Sharing access to my AIOps for NGFW instance with someone outside my organization

Sometimes our customers want to share access to their instance of AIOps with others that are not in their organization, such as Palo Alto Networks employees, or support partners. This document describes the steps you'll have to take to share access to your instance of AIOps with a person outside your organization.

Note: You can follow the same steps to allow a new colleague from your organization to access the AIOps instance.

Steps: Add the person to your CSP account
1. Log into your CSP account at https://support.paloaltonetworks.com
2. Navigate to
    a. Members>Create New User (if the person you are adding does not already have an account on the Palo Alto Networks Customer Support Portal) or
    b. Members>Manage Users (if the person is already associated with your CSP account)

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👤 Suresh Venkataraman

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Manage Users

Adding users to this account requires they be a registered CSP user (refer to How To Create a New User). Depending on account settings, Super User approval may be required for new users. If a user requires urgent access to their account, let all Super Users know this new user needs to be approved as soon as possible.

[Add User to Account]   [⬇ Export to CSV]

Search By: First Name ⌄   Search 🔍

NAME	EMAIL	ACTIVATION DATE	EXPIRATION DATE	2 FACTOR AUTHENTICATION	ROLES❓	DESCRIPTION	
		08/10/2020		Email	Super User Domain Administrator		⋮
		06/03/2021		Email	Standard User		⋮
		06/07/2021	06/10/2021	Email	Standard User		⋮

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3. Click Add User to Account and fill in the details

4. Once you are done, verify the new user is added to your CSP account

Steps: Assign the new user a role to access AIOps
5. Next, login to the Palo Alto Networks hub at https://apps.paloaltonetworks.com
6. Click the gear icon on the top right, and select Access Management

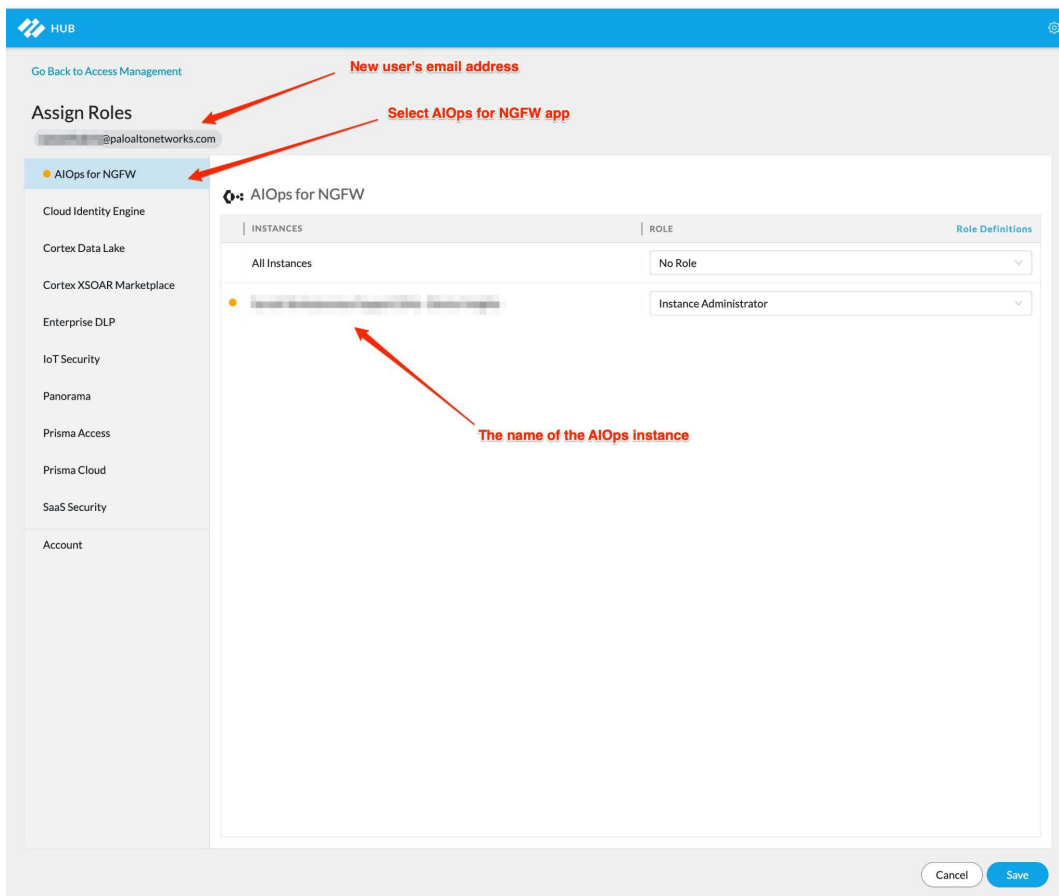7. On the left nav, go to Users without Roles. You should see the email address of the person you just added listed here. Select the user's name, and click Assign Roles

8. In the Assign Roles screen, select AIOps for NGFW in the left navigation. Your AIOps instance should show in the list. Using the drop-down, assign a role to the new user

9. You can verify the addition of the new user by checking the Access Management screen again, selecting AIOps for NGFW, and verifying the new user's email shows up in the list of admins for this instance of AIOps.

10. And that is it! Your new user should be able to use their credentials to login to the hub and access the instance.