Starling using a mobile device .....	6
Additional hardware and software requirements .....	7
<b>Organization creation and management</b> .....	<b>8</b>
Introduction to organizations and accounts .....	8
Creating a new organization .....	9
Logging in to Starling .....	10
Creating a new organization using an existing Azure AD tenant .....	10
Logging in to Starling using an Azure AD tenant .....	11
Resetting password .....	12
Introduction to services .....	12
Paid subscriptions .....	12
Trial subscriptions .....	13
Starting a service trial .....	13
Ending a service trial .....	13
Inviting an administrator to a service .....	14
One Identity Starling status .....	14
<b>Settings</b> .....	<b>16</b>
Introduction to the Settings page .....	16
Notifications .....	16
Customizing notifications .....	17
Deleting notifications .....	17
Starling event forwarding .....	18
Connecting with ServiceNow .....	18
Leaving an organization .....	19
Deleting an organization .....	19
Users page .....	20
Accessing the Users page .....	21
Editing organization roles .....	21

**About us** ..... **23**  
    Contacting us ..... 23  
    Technical support resources ..... 23

# One Identity Starling

## Introduction to One Identity Starling

Starling helps to combine products from the One Identity line to create a secure and customizable cloud service. Administrators use the Starling site to create a new organization, register new accounts, add services to their organization, and gain secure access to those services. Although the main Starling portal can be used to create a free Starling account and provides access to the services currently available for subscriptions, some of the services must be purchased in order for them to be available for full-time use. For more information on adding a service, use the information associated with each service.

In addition to the main Starling site (<https://www.cloud.oneidentity.com/>) which contains information and links regarding Starling as well as One Identity overall, are the sites that correspond with the services enabled for use:

### Starling Identity Analytics & Risk Intelligence

- **Starling Identity Analytics & Risk Intelligence:** Accessible from the Starling site, this service is used for collecting information from data sources to provide you with valuable insights into your users and entitlements. You can subscribe to a trial of this service to better understand its capabilities before committing to a full subscription at a later date. For information regarding this service, see the documentation specific to Starling Identity Analytics & Risk Intelligence.

### Starling Two-Factor Authentication

- **Starling Two-Factor Authentication:** Accessible from the Starling site, this service uses advanced two-factor authentication capabilities to further protect your resources. You can subscribe to a trial of this service to better understand its capabilities before committing to a full subscription at a later date. For information regarding this service, see the documentation specific to Starling Two-Factor Authentication.

There is also a service information site (<http://status.cloud.oneidentity.com/>) for viewing the current operational status of each service. This site is useful if you are having

difficulties connecting to a service and want to check if there are any reported issues prior to contacting Support for additional assistance.

## Supported browsers

The following browsers are supported when accessing the Starling service:

**Table 1: Supported browsers**

Browser	Minimum OS/Platform	Version
Internet Explorer	Windows 7	11
Google Chrome	Windows 10 Android Mac OS X Yosemite	Latest
Mozilla Firefox	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari	Mac OS X Yosemite IOS 8	See OS/Platform
Opera	Windows 7 Mac OS X Yosemite	Latest

## Navigating Starling using a mobile device

**NOTE:** Not all services available through Starling may be compatible with mobile devices. Refer to any additional documentation specific to each service for information.

Starling as well as some of the services to which you can subscribe (for example, Starling Identity Analytics & Risk Intelligence) are compatible with mobile devices. For those

services that are compatible, use the  button at the top of your screen to display the navigation bar options and account information.

# Additional hardware and software requirements

In addition to the browser compatibility requirements for Starling (see [Supported browsers](#)), some additional requirements may need to be met. See the table below for information on those requirements.

The services available through Starling may also include additional hardware and software requirements. Any requirements that must be met by users of a particular service are available within the documentation specific to the service.

**Table 2: Additional One Identity Starling requirements**

Work accounts	To authenticate using a work account, you need the following: <ul style="list-style-type: none"><li>Fully configured Azure AD tenant capable of authenticating users</li><li>In cases where an organization has registered an Azure AD tenant but it is not fully synchronized or an account has not yet been added, the owner of that account will be unable to use Starling at that time unless they register independently from the organization.</li></ul>
Event forwarding	To use the event forwarding feature, you need the following: <ul style="list-style-type: none"><li>A service that supports SYSLOG (for example, Loggly)</li></ul>



# Organization creation and management

## Introduction to organizations and accounts

One Identity Starling requires you to have a Starling organization and account in order to access the services. These organizations and accounts are created and accessed in one of two ways:

1. General accounts - This type of account setup uses Starling to authenticate users.
  - [Creating a new organization](#)
  - [Logging in to Starling](#)
2. Work accounts - This type of account setup depends on there being a fully configured Azure AD tenant that is capable of authenticating users. Starling will redirect users with an existing work account to the Azure AD tenant for authentication when they initially create an organization within Starling and for all future access.
  - [Creating a new organization using an existing Azure AD tenant](#)
  - [Logging in to Starling using an Azure AD tenant](#)

Once you have created and accessed an organization and account, the title bar is used to manage them:

-  - This link (displaying the name of the organization you are currently viewing) opens a drop-down menu which allows you to move between the organizations associated with your account. See the documentation related to your subscribed services for information on how to create and manage accounts affiliated with multiple organizations.
-  - This link (displaying the first name of the account owner) opens a drop-down menu that allows you to select one of the following options:
  - **Sign out** - Clicking this link signs you out of One Identity Starling.



# Creating a new organization

To begin using Starling and its associated services, you must first create an organization.

## **To create an organization and account**

1. From the Starling home page (<https://www.cloud.oneidentity.com/>), click **TRY STARLING**.
2. In the email address field, enter the email address which will be associated with the account. The email address must be less than 64 characters for the local-part and for each domain part (the full email must be less than 255 characters). You need access to the specified email account to complete your registration and any future communications regarding your organization and account will be sent to this email address.
3. Click **Next**.
  - 1 **NOTE:** At this point Starling checks if your email address belongs to a fully configured Azure AD work account. If that is the case, see [Creating a new organization using an existing Azure AD tenant](#).  
If you have an Azure AD tenant registered but not fully configured, you will need to use an account not dependent upon Azure AD when signing up for Starling.
4. In the **Organization Name** field, enter the name of your organization (up to 100 characters long).
5. In the **First Name** field, enter the first name of the account holder (up to 64 characters long).
6. In the **Last Name** field, enter the last name of the account holder (up to 64 characters long).
7. In the **Password** field, enter a password for your account. The password must consist of eight to sixteen characters and include three of the following items: uppercase letter, lowercase letter, number, or symbol.
8. Enter a phone number for the account.
9. Read through the Terms of Use, Privacy Policy, and Software Transaction Agreement. If you agree, select the checkbox associated with the requirement.
10. After entering all your information and accepting the terms and conditions, click **SIGN UP** to send a verification email. It could take a few minutes for the email to appear in your inbox.
11. Once the verification email has arrived, click the **Complete your registration** link within the email to open the login page of Starling.
12. Enter your credentials to access Starling.

# Logging in to Starling

The following procedure applies to users that are accessing a Starling account that is not associated with an existing work account.

## **To log in to Starling**

1. From the Starling home page (<https://www.cloud.oneidentity.com/>), click **Sign in to Starling**.
2. In the email address field, enter the email address associated with your account.
3. Click **Next**.

**NOTE:** If your Starling account is associated with a work account, see [Logging in to Starling using an Azure AD tenant](#) for more information.

4. Once Starling has confirmed there is no work account associated with your email address, a password prompt will appear. Enter your password then click **SIGN IN**.

You are now logged in to Starling.

# Creating a new organization using an existing Azure AD tenant

To begin using Starling and its associated services, you must first create an organization. the following procedure is used when your email address is associated with an existing work account.

## **To create an organization and account using an existing Azure AD tenant**

**NOTE:** This method requires a fully configured Azure AD tenant that is capable of authenticating users. If you have not yet configured Azure AD to handle authentication, you will need to use an account not dependent upon Azure AD when signing up for Starling.

1. From the Starling home page (<https://www.cloud.oneidentity.com/>), click **TRY STARLING**.
2. In the email address field, enter the email address that will be associated with your account. The email address must be less than 64 characters for the local-part and for each domain part (the full email must be less than 255 characters). Any future communications regarding your organization and account will be sent to this email address.

**NOTE:** If you signed up for Starling with an email account that you do not have access to, contact Support for assistance.

3. Click **Next**.

**NOTE:** At this point Starling checks if your email address belongs to a currently configured work account. If your email address is not associated with an existing work account, see [Creating a new organization](#).

4. You will be redirected to your company's account login page. Follow your company's authentication process until you are redirected back to Starling to complete creating your organization and account. Some of the following fields may already be filled-in.
5. In the **Organization Name** field, enter the name of your organization (up to 100 characters long).
6. In the **First Name** field, enter the first name of the account holder (up to 64 characters long).
7. In the **Last Name** field, enter the last name of the account holder (up to 64 characters long).
8. Enter a phone number for the account.
9. Read through the Terms of Use, Privacy Policy, and Software Transaction Agreement. If you agree, select the checkbox associated with the requirement.
10. After entering all your information and accepting the terms and conditions, click **SIGN UP**.

You are now logged in to Starling.

## Logging in to Starling using an Azure AD tenant

The following procedure applies to users that are accessing Starling using an existing work account.

### ***To log in to Starling using an Azure AD tenant***

1. From the Starling home page (<https://www.cloud.oneidentity.com/>), click **Sign in to Starling**.
2. In the email address field, enter the email address associated with your account.
3. Click **Next**.

**NOTE:** If your Starling account is not associated with a work account, see [Logging in to Starling](#) for more information.

4. Once Starling has confirmed there is a work account associated with your email address, you will be redirected to your company's account login page. Follow your company's authentication process to finish logging in to Starling.

# Resetting password

The following procedure applies to users that have forgotten their password for an existing Starling account.

## ***To reset a Starling account password***

1. From the Starling home page (<https://www.cloud.oneidentity.com/>), click **Sign in to Starling**.
2. In the email address field, enter the email address associated with your account.
3. Click **Next**.
4. On the password prompt page, click **Forgot your password?**
5. Enter the email address associated with your account. A verification code will be sent to that email address.
6. Click **Next**.
7. In the Verification code field, enter the code you received.
8. Click **Verify**.
9. A confirmation of verification page will appear, click **Continue**.
10. In the New Password field, enter the password to use for your account.
11. In the Confirm New Password field, enter the same password.
12. Click **Continue**.

You have now reset your password and are logged in to Starling.

# Introduction to services

Once you have created a Starling organization, you can begin adding services to that organization. The type of subscription a service is originally designated as may change at a later date. This is due to the continuous improvement and expansion of the main Starling product, as well as any changes and additions made to the available services.

The types of subscriptions available within Starling fall into different categories:

- [Paid subscriptions](#)
- [Trial subscriptions](#)

## Paid subscriptions

The services available for purchase can be accessed by any Starling organization. A subscription to this type of service will provide you with full access to that One Identity product for the length of your contract. For information on purchasing a subscription to a

service, use the **More Information** button associated with the service and consult the documentation specific to that service for additional information.

**NOTE:** Contact Sales or Support to cancel a paid subscription.

## Trial subscriptions

The services available for trials can be subscribed to for a limited period of time before they require a full subscription. This allows you to view and test the product before making a longer term commitment to using the service.

- [Starting a service trial](#)
- [Ending a service trial](#)

## Starting a service trial

Once logged in, you can trial certain services available on the Home page of the Starling web site. The available services are listed in the Services section of the page.

### **To start a service trial**

1. Sign in to Starling.
2. From the home page, locate the service you want to trial (the type of service is indicated by the button associated with the service) and click the **Trial** button associated with it.

- NOTE:** The first time you subscribe to a service (of any type), you will be prompted to enter your location.
- a. On the Your Location dialog, select your country from the drop-down list.
  - b. If applicable, a second field will appear in which you must select your state or province from the drop-down list.
  - c. Click **Confirm**.

The service will be added to the My Services section and be available for use until the trial period has ended. The number of days left in your trial is indicated by a countdown at the top right of the service access button on the home page of Starling. At any point in the trial you can use the **More Information** button associated with the service to find out how to purchase the product.

## Ending a service trial



The number of days left in your trial is indicated in the upper right corner of the service access button. Once your trial period has ended the service will no longer be accessible.

Please see the documentation specific to the service for further information, or use the contact information associated with the service to inquire about purchasing options.

## Inviting an administrator to a service

The following procedure applies to organization administrators. It is designed to allow additional administrators to be added and to allow a new administrator to be invited to a service in cases where the last administrator assigned to that service has left the organization.

### ***To invite an administrator to a service***

1. Sign in to Starling.
2. From the Home page of Starling, click the  button associated with the service to which you want to invite a new administrator.
3. Select **Invite Administrator**.
4. Depending on the type of account, the following methods can be used for inviting a new administrator to the service:
  - To invite an administrator:
    - a. Click **Unable to find an administrator?**
    - b. Enter the name and email address of the user.
    - c. Click **Invite**. An invitation to the service will be sent to the user.
  - To invite an administrator with an Azure AD work account:
    -  **NOTE:** This option is only available for organization administrators with an Azure AD work account.
      - a. Click the drop-down field.
      - b. In the blank search field, begin typing the name of the user. When you have located the user, select them from the list.
      - c. Click **Invite**. An invitation to the service will be sent to the user.

## One Identity Starling status

Once you have logged into Starling, in the heading bar there is an icon indicating the status of the Starling service. In the unlikely event that the status page is inaccessible, the status icon will not be displayed. The following icons and options are used to display the status, and clicking the displayed icon provides further information and options.



This icon indicates there are no issues currently being reported for Starling. Upon clicking the icon, a dialog will appear displaying the current status of Starling. Click the **View all updates** link to open a new tab listing a history of all status updates.



This icon indicates there are issues currently being reported for Starling with the number of issues noted in the upper right corner. Upon clicking the icon, the issue(s) will be listed in the dialog and clicking on an incident will provide a brief explanation of what is happening as well as a **More Details** link should you want more information. Click the **View all updates** link to open a new tab listing a history of all status updates.



## Settings

### Introduction to the Settings page

The Settings page is displayed when the  button is clicked in the upper right corner while on the Starling home page. From this page you can access the following settings:

- IMPORTANT:** The following options vary depending on the type of user account you have. For example, only organization administrators will see the User Access and Delete Organization options.
- Notifications: This page is used to configure the notifications that you receive. See [Notifications](#) for more information.
- Event Forwarding: This page is used to configure event data to be sent to a SYSLOG service. See [Starling event forwarding](#) for more information.
- Third Party Applications: This page is used to connect Starling Identity Analytics & Risk Intelligence with ServiceNow. See [Connecting with ServiceNow](#) for more information.
- User Access: This page is used for managing users. See [Users page](#) for more information.
- Delete Organization/Leave Organization: The displayed setting depends on the type of account you have. See [Deleting an organization](#) or [Leaving an organization](#) for more information.

### Notifications

Within the title bar, you can view notifications regarding changes to your Starling Identity Analytics & Risk Intelligence service by clicking the  button. These notifications cover the last 30 days and are related to things such as account risk levels, entitlement classification rules, collector agents, and data sources. You can also customize and view information regarding the notifications you can receive using the Settings page (click the  button).




The dialog that opens displays your notifications according to the time in which they occurred with the latest appearing at the top of the list. Clicking on a listed notification will expand it to provide additional information. For information on deleting a notification, see [Deleting notifications](#).

## Customizing notifications

Notifications for your Starling service can be customized to best fit your account. The custom notification settings are applied at the account level in order to allow each account to select their own notification preferences independently of any other accounts within the same organization(s). For example, when an account with Starling wants to know when new high risk accounts are added they can opt to only receive those types of notifications without impacting another account within the same organization that wants information on when new ECRs are added to Starling.

**NOTE:** You can customize your notifications at any time using this page and all applicable notices from the past 30 days will appear should you re-enable a notification at a later time.

### To customize notifications



1. From the Home page of Starling, click the  button in the upper right corner.
2. In the Notifications section of the Settings page, click **Change**.
3. On the Which notifications do you want to receive page, click the On/Off toggle for each of the notification types and switch it to the **Off** position to turn off any notification type for which you no longer want to receive notices. Edits will be saved automatically.

**NOTE:** Click the **Details** drop-down for any of the items to customize exactly which notifications to disable and to better understand which notifications will be impacted should the entire notification type be disabled.

## Deleting notifications

A notification can be deleted to acknowledge it has been seen and reviewed.

### To delete a notification


1. Click the  button to open the Notifications dialog.
2. Use one of the following methods:
  - a. To delete individual notifications: Locate the notification you want to delete and click the  button. The notification will be permanently removed.
  - b. To delete all notifications: Click the **Clear all** button. All listed notifications will be permanently removed.

# Starling event forwarding

The Event Forwarding option on the Settings page allows you to send Starling event data to a service that supports SYSLOG. This feature is not enabled by default.

## **To enable event forwarding**

**IMPORTANT:** Only events occurring after the feature has been configured will be sent to your SYSLOG service and then able to be stored according to your preferences. Events that occur prior to configuration are not forwarded nor are they accessible within Starling.


1. From the Home page of Starling, click the  button in the upper right corner.
2. In the Event Forwarding section of the Settings page, click **Change**.
3. On the Configure Event Forwarding page, click the On/Off toggle to switch it to the **On** position.
4. Fill in the following configuration fields:
  - Hostname/IP Address: Enter the hostname or IP address to which the event data will be sent.
  - Port: Enter the port number in this field. By default this is 6514.
  - Structured Data ID: (Optional) Use this field to specify an ID that can be passed to the Loggly logging service (<https://www.loggly.com/>) to identify a specific customer tenant within Loggly.

Once you have filled in these fields the information will be saved automatically.

# Connecting with ServiceNow

The Third Party Applications option on the Settings page allows you to connect Starling Identity Analytics & Risk Intelligence to the third party application ServiceNow in order to create incident tickets for rejected verification requests which can be managed and assigned within the ServiceNow application. This feature is not enabled by default and is only available for Starling Identity Analytics & Risk Intelligence.

## **To connect ServiceNow with the Starling Identity Analytics & Risk Intelligence service**

1. From the Home page of Starling, click the  button in the upper right corner.
2. In the Third Party Applications section of the Settings page, click **Change**.
3. On the Third Party Applications page, click the On/Off toggle to switch it to the **On** position.
4. Fill in the following configuration fields:

- Instance URL: Enter the URL of the ServiceNow instance to which Starling Identity Analytics & Risk Intelligence will connect.
- Username: Enter the username for a ServiceNow account with the itil role.
- Password: Enter the password associated with the account.

Once you have filled in these fields the information will be saved automatically.


5. Click the **Test Connection** button to ensure Starling Identity Analytics & Risk Intelligence is able to connect with ServiceNow.
6. In the Integration with Starling services section at the bottom of the page, click the On/Off toggle to switch it to the **On** position for Starling Identity Analytics & Risk Intelligence. Once this feature has been enabled, all rejected verification requests within Starling Identity Analytics & Risk Intelligence will create an incident ticket within ServiceNow.

## Leaving an organization

- IMPORTANT:** If you are the only administrator associated with the organization, you will only see the Delete Organization option. See [Deleting an organization](#) for more information.

This section allows you to disassociate your account from the Starling service while still allowing any other administrators access to the organization.

### *To leave an organization*


1. From the Home page of Starling, click the  button in the upper right corner.
2. In the Leave Organization section of the Settings page, click the **Leave** button.
3. On the Leave Organization dialog, click **Yes**.

## Deleting an organization


This section allows you to permanently delete your organization from Starling in addition to all of its associated services. This will impact all administrator accounts associated with your Starling services.

- IMPORTANT:** Deleting an organization is permanent and you may continue being billed for any paid subscriptions. Contact Sales or Support if you have any billing issues or concerns.

### To delete an organization

1. From the Home page of Starling, click the  button in the upper right corner.
2. In the Delete Organization section of the Settings page, click the **Delete** button.
3. On the Delete Organization dialog, click **Yes**.

## Users page

 **IMPORTANT:** Only organization administrators can access this page.

The Users page (see [Accessing the Users page](#) for information on accessing this page), allows you to view and manage the user accounts associated with your organization. The individual user information panes which appear on this page contain information on confirmed users such as their name, email, type of user, which services they have access to, and authentication type.

The following options and information appears on this page:




Hovering over this icon displays a field that is used for filtering the displayed user information panes. This can be used independently or in addition to the **More Filters** option.

### More Filters

Clicking this button displays additional filtering options which can be used independently or in addition to the filtering field. These additional filtering options are to narrow down the listed users based on which service they have access to, the type of user, and by authentication method. Clicking **Reset all** removes all of the previously selected filters and closes the dialog.

### User information panes

The Users page displays individual panes for each user containing information and options specific to that user account. Within each pane you can click the email address link to send them an email, view their user type, use the service icons associated with each information pane to open each service's access management page, and view their authentication method.

Additional information about the user is displayed by clicking the  button associated with the user information pane. The following options are available after clicking the button:

## Demote to Collaborator/Promote to Organization Admin

**NOTE:** This option does not appear when you are viewing your own account since you cannot demote your own role. It also does not appear for users that don't have a Starling account (for example, Two-Factor Authentication end users).

Depending on the type of account you are looking at, one of these two options will be available. Selecting the available option will immediately update the user account to the new type (Collaborator or Organization Admin).

### View Details


Selecting this option opens a new dialog listing specifics about the information, as well as provides links to each service's access management page.

## Accessing the Users page

The User Access section of the Settings page allows you to view and manage the users associated with your Starling organization.

### To access the Users page

**NOTE:** Only organization administrators can access the Users page.



1. From the Home page of Starling, click the  button in the upper right corner.
2. In the User Access section of the Settings page, click **Manage**.

## Editing organization roles

The Users page allows organization administrators to manage the users associated with your Starling organization and promote or demote a users access level within your organization.

### To edit a user role within an organization

**NOTE:** Only organization administrators can edit user roles within an organization.

1. From the Home page of Starling, click the  button in the upper right corner.
2. In the User Access section of the Settings page, click **Manage**.
3. Locate the user whose role you want to edit. You can use the filtering options at the top of the page to filter the listed users.
4. Click the  button associated with the user and, depending on their current role, you can select to either demote the user to a collaborator or promote them to an

organization administrator.

- **Demote to Collaborator:** Selecting this option will demote the user to a collaborator within the organization. This role retains access to all services they are currently assigned, but they have limited capabilities when it comes to configuring the organization. This means they will be unable to access the Users page and cannot delete the organization.
- **Promote to Organization Admin:** Selecting this option will promote the user to an organization administrator within the organization. This role retains access to all services they are currently assigned and also allows them to configuring the organization. This means they will be able to access the Users page and can delete the organization.

The new user role will automatically save once an option has been selected.

## Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product