



User Sign-in Guide for UCP

STATEMENT OF CONFIDENTIALITY

This document contains proprietary trade secret and confidential information to be used solely for evaluating CtrlS & Cloud4C Datacentres Ltd. The information contained herein is to be considered confidential. Customer, by receiving this document, agrees that neither this document nor the information disclosed herein, nor any part thereof, shall be reproduced or transferred to other documents, or used or disclosed to others for any purpose except as specifically authorized in writing by CtrlS Datacentres Ltd.

Contents

1. Introduction to UCP 3

2. How to access UCP..... 3

3. Glossary..... 6

1. Introduction to UCP

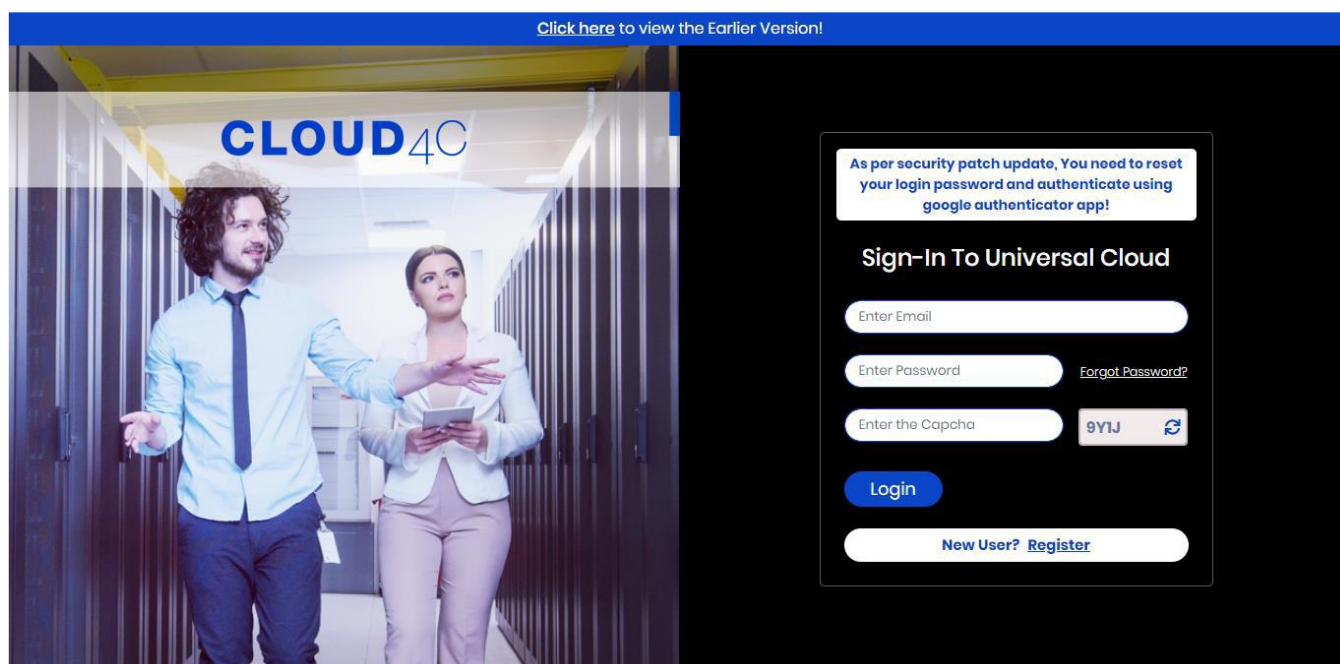
UCP or Universal Cloud Platform is a multi-cloud management platform which can help you seamlessly monitoring and managing your virtual assets across multiple hyperscalers. UCP allows you to perform following activities:

- Perform VM operations such Reboot, Suspend etc.
- Place an Order for a new VM
- Monitor your assets
- Download plethora of Reports which can provide info related to Utilization, Uptime etc.
- Access all your Billing details such as Invoices, Past Transactions etc.
- Raise a Support ticket to address your query or incident

2. How to access UCP

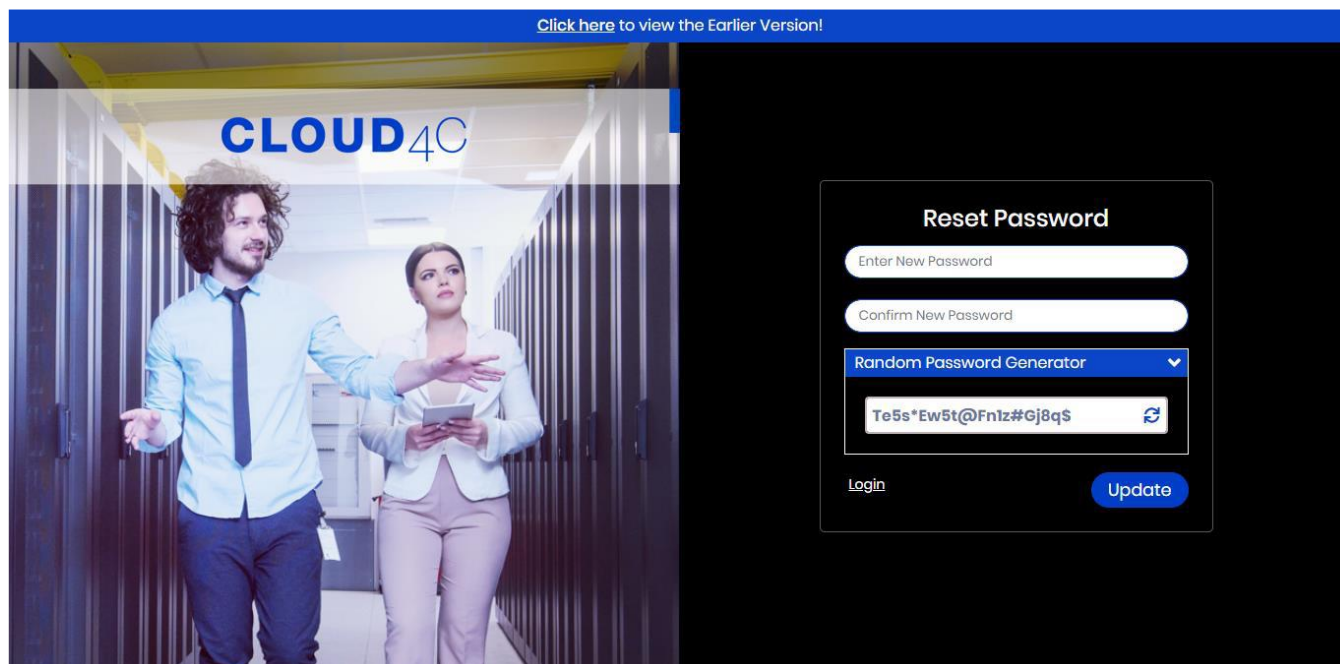
In order to access UCP follow the steps as mentioned below:

1. In the UCP portal login screen, enter your registered email, password and display Captcha.
2. Click on Login to sign-in to the portal.

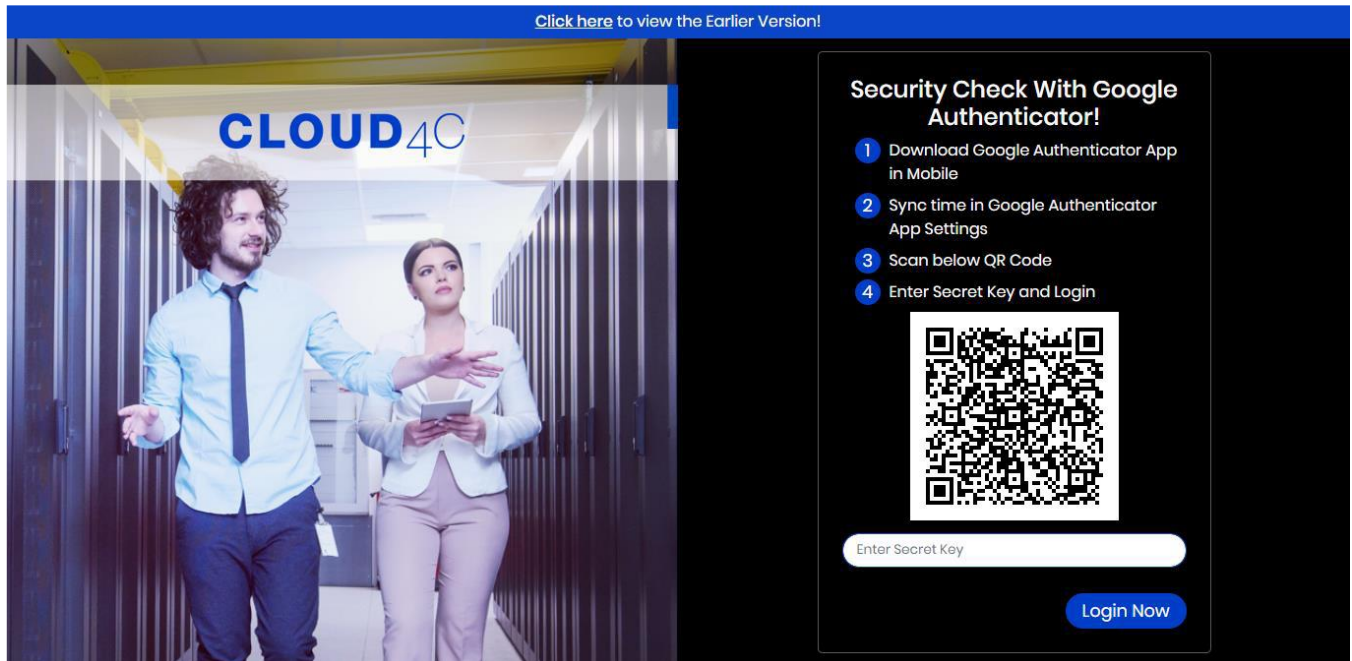


3. If user not yet to reset the password then user will navigate to reset password screen once after validating with current password to reset password with new password policy to increase more security to account.
4. In case if user not yet reset the password with new password policy then user will navigate to below screen to reset password and it is mandatory to reset for security purpose.
 - a. Random Password Generator option is also available to generate suggested password with valid new password policy, below are the highlight terms of password policy:
 - Password must contain min 14 characters and max 32 characters
 - Password must contain atleast 3 alphabet characters
 - Password must contain atleast one Small & Capital letter and one Number & one Special character
 - Space and following special characters are not allowed in password . , () %

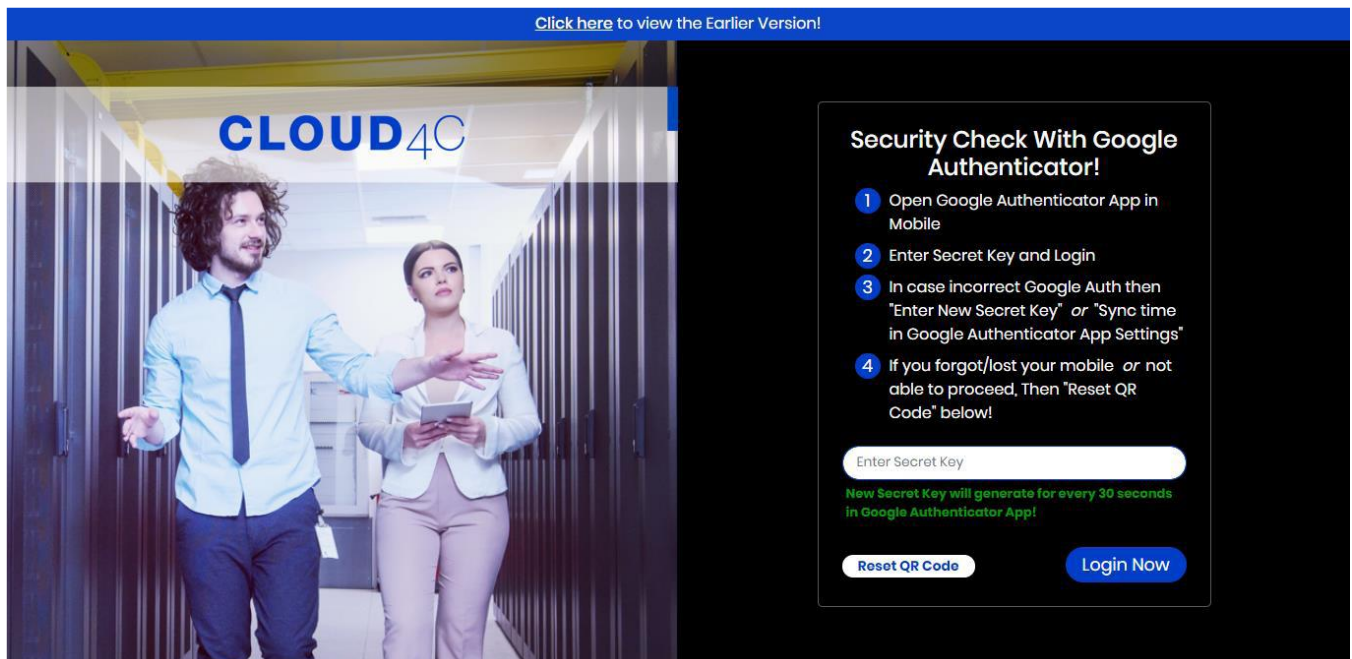
- Password must not contain more than 2 sequential repeated characters. *eg: smaaaaarrrtttt, universallll*
- Password must not contain more than 2 sequential numbers and reverse numbers. *eg: smart123456, smart654321*
- Password must not contain more than 2 sequential alphabets and reverse alphabets. *eg: smartabcdef, smartfedcba*
- Password must not contain any common words like *cloud4c, c4c, ctrls, ucp, myshift, welcome, password, admin* and *username/mobile number* and must not contain reverse of any common words also



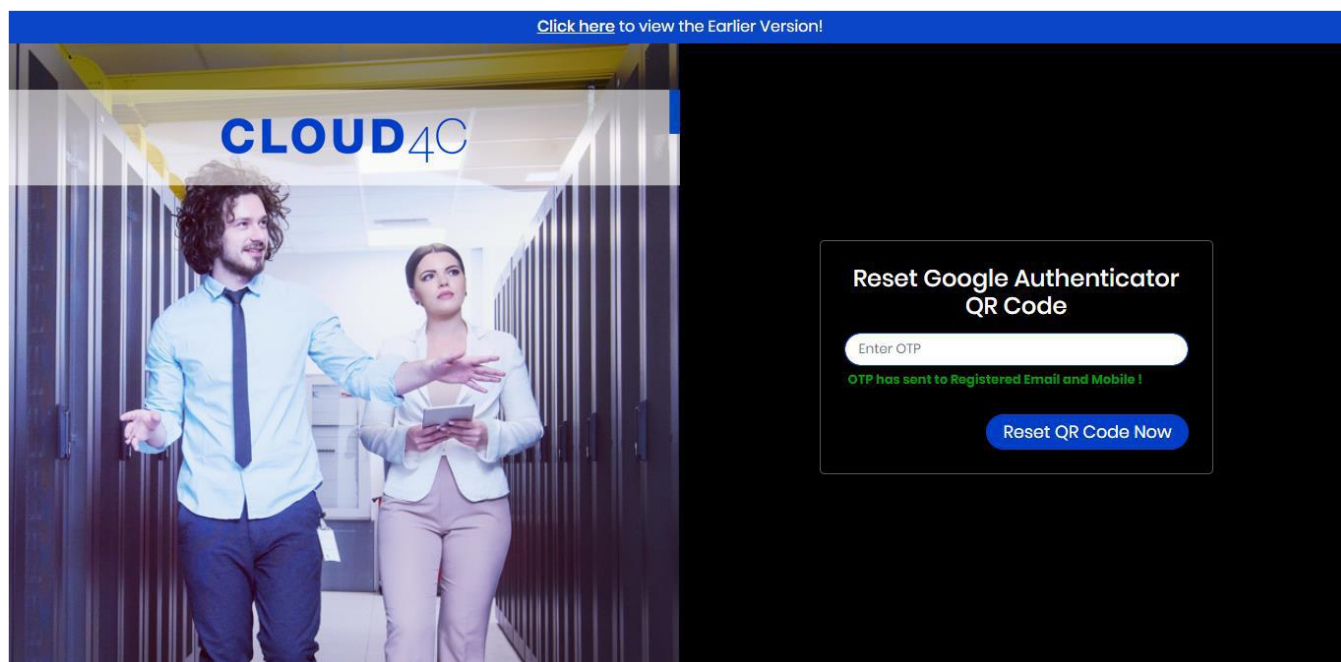
5. The following step needs to be done only once while log in into the portal for the first time after this feature introduced, User need to enter Secret Key by scanning QR Code in Google Authenticator mobile App to login for more security, for more details follow the below steps:
- a. Download Google Authenticator App in Mobile
 - b. Sync time in Google Authenticator App Settings
 - c. Scan displayed QR Code
 - d. Enter Secret Key and Login



6. User need to check Secret Key in Google Authenticator Mobile App and enter Secret Key to login from second time of registering QR Code, for more details follow below steps
- Open Google Authenticator App in Mobile
 - Enter Secret Key and Login
 - In case incorrect Google Authorization then “Enter New Secret Key” or “Sync time in Google Authenticator App Settings “
 - If you forgot/lost your mobile or not able to proceed, then click on “Reset QR Code” to generate new QR Code



7. OTP will send to Registered Email and Mobile automatically when redirects here. Enter OTP and Reset QR Code then it will navigate to Security Check with Google Authenticator screen and Scan QR Code in Google Authenticator App and enter Secret Key to login.



8. In case Forgot Password then click on Forgot Password link in login screen and it will navigate to here. Enter registered email then Reset password link will send to registered mail id.

3. Troubleshooting

In case you are facing any other issues with UCP or wish to raise any concerns, please contact support@cloud4c.com.

4. Glossary

| Terms | Abbreviation |
|---------|--------------------------|
| UCP | Universal Cloud Platform |
| OTP | One Time Password |
| QR Code | Quick Response Code |
