



One Identity Starling Cloud Assistant

User Guide

Copyright 2023 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/trademark-information.aspx. All other trademarks are the property of their respective owners.

Legend

 **WARNING: A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.**

 **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

Starling Cloud AssistantUser Guide
Updated - 25 January 2023, 07:13

For the most recent documents and product information, see [Online product documentation](#).

Contents

Starling Cloud Assistant	5
Introduction to Starling Cloud Assistant	5
Supported browsers	5
Navigating Starling Cloud Assistant using a mobile device	6
Additional hardware and software requirements	6
The Starling Cloud Assistant service	7
Subscribing	7
Starting a subscription	7
Inviting an administrator to a service	7
Managing multiple Starling organizations	8
Getting started	9
Using the Starling Cloud Assistant service	9
Dashboard page	10
Senders	11
Introduction to sender applications	11
Senders page	11
Managing senders	12
Adding sender applications	12
Editing sender applications	12
Enabling and disabling sender applications	12
Deleting sender applications	13
Channels	14
Introduction to Channels	14
Channels page	14
Managing channels	14
Adding channels	15
Available channels	15
Editing channels	16
Enabling and disabling channels	16
Deleting channels	16

Recipients	18
Introduction to Recipients	18
Recipients page	18
Managing recipients	19
Adding recipients	19
Deleting recipients	19
Collaborators	21
Introduction to Collaborators	21
Collaborators page	21
Managing collaborators	22
Adding additional collaborators	22
Removing collaborators	23
Re-sending collaborator invitation	23
Canceling collaborator invitation	24
About us	25
Contacting us	26
Technical support resources	27


Starling Cloud Assistant

Introduction to Starling Cloud Assistant

Accessible from the Starling site (<https://www.cloud.oneidentity.com/>), Starling Cloud Assistant is a messaging services that allows you to both view and respond to messages from on-premises One Identity products (that have been joined to your Starling organization) in an external channel (for example, Microsoft Teams).

IMPORTANT: In order to use Starling Cloud Assistant you need a Starling organization and account within either the United States or European Union data center. For more information on Starling organizations, see the Starling documentation.

IMPORTANT: In order to use Starling Cloud Assistant some additional software and hardware requirements may be required. These requirements are specific to the external channel you are connecting with. For more information, see [Available channels](#).

NOTE: To view the documentation or contact support while using Starling Cloud Assistant click the  button.

Supported browsers

The following browsers are supported when accessing the Starling service.


Table 1: Supported desktop browsers

Browser	Minimum OS/Platform	Version
Google Chrome	Windows 10 Mac OS X Yosemite	Latest
Mozilla Firefox	Windows 8.1	Latest
Microsoft Edge	Windows 10	Latest
Safari	Mac OS X Yosemite	See OS/Platform

Table 2: Supported mobile browsers

Browser	Minimum OS/Platform	Version
Google Chrome	Android	Latest
Safari	iOS	Latest

Navigating Starling Cloud Assistant using a mobile device

Along with the main Starling portal, Starling Cloud Assistant is compatible with mobile devices. Use the  button at the top of your screen to display the navigation bar options and account information. Also, be aware that due to space constraints some tables may be condensed when viewed in portrait mode to only display key columns and some features may not be available.

Additional hardware and software requirements

Features available within Starling Cloud Assistant have additional requirements beyond those necessary for Starling overall (for more information, see the *Starling User Guide*).

Connectivity requirements for Starling Cloud Assistant

The following DNS addresses are required when integrating with Starling Cloud Assistant. Depending on the Starling service(s) used, additional DNS addresses may be required. For more information, see the documentation for each service.

Table 3: Supported desktop browsers

DNS Name	Purpose
cloud-assistant.cloud.oneidentity.com cloud-assistant.cloud.oneidentity.eu	Landing page for Cloud Assistant UI.
cloud-assistant-supervisor.cloud.oneidentity.com cloud-assistant-supervisor.cloud.oneidentity.eu	API endpoint for Cloud Assistant functionality.

The Starling Cloud Assistant service

Once you have created a Starling organization, you can add the Starling Cloud Assistant service to that organization. The types of subscriptions available for Starling Cloud Assistant are:

- [Subscribing](#)

Subscribing

A free subscription to Starling Cloud Assistant is available for all organizations. However, a One Identity product that has been joined to Starling is required in order to send messages via Starling Cloud Assistant.

- [Starting a subscription](#)

Starting a subscription

Once logged in to Starling you can subscribe to the Starling Cloud Assistant service. Keep in mind that a One Identity product that has been joined to Starling is required in order to send messages via Starling Cloud Assistant.

To start a subscription


1. Sign in to Starling.
2. On the Starling home page, locate the Starling Cloud Assistant service and click **Subscribe**.
3. In the dialog, select your country. This field only appears the first time you add a service to your organization.
4. If applicable, a second field will appear in which you must select your state or province from the drop-down list. This field only appears the first time you add a service to your organization.
5. Click **Confirm**.

The service will be added to the **My Services** section and be available for use.

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. From the Starling home page, click the  button associated with the service to which you want to invite a new administrator.
2. Select **Invite Administrator**.
3. 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. Enter the name and email address of the user.
 - b. 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 menu field.
 - b. In the blank search box, 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.

Managing multiple Starling organizations

Starling users have the option of adding additional collaborators to their Starling Cloud Assistant service ([Adding additional collaborators](#)). In cases where an invited collaborator has already created a Starling organization, they can switch between organizations from within Starling.

To switch between Starling organizations




1. From within the Starling Cloud Assistant service, click the  button in the title bar to open a drop-down menu listing the names of the organizations to which you have access.
2. Select the name of the organization to which you want to switch. The Starling Cloud Assistant service will update to display the information associated with the organization listed in the title bar.

Getting started

Using the Starling Cloud Assistant service

Once you have added the Starling Cloud Assistant service to your One Identity Starling organization, you have full access to the Starling Cloud Assistant service.

To navigate through the service use the title bar along the top of the site, which contains the following links:

- : If multiple organizations are associated with your account, this button (displaying the name of the organization you are currently viewing) appears and opens a drop-down menu that allows you to move between organizations. For more information, see [Managing multiple Starling organizations](#).
- : This button (displaying the first name of the account owner) opens a drop-down menu that allows you to select one of the following options:
 - **My Services:** Clicking this link takes you to the One Identity Starling home page.
 - **Sign out:** Clicking this link signs you out of One Identity Starling.
- : Clicking this link opens the settings page where you can manage your entire Starling account. For more information, see the *One Identity Starling User Guide*.

The main pages available within Starling Cloud Assistant are listed in the navigation bar, which is located beneath the title bar:

- [Dashboard page](#): This is the home page of Starling Cloud Assistant and provides insight into your service.
- [Senders page](#): This page is used for managing the sender applications associated with your Starling organization.
- [Channels page](#): This page is used for managing the channels the sender applications can connect with to send messages.

- [Recipients page](#): This page is used for managing the recipients that will be able to respond to messages in the configured channels.
- [Collaborators page](#): This page is used to add additional collaborators to your Starling Cloud Assistant service.

Dashboard page

Upon opening Starling Cloud Assistant, you will be directed to the **Dashboard** page. Until you have connected a sender application from an on-premises One Identity product, the **Dashboard** page will appear blank.

Once you have connected a sender application, the following information is displayed on the top of the **Dashboard** page:

Sender Applications

This tile displays the number of sender applications connected to Starling Cloud Assistant. Clicking this tile sends you to the [Senders page](#).

Configured Channels

This tile displays the number of configured channels. These channels are the services which Starling Cloud Assistant sends messages to. Clicking this tile sends you to the [Channels page](#).

Recipients

This tile displays the number of recipients currently configured in Starling Cloud Assistant. Clicking this tile sends you to the [Recipients page](#).

Once you have channels set up to communicate with Starling Cloud Assistant and messages that have been sent in the last 30 days, the following information on those messages is displayed on the bottom of the **Dashboard** page:

Messages per sender application

This chart displays the number of messages sent in the last 30 for each of your configured sender applications.

Messages per channel

This chart displays the number of messages sent in the last 30 days for each of your configured channels.

Senders

Introduction to sender applications

The **Senders** page is used to manage the sender applications configured to use Starling Cloud Assistant. Sender applications are on-premises One Identity products that have been configured to use Starling Cloud Assistant's messaging services to allow them to both view and respond to messages from the product in an external channel (for example, Microsoft Teams).

Senders page

The **Senders** page is displayed when **Senders** is clicked in the navigation bar. The **Senders** page is used for displaying the on-premises One Identity products that have been joined with your Starling organization and are available for use with Starling Cloud Assistant.

IMPORTANT: The **Senders** page appears blank until a sender application has been configured from an on-premises One Identity product.

The following options appear on this page:



This field is used to search for a sender application. To use the search functionality, start typing in the field. The table will automatically update to display results that match.

Options

Each configured sender appears as a tile on the page with an Options drop-down available. The following options are available from these drop-downs:

- Disable
- Delete

Managing senders

The following sections provide information on managing senders within the Starling Cloud Assistant service.

- [Adding sender applications](#)
- [Editing sender applications](#)
- [Enabling and disabling sender applications](#)
- [Deleting sender applications](#)

Adding sender applications

In order to use Starling Cloud Assistant, you will need to connect your on-premises One Identity products to your Starling organization. This is done via the join functionality included with all applicable on-premises One Identity products. For information on joining with Starling (and thus being able to connect with Starling Cloud Assistant), see the [product documentation](#) related to your on-premises products.

Editing sender applications

Use the **Senders** page to edit previously added senders.

To edit a sender application

1. On the **Senders** page, click the tile of the previously added sender application you want to edit.
2. A pane will open with the available configuration settings. These settings are specific to each of the sender applications.
3. Once you have finished configuring the sender application, close the pane to save. You can return to this pane at any time to make changes.

Enabling and disabling sender applications

Once a sender applications has been connected to Starling Cloud Assistant, it can be enabled and disabled via the **Senders** page.

To enable/disable a sender application

1. On the **Senders** page, select the **Options** drop-down for the sender application you want to either disable or enable.
2. From the drop-down, depending on the current setting you can select to either **Enable** or **Disable** the sender application.

Deleting sender applications

If a sender application is no longer needed then it can be deleted from the **Senders** page.

To delete a sender application

1. On the **Senders** page, select the **Options** drop-down for the sender application you want to delete.
2. From the drop-down, select **Delete**.
3. In the confirmation dialog, click **OK**.

The sender application will be removed from Starling Cloud Assistant and all previous configuration will be deleted.

Channels

Introduction to Channels

The **Channels** page is used to configure channels which are external products capable of receiving messages from Starling Cloud Assistant related to your sender applications (on-premises One Identity products configured via the [Senders page](#) page).

Channels page

The **Channels** page is displayed when **Channels** is clicked in the navigation bar. The **Channels** page is used

The page is split in 2 parts:

Configured Channels

This section displays all channels that have been configured. For more information, see [Adding channels](#) and [Editing channels](#).

Available Channels

This section displays all channels that are available.

Managing channels

The following sections provide information on managing channels for the Starling Cloud Assistant service.

- [Adding channels](#)
- [Available channels](#)

- [Editing channels](#)
- [Enabling and disabling channels](#)
- [Deleting channels](#)

Adding channels

Use the **Channels** page to add new channels to Starling Cloud Assistant.

| NOTE: You are only able to add one channel of each type.

To add a channel

1. On the **Channels** page, click one of the options in the **Available Channels** section.
2. Depending on the type of channel, you may need to enter configuration information or download channel specific add-ons.

For example, Microsoft Teams requires you to download a Cloud Assistant application and add it to Teams. When adding the channel, Starling Cloud Assistant provides both the downloadable application files and a link to the Microsoft instructions required to add the application files to Teams. These two elements (application files and installation instructions) are also available after adding a Teams channel when you select to edit the previously added Teams channel.

3. Once a channel has been added, it will move to the **Configured Channels** section.

Available channels

The following sections provide information on the channels available for use with Starling Cloud Assistant and the configuration required for them.

Microsoft Teams

The following configuration is required to use Microsoft Teams as a channel:

- Download the Cloud Assistant application files and add it to Teams: From the **Configured Channels** page, Starling Cloud Assistant provides both the downloadable application files and a link to the Microsoft instructions required to add the application files to Teams. These two elements (application files and installation instructions) are also available after adding a Teams channel to Starling Cloud Assistant when you select to edit the channel.

Slack

The following configuration is required to use Slack as a channel:

- Install the Cloud Assistant application to Slack using one of the following methods:
 - **I am a Slack workspace administrator:** Click the **Add to Slack** button in order to add the application directly to your Slack workspace.
 - **I am NOT a Slack workspace administrator:** Copy the Cloud Assistant app installation URL and provide it to your Slack workspace administrator.

Editing channels

Use the **Channels** page to add edit previously added channels.

To edit a channel

1. On the **Channels** page, click the tile of the previously added channel you want to edit in the **Configured Channels** section.
2. A pane will open with the available configuration settings. These settings are specific to each of the channels and are used to connect the channel with Starling Cloud Assistant.
3. Once you have finished configuring the channel, close the pane to save. You can return to this pane at any time to make changes.

Enabling and disabling channels

Once a channel has been connected to Starling Cloud Assistant, it can be enabled and disabled via the **Channels** page.

To enable/disable a channel

1. On the **Channels** page, select the **Options** drop-down for the channel you want to either disable or enable from the list of **Configured Channels**.
2. From the drop-down, depending on the current setting you can select to either **Enable** or **Disable** the channel.

Deleting channels

If a channel is no longer needed then it can be deleted from the **Channels** page.

To delete a channel

IMPORTANT: Deleting a channel only removes it from Starling Cloud Assistant. There will be no impact on the channel itself (for example, deleting a Microsoft Teams channel will only remove it from the list of **Configured Channels** in Starling Cloud Assistant, your Microsoft Teams product will not be impacted).

1. On the **Channels** page, select the **Options** drop-down for the channel you want to delete.
 2. From the drop-down, select **Delete**.
 3. In the confirmation dialog, click **OK**.
- The channel will be moved to the **Available Channels** section and all previous configuration will be deleted.

Recipients

Introduction to Recipients

The **Recipients** page of Starling Cloud Assistant is used to add and manage recipients. These recipients are the people that will be receiving messages from the configured channels. Should a message fail to be sent to the configured recipients, the Starling administrator will receive a notification.

Recipients page

The **Recipients** page is displayed when **Recipients** is clicked in the navigation bar. The **Recipients** page is used to add and manage recipients.

IMPORTANT: The **Recipients** page appears blank until a recipient has been added via the **Recipients** page or via a sender application that has been configured from an on-premises One Identity product.

The following buttons appear at the top of the page:

Add Recipient

Clicking this button opens the **Add Recipient** pane where you can configure a new recipient for Starling Cloud Assistant. For more information, see [Adding recipients](#).



This field is used to search for a recipient. To use the search functionality, start typing in the field. The table will automatically update to display results that match.

The following information and option appear in the table on this page:

Name

The name of the recipient.

Channels

The number of channels the recipient to which the recipient belongs.

Options

The options in the drop-down are used to manage the recipient.

- **Delete:** Select this option to delete the recipient. For more information, see [Deleting recipients](#).

Managing recipients

The following sections provide information on managing recipients within the Starling Cloud Assistant service.

- [Adding recipients](#)
- [Deleting recipients](#)

Adding recipients

In order for someone to receive and respond to messages, they must first be configured as a recipient within Starling Cloud Assistant.

To add recipients

1. On the **Recipients** page, click **Add Recipient**.
2. On the **Add Recipient** pane, enter a name for the recipient.
3. In the **Email** field, enter the email address associated with the recipient.
4. In the **Channels** section, select which channels to add for the recipient. For information on configuring channels, see [Adding channels](#).
5. To save the recipient, click **Create**.

Deleting recipients

If a recipient is no longer needed, it can be deleted from Starling Cloud Assistant.

To delete a recipient

⚠ CAUTION: Deleting a recipient in Starling Cloud Assistant does not delete them from the channels or sender applications.

1. In the table on the **Recipients** page, select the **Options** drop-down associated with the recipient to be deleted.
2. Select **Delete**.
3. In the confirmation dialog, click **OK**.
The recipient will be deleted from Starling Cloud Assistant.

Collaborators

Introduction to Collaborators

Starling Cloud Assistant allows users to add collaborators to their service. Adding additional collaborators is optional and can be done at any time using the [Collaborators page](#).

Collaborators page

The **Collaborators** page is displayed when **Collaborators** is clicked in the navigation bar. The **Collaborators** page is used for adding and managing the collaborators currently associated with the Starling Cloud Assistant service.

The following options appear on this page:

Invite Collaborator

Clicking this button opens the **Invite Collaborator** dialog so you can add new collaborators to your Starling Cloud Assistant service. For more information, see [Adding additional collaborators](#).



This field is used to search for a user based on their name or email. To use the search functionality, start typing in the field. The table will automatically update to display results that match.

The following information and options appear in the table on this page:

Name


This displays the name specified in the collaborator invite.

Email

This displays the email address associated with the collaborator.

Status

This displays the status of the collaborator. When a collaborator is added they will be marked as **Invited** until the invitation has been accepted, at which point the **Status** column will update to display **Registered**. If an Administrator has selected to remove a collaborator, a status of **Pending Removal** will appear until the request has been approved or rejected.

The  button appearing for a collaborator contains the following options depending on the current status of the collaborator.

- **Remove Collaborator:** Available for a confirmed collaborator, select this option to remove the collaborator from Starling Cloud Assistant. For more information, see [Removing collaborators](#).
- **Re-send Invitation:** Available for an invited collaborator, selecting this option re-sends the invitation to the selected collaborator if they have not yet accepted. For more information, see [Re-sending collaborator invitation](#).
- **Cancel Invitation:** Available for an invited collaborator, selecting this option cancels the invitation to the selected collaborator if they have not yet accepted. For more information, see [Canceling collaborator invitation](#).

| **NOTE:** You are unable to manage your own collaborator account.

Managing collaborators

The following sections provide information on managing collaborators for the Starling Two-Factor Authentication service.

- [Adding additional collaborators](#)
- [Removing collaborators](#)
- [Re-sending collaborator invitation](#)
- [Canceling collaborator invitation](#)

Adding additional collaborators

Collaborators are optional and can be added at any time.

To add additional collaborators

1. On the **Collaborators** page, click **Invite Collaborator**.
2. In the **Invite Collaborator** dialog, enter the name and email address for the new collaborator.
3. Click **Invite**.
4. An email will be sent with a link to either register a new account that has access to your organization or, if the recipient has already registered with Starling using this email address, a notification that they now have access to your organization's Starling Cloud Assistant service. They will be marked as **Registered** (already registered users) or **Invited** (new Starling users) until the invitation has been accepted (at which point the **Status** column will update to display **Registered**).

NOTE: Users associated with multiple organizations can switch between Starling subscriptions once they have logged in ([Managing multiple Starling organizations](#)).

NOTE: Until an invite has been accepted, the following options are available:

- **Resend Invitation:** Selecting this option will resend the invitation.
- **Cancel Invitation:** Selecting this option will cancel the invitation. The invited user will not be notified that the invitation was canceled; however, when logging in they will be unable to access the service.

Removing collaborators

If a collaborator is no longer needed, you can remove them from the Starling Cloud Assistant service.

NOTE: You are unable to manage your own collaborator account.


To remove collaborators

1. On the **Collaborators** page, locate the user you want to delete as a collaborator.
2. Once you have located the collaborator to edit, click the **⋮** button associated with their account.
3. Select **Remove Collaborator**.
4. In the confirmation dialog, click **Yes** to remove their access to your subscription of Starling Cloud Assistant.

Re-sending collaborator invitation

If an invited collaborator has not accepted their invitation or their invitation was deleted, you can re-send the email invitation.


To resend collaborator invitations

1. On the **Collaborators** page, locate the invited collaborator you will be resending an invitation to.
2. Once you have located the collaborator, click the  button associated with their account.
3. Select **Re-send Invitation**.
A new invitation will be sent to the collaborator.

Canceling collaborator invitation

If an invited collaborator is no longer needed, you can rescind their collaborator invitation from the Starling Cloud Assistant service before they accept the emailed invitation.

To cancel collaborator invitations

1. On the **Collaborators** page, locate the invited collaborator whose invitation you will be canceling.
2. Once you have located the collaborator, click the  button associated with their account.
3. Select **Cancel Invitation**.
4. In the confirmation dialog, click **OK** to remove their access to your subscription of Starling Cloud Assistant.
The previously invited user will not be notified that the invitation was canceled; however, when logging in they will be unable to access the service.

About us

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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 at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product