



Onboarding to Customer Care

A step-by-step guide to help you
onboard to Google Cloud support



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Introduction

This guide is focused on Apigee, Looker, Mandiant, SecOps SIEM and SecOps SOAR customers moving into the Google Cloud console for Technical Support.

The Google Cloud family of products is always growing through acquisitions. This means that customers like you have gained an expanded selection of services through Google Cloud Customer Care.

Today, you can select the support service aligned to your respective business needs from one of the four-tiers included in the Google Cloud Customer Care portfolio: Comprehensive Support*, Standard Support, Enhanced Support, or Premium Support. These support services are designed to ensure that you get fast initial response times and proactive capabilities to optimize your cloud experience.

When you need advanced services for expanding, or have distinct requirements, Value-Add Services are available for an additional purchase for Enhanced Support and Premium Support customers.

Use this playbook to help serve as your guide to getting started in the Google Cloud console.

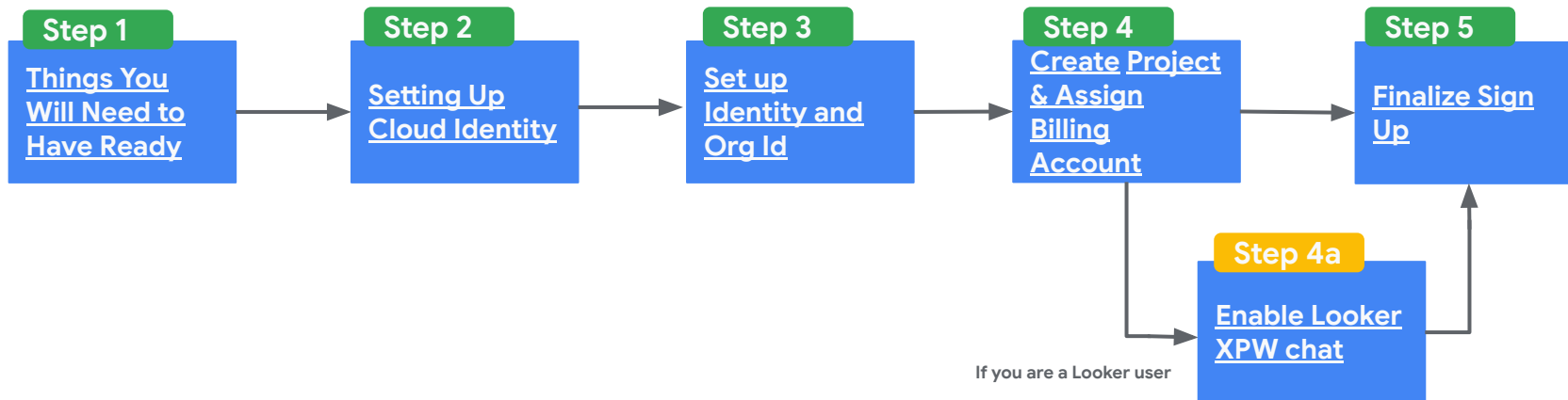
**Comprehensive Support is our no cost support offer currently available for Apigee, Looker, Mandiant, SecOps SIEM and SecOps SOAR SaaS products. To get Comprehensive Support, share your GCP Org ID along with your Account Name and Products purchased with your Google representative or Partner for this to be set up.*

Getting Started with Customer Care

This section will guide you through the process for signing up for Customer Care



Customer Care Onboarding Steps Overview



Things You Will Need to Have Ready

Setting up a NEW account in the Google Cloud console

- **Business Domain name** (ex: domain.com)
- Access to your **Business Domain DNS settings**.
 - This is for domain verification and protection if you dont
- A Billing Account associated with your account.
 - If working with a Partner, they will create one for you.
 - You have the option to create one during the onboarding process with a Credit Card.
 - If working with an Onboarding agent, you can request one be created and linked to your Google Payments Profile.
- Identify your **Org Admin** user and their email address
 - This is the person who will grant access to the Google Cloud console for other users and do the initial set up
 - Permissions and Roles can be adjusted at anytime including the Org Admin role, so if you are unsure, you can change it later on
 - For more information on creating organization and roles, please refer to [Creating and managing organizations](#) and [Understanding roles](#)

If you have an existing GCP Support account

- You can use this account to get support for your new product but you may need to do a couple steps first
 - Log into the Google Cloud console as the **Organization Admin Role**
 - Create a new [Folder & Project](#) for your newly added product (*see slide 14)
 - Add any [new users](#) as needed (*see slide 12)

Validating Your Email Address With Google

(only if you have **not** already been provided this)

A “Google Account” is created when a user is registered with Google Services. It does **not** have to be a Gmail account.

A validated Billing Admin email is to be shared with your Google Rep/Partner/Onboarding Agent to create your Billing Account.

Remember to create:

1st: Your **Super Admin** account should be an account within your domain (example@yourdomain.com) and someone that has granted rights to administer such areas

2nd: Create your **Organization Admin** account. This is also an account within your domain (example2@yourdomain.com). This account is the one that will run the administration of your Google Cloud environment, and is what the Google assigned Billing Account will be associated with to purchase support if going through the console.

Start Here: <https://www.google.com/account/about/>

1. Click “**Create an account**”
2. Select “**Use my current email address instead**”
3. Enter your information and create a password
4. Click “**Next**”
5. Verify your email and click “**Next**”
6. Select your preferred option
7. Agree to Terms and you now have a validated email
8. Share the Organization Admin validated email with your Sales Rep to have your Billing Account created
 - a. If working with one of our Partners, they will provide you with a Billing Account

Cloud Identity: Setting up Organization and Domain

Creating a Cloud Identity will automatically generate an Organization ID for you. You need an Organization ID to be provisioned support.

Set up Cloud Identity: Go to the Cloud Identity sign-up page [Sign up for Cloud Identity \(google.com\)](https://cloud.google.com/identity/signup)

If your domain was set up using Google Domains, skip to next slide [step 17](#)

Let's get started:

1. Enter your business name
2. Select your employee range
3. Select your region and click **"Next"**
4. Enter your Org Admin contact information and click **"Next"**
5. Enter your business domain and click **"Next"**
6. Use this domain to set up the account and click **"Next"** - **If the **domain is in use** you have 3 options*
 - a. Identify and work with the existing Admin group to gain access to the Google Cloud console
 - b. [Recover the Account](#)
 - c. Create a new or subdomain (*can also be used to have separate accounts within an organization)
7. Select your desired option for Educate your users
8. Provide a Secondary email address (for recovery reasons this has to be outside of the business domain) and click **"Next"**
9. How you'll sign in: Enter your **Org Admin** email and password and click **"Agree and continue"**. This person will be the initial **Org Admin**, this role can be changed later if needed (*note: we are creating a username and password in this step)
10. Sign into the console using the **Org Admin** credentials

Continue to next slide

Cont'd - Cloud Identity: Setting up Organization and Domain

The next steps are to confirm you have control of the domain/organization you are creating, set up domain protection, and create an account for your Org Admin.

- You will need to verify ownership of your domain by entering a verification code (TXT) in your DNS settings. If you do not know your domain host, reach out to your businesses domain administration group or visit to lookup.icann.org to search for it.

Once these steps are completed, it can take **5 to 10 minutes** for the entire process to complete in the system. You will see the notification on the screen once the organization set up is complete. **Hint:** if it's not working after 10 minutes, try logging out and logging back in

11. Agree to terms and conditions and click **"Next"** to continue
12. In the protect your domain name card click **"Protect"**
13. Read the requirements and when ready click **"I'm ready to protect my domain"**
14. Go through the step by step instructions. **Copy and apply the TXT Value listed (Google verification code) to your domain DNS configuration**
15. Go back to your Google Admin Onboarding process and then click **"Protect Domain"**
16. Once your domain is protected click **"Continue"**
17. Click **"Create"** in the Create new users card to start creating your secondary Org Admin account if possible
18. Click **"Add new user"**
19. Fill in the information for your secondary Org Admin user & click **"Add new user"**
20. Copy the auto generated password OR use email feature to share login information this with your secondary Org Admin
21. Go to console.cloud.google.com and sign in under your **Org Admin account**
22. Select Country and agree to Terms of Service
23. Once you log in for the first time you will see a prompt that we're setting up a new Organization for you. This may take a few minutes to complete

Continue to next slide

NOTE: in the next slide you can find a reference to the DNS / Domain registration changes to validate what is in the video above

Verify Domain Certification (DNS)

Every company will have their own Domain/DNS structure.

As a reference, we are showing how the entry appears if your company uses Google Domains to register.

- Simply use a type TXT entry with the Data provided to you in the steps mentioned in this guide
- If your company uses another Domain registration / DNS system, the steps may differ for this entry.

Google Domains

siemsoarlab.cloud

Default name servers (Active) Custom name servers

These DNS settings are active. Changes are published immediately, but may take time to propagate

Resource records

Resource records point to the services your domain uses, including web and email services. [Learn more about resource records](#)

Custom records

newsubdomain.siemsoarlab.cloud/TXT, testthree.siemsoarlab.cloud/TXT, and 1 more


Manage custom records

Host name	Type	TTL	Data
██████████.siemsoarlab.cloud	TXT	1 hour	'google-site- y'
██████████.siemsoarlab.cloud	TXT	1 hour	'google-site- U'
walkthrough.siemsoarlab.cloud	TXT	1 hour	'google-site-verification=ub.JxYFdfuwFLwY0df- VXs1Xhifwj3:██████████'

Email forward

Setting Identity and Access Management (IAM) for Org Admin / Identifying Org Id

Now that we have our Organization set up and were signed into the Google Cloud console as the Org Admin, lets configure some roles and permissions.

1. Click on the Google Cloud Menu Icon  in the top left corner
2. In the dropdown menu navigate to **“IAM & Admin”** and select **“IAM”**
3. Click on the dropdown menu on the top left **“No Organization”**
4. A pop up window will appear, in the dropdown menu select your domain ***IMPORTANT: if someone is assisting you with the Onboarding, follow these sub-steps:**
 - a. Under the column **“Name”**, you will find your domain name, and to the right you will find the **Organization ID, which is a 12 digit numeric ID**. Share this code with the Onboarding team member, Partner or Google Rep you are working with. This will be used for provisioning Comprehensive Support for you Apigee, Looker, Mandiant, SecOps SIEM or SecOps SOAR SaaS products
5. Under the column **“Name”**, click on your organization’s domain name
6. Click on **“Identity & Organization”** which is found on the menu to the left
7. Click **“Go to checklist”** & click on **“Continue to step 2”**
8. Click on **“Start Users and Groups”**
9. Click **“Create all groups”** or select the specific groups you would like to create and click on **“Continue”**
10. You now have the option to customize groups names or leave as default for now
 - a. Hint: Groups can always be edited in the Google Cloud console. Once ready click on **“Save & Create”**
11. Click on **“Continue”**

Continue to next slide

Setting Identity and Access Management (IAM) for Org Admin / Identifying Org Id

12. Go back to [IAM & Admin](#)
13. Search for the **Org Admin** user and click on the **pencil** icon to the right
14. Click on **“Add another role”** and select the role **“Folder Admin”**
15. Click on **“Add another role”** and select the role **“Tech Support Editor”**. ***IMPORTANT: for users to have the ability to submit support cases, the Tech Support Edit role MUST be assigned**
16. Click on **“Add another role”** and select the role **“Support Account Administrator”** and save. **We strongly suggest that after the Onboarding process, these roles are assigned to the correct users within the organization**
17. At this point, you should be able to see these 3 new roles assigned to the Org Admin user
18. Click on the [Google Cloud Menu Icon](#) in the top left corner
19. In the dropdown menu navigate to **“Billing”**
20. Under **“Billing account name”**, you will see a pre-generated Billing Account. Click on the checkbox to the left
21. Click on the button to the right **“Add Principal”**
22. Click in the **“New principals”** textbox and add the domain (example: yourdomain.com)
23. Under **“Assign roles”**, in the dropdown select **“Billing Account user”**
24. Click **“Save”**
25. At this point, each person with the project creation role will be able to assign the Billing Account to the project

Note: Roles and permissions can always be changed later on but it's important to always have several Org Admin roles in place to ensure continued access

Additional information on Support Roles

For best security practices, it is strongly recommended that you grant the principal the least amount of privilege needed. These roles need to be added for users in your organization in order for them to be granted the various permissions below

Here are some crucial IAM roles that the Org Admin can assign to users:

1. **Billing Account Creator** is the user designated exclusively to create Billing Accounts
2. **Billing Account Administrator** is the user authorized to see and manage all aspects of the Billing Account
3. **Billing Account User** is the user that can associate projects with billing accounts
4. ***Support Account Administrator** is necessary for purchasing support but doesn't grant you access to support cases. Your organization needs a Support Account Administrator to buy support and to change the billing account to pay for support
5. **Support Account Viewer** enables read-only access to your support account, but you will be unable to view support cases
6. ***Tech Support Editor** has full read and write access to technical support cases which can be applied to Customer Care and Maps support. All users that need to create and manage support cases should be assigned the role of Tech Support Editor

***IMPORTANT: For users to have the ability to submit support cases, the**

Tech Support Edit role MUST be assigned

7. **Tech Support Viewer** offers read-only access to technical support cases for Customer Care and Maps support
8. ***Folder Admin** access and administer a folder and all of its sub-resources

*These three roles will be assigned to the initial account user

Add principals
Principals are users, groups, domains, or service accounts. [Learn more about principals in IAM](#)

New principals
techsupport@siemsoarlab.cloud

Assign roles
Roles are composed of sets of permissions and determine what the principal can do with this resource. [Learn more](#)

Select a role * IAM condition (optional)

Filter Filter by role or permission


Role	Permissions
Stackdriver	
Stream	
Support	
Third-party Partner	
Transcoder	
Transfer Appliance	
Vertex AI	
Video Stitcher	
Support Account Administrator	
Support Account Viewer	
Tech Support Editor	
Tech Support Viewer	

Tech Support Editor
Full read-write access to technical support cases (applicable for GCP Customer Care and Maps support).

MANAGE ROLES

Creating a Folder / Creating a Project / Assigning Billing Account

Now that you have set up the **Org Admin** roles, they can follow the next steps once logged in at console.cloud.google.com

1. Click on the Google Cloud Menu Icon  in the top left corner
2. In the dropdown menu navigate to **"IAM & Admin"** and select **"Manage Resources"**
3. Select the checkbox beside your Organization listed
4. Click **"Create folders"** tab above
5. Name your folder as you see fit
6. Select your Organization in the dropdown menu
7. Location will automatically populate
8. Click **"Create"**. A notification will appear stating that you have now created a Folder and you will be sent back to the Manage Resources page
9. Click **"Create project"**
10. Name the Project as you see fit (this is the project you will file your support tickets under)
11. **Assigning Billing Account - If your Billing Account is pre populated;** Select your Billing Account in the dropdown menu
12. Select your Organization in the dropdown menu if it hasn't automatically populated
13. Location will automatically populate
14. Click **"Create"**. A notification will appear stating that you have now created a project and you will be sent back to the Manage Resources page
15. Refresh your browser, you should now see both your Project and Folder under your Organization
16. Select your Project in the checkbox beside it and click on **"Move"** tab above
17. Select the Folder you created earlier and click **"Move"**
18. Now you will see that the Project resides within your Folder

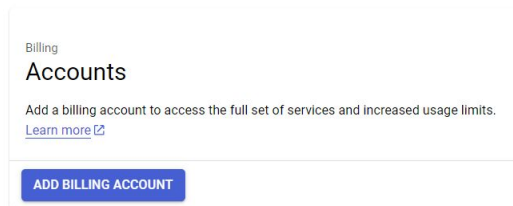
Creating a Folder / Creating a Project / Assigning Billing Account

19. Go back to the navigation menu and select the [Billing](#) section
20. Select an organization in the dropdown menu
21. Under “My Projects” note the “Billing account ID” number

Creating a Billing Account - If your Billing Account is NOT pre populated;

1. Go back to the navigation menu and select the [Billing](#) section
2. Create a Billing Account by clicking on “Add Billing Account”
3. Enter information as required
4. Once completed, click on “Submit and Enable Billing”

***IMPORTANT: If working with a Partner, they should have provided you with a Billing Account, please check in with them if this is missing. If you are not working with a Partner and cannot use your credit card, please connect with your Google Rep or Onboarding member to assist you further.**



Cont'd - An example of a resource hierarchy

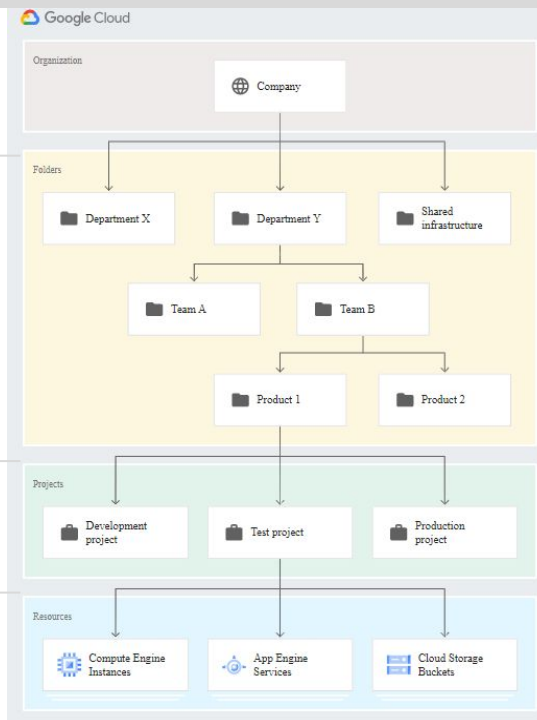
See an example of the organization level hierarchy below.

The **organization** is the parent resource. Support is delivered at the organization level

A **folder** is the child resource of an organization

A **project** is the child resource of a folder

A **resource** is the child resource of a project



Looker (Original) Specific – Enabling Looker Support

As part of Looker's integration with Google Cloud, we will be transitioning support from Looker Legacy Support tools to Google Cloud Support tools for Looker technical support.

If you are a **Looker (original) customer**, please follow these steps. If you are not a Looker (original) customer, go to the next slide.

1. **Create Looker Project - if you already have a Looker Project, continue to step 2.**
If you don't have a Looker Project, go back to the previous page and complete those steps

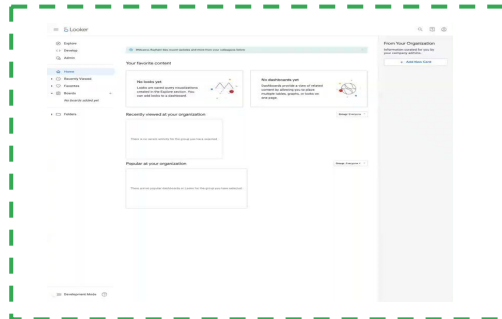
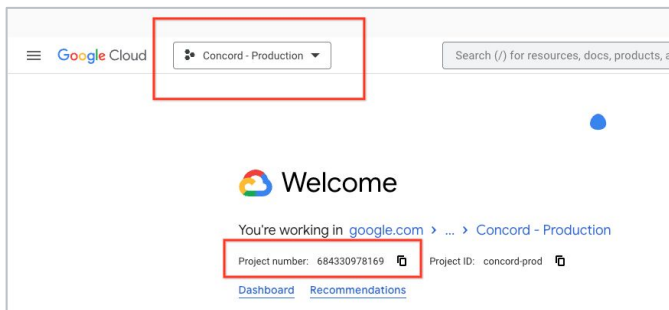
2. **Obtain your GCP Project Number**

- Go to console.cloud.google.com
- Select your Looker Project from the dropdown
- Copy the **“Project Number”**

3. **Input Project Number in Looker Admin Settings** (video on the right)

- Go to [Looker Admin settings page](#)
- Add your Google Cloud **“Project Number”** in **“GCP Project Number”** field and click **Update**

Congratulations! This is a critical step to ensure you continue to receive support.



Finalize Sign Up - Signing up for Support / Associating Billing Account

Now that you have created your Organization, Assigned IAM roles to your Org Admin, and have set up your Folders and Projects, follow the steps below to Purchase Support online if it was not done through a sales Order Form

For Comprehensive Support - please send your Org ID to your Partner, Google Rep or Onboarding member for provisioning. No further action needed.

For Paid Support Offers, follow instructions below;

1. Click on the Google Cloud Menu Icon in the top left corner
2. In the dropdown menu navigate to **"More products"** section
3. Select **"Support"**
4. Select **"View Customer Care services"**
5. Select the level of support that you would like and click **"Buy now"**.
 - a. Note Premium Support is only available through a Sales Representative
6. Click **"Continue"**
7. Select the **"Billing Account"** from the dropdown menu you would like to use
8. Click on the link **"the terms of service"** and read it
9. Mark the box to agree to the terms and conditions
10. Click **"Complete purchase"***
11. Congratulations you have successfully purchased support for your product!

**During this process the "complete purchase" button only is active after you click on the terms of service link.*

Submitting, Viewing & Managing Support Cases

Once the Google Cloud Org Admin has assigned a user to the role of Tech Support Editor, that user can contact Customer Care by submitting a case in the Cloud Console

If you are Submitting Support Cases, please click [here](#)

If you are Viewing & Managing Support Cases, please click [here](#)

If you are Escalating a case, please click [here](#)

Useful resources

[Customer Care portfolio overview](#)

[Standard Support Overview](#)

[Enhanced Support Overview](#)

[Premium Support Overview](#)

[Purchase and set up Standard Support](#)

[Purchase and set up Enhanced Support](#)

[Google Cloud and integrations support | Support Documentation](#)

[Account Recovery Process](#)

[More about “Domain in Use”](#)