

# Managing Organizations

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## Introduction

As an administrator, the AMPLIFY Platform lets you view details about your organization, manage the users who have access to the AMPLIFY Appcelerator Services, and manage the applications created by members of your organization. All of these functions are available through the **Organization** page. To access this page, sign in to the [AMPLIFY Platform](#) and select the current organization from the **User** menu.

## Concepts

Users belong to organizations. An organization is a group of people working for the same entity – typically the members of a company or some subset of a company.

- Organization *members* can create new Titanium applications in Appcelerator Studio or register an Android or iOS application in Dashboard. These applications belong to the organization the user designated during the app creation process.
- Organization *admins* can create applications, invite users to join the organization, and assign organization members to *application teams*.

A user can have different administrator rights:

- *Org Admin* gives the user access to manage the organization.
- *AMPLIFY Runtime Services Admin* gives the user access to manage AMPLIFY Runtime Services application associated with the organization using the `appc acs` CLI, including republishing or remove applications.

A user can be a member of multiple organizations. In this case, the user will see an organization switcher in the Profile drop-down, located in top-right of the Appcelerator Dashboard.

An application team is a group of people working on a single application. Application team members can have different roles:

- *Application admins* can add users to the application team, change user roles, and update or modify the application's data. The user who creates an application becomes an admin for that application by default. Some ACS APIs can only be called by application admins.
- *Application members* can access application data.

All the data generated by an application is visible to members and admins of the app and the admins of the organization the app belongs to. Organization admins can see data for all of the organization's applications.

An organization can have children organizations. These children organizations are allocated user and device account resources from the parent organization. An administrator of the parent organization can create children organizations and manage applications and users for both the parent and children organizations.

## Roles and features

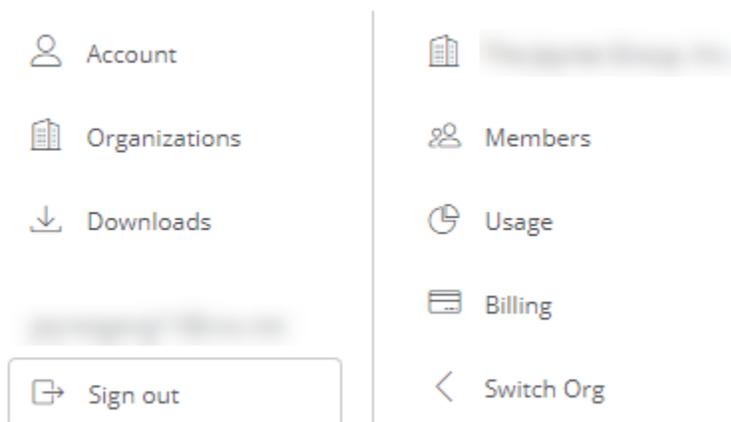
Users can be assigned different roles that grant them the rights to the Dashboard associated with their assigned role. Those roles and rights are:

- **Org Admin** - User who has administrator rights over your organization's Dashboard.
- **Developer** - User who has general developer rights.
- **Collaborator** - Developer role (any license with collaboration enabled) from another organization who has access to your organization without taking up an additional license.

## View Organization details, applications, and members

To manage organizations, applications, and members:

1. Sign in to the **AMPLIFY Platform**.
2. To open the **Organization** page, select the current organization from the **User** menu.



- **Account** - View and manage your account information.
- **Organizations** - View and manage organizations.
- **Downloads** - Navigate to the Download Center.
- **Organization** - Displays the selected organization. To manage the selected the organization, click on the organization name.
- **Members** - View organization members. Admins can also manage organization members.
- **Usage** - View organizations usage of allocated resources.
- **Billing** (Admin only) - View and manage your account billing information.
- **Switch Org** - Select to switch organizations.
- **Sign out** - Select to sign out of your account.

This opens the **Organization** tab for the currently selected organization.

## Managing an organization

The **Organization** tab enables you to select and update the organization name. It also provides detailed organization and subscriptions information.

**Organization** | The Jaynes Group, Inc. | Update Organization

\* Name:

Org ID: 897732043474249

Created: Jan 30, 2018 9:54 AM

Status: Active

Purchase Start: Jan 29, 2018

Purchase End: Dec 30, 2019

Subscriptions

Product	Plan	Start Date	End Date
Application Development	Enterprise	Jan 29, 2018	Dec 31, 2019
Application Integration <b>EXPIRED</b>	Trial	Mar 24, 2019	Apr 24, 2019
Mesh Governance	Trial	Apr 3, 2019	Aug 2, 2019
Choreography	Trial	Apr 3, 2019	Aug 2, 2019

6.3.0 | Docs Support Status Terms

To update an organization name:

1. Select the organization from the drop-down menu.
2. Enter the desired organization name in the **Name** field.
3. Click **Update Organization**.

## Managing organization members

The **Members** tab enables you to view and manage members of the selected organization,

The screenshot shows the 'Members' tab in the AMPLIFY Platform. The left sidebar contains navigation options: Organization, Members (selected), Usage, and Settings. The main content area displays '2/3 Members' and a search bar labeled 'Search by name, email, or role'. Below the search bar is a table with columns: User, Role, Last Login, MFA, AMPLIFY Runtime Admin, and Actions. Two members are listed, both with the role of Administrator. The first member's last login is May 3, 2019, and their MFA status is 'N/A'. The second member's last login is May 6, 2019, and their MFA status is 'ENABLED'. Both members have the 'AMPLIFY Runtime Admin' checkbox checked. The bottom right corner of the interface features a red circular icon with a white smiley face and a footer with links for Docs, Support, Status, and Terms.

User	Role	Last Login	MFA	AMPLIFY Runtime Admin	Actions
[Redacted]	Administrator	May 3, 2019	N/A	<input checked="" type="checkbox"/>	...
[Redacted]	Administrator	May 6, 2019	ENABLED	<input checked="" type="checkbox"/>	...

## Add an organization member

If you are an organization admin, you can add new members to an organization. An organization admin can only add as many members as the number of available seats in the organization.

1. Sign into the [AMPLIFY Platform](#).
2. Click on the **User** menu and select the listed organization.
3. If you're a member of multiple organizations, select the organization you want to view by selecting **Switch Org** from the **User** menu.
4. Click the **Members** tab.
5. Click the **+** icon in the upper-right corner.
6. Enter the user's email address.
7. Select the user's role (Administrator, Developer, Collaborator, or Consumer) from the **Role** drop-down menu. Administrators can manage all users and applications in the organization.
8. If the user is to be an AMPLIFY Runtime Admin, select the **AMPLIFY Runtime Admin** checkbox. If the **AMPLIFY Runtime Admin** checkbox is selected, the user can administer AMPLIFY Runtime applications created by other users.
9. In the **Apps** list, select the application teams, if any, the user should be added to.
10. Click **Add Org Member**.

The screenshot shows the 'Add Org Member' page. On the left is a dark sidebar with navigation options: Organization, Members (selected), Usage, and Settings. The main content area has a title 'Add Org Member' and a 'Cancel' button. Below the title is a form with two required fields: '\* Email Address' (a text input) and '\* Role' (a dropdown menu currently showing '- Select -'). There is also a checkbox for 'AMPLIFY Runtime Admin'. Below the form is a section titled 'Apps' with a search input and a link 'Add member to App Teams by selecting +'. A table lists various applications with their respective SDKs and platform icons. A red circle highlights a 'Tools' icon in the bottom right corner of the app list.

App Name	SDK	Platform	Action
API	API/Microservice		+
API Test	APS SDK	Android	+
API_Builder_Test	APS SDK	Android	+
App Search	Titanium SDK	iOS	+
Apple	APS SDK	iOS	+
Apple	APS SDK	iOS	+
APSCloudExampleApp	APS SDK	iOS	+
APSCloudExampleApp	APS SDK	iOS	+
Directory	Titanium SDK	iOS, Android, Windows, macOS	+
Directory	Titanium SDK	iOS, Android, Windows, macOS	+

An email invitation is sent to the user, providing a link to confirm their membership. If the user has not yet accepted, the user's name appears in the member list with an **Invited** status.

## Add or remove application team members

You can add team members to an application via either the **Members** or **Team** tabs.

### To add or remove team members from the Members tab:

1. Sign into the [AMPLIFY Platform](#).
2. Click on the **User** menu and select the listed organization.
3. If you're a member of multiple organizations, select the organization you want to view by selecting **Switch Org** from the **User** menu.
4. Click the **Members** tab.
  - a. From the list of members, select the member to manage and select **App Teams** from the **Tools** icon in the row for that member.
  - b. Locate the application you want to add the user to and click add (+).
  - c. Select the new member's role, **Administrator** or **Member**, from the menu.
  - d. To remove the member from an application team, click the check mark button and confirm the removal.

The screenshot displays the 'App Teams' management interface. The table lists various applications and their associated teams:

App Name	Team Size	Role
APSCloudExampleApp	Team of 1	Owner
API_Builder_Test	Team of 5	Administrator ✓
APSCloudExampleApp	Team of 2	Administrator ✓
API	Team of 2	Developer ✓
API Test	Team of 2	Developer ✓
App Search	Team of 4	Developer ✓
Apple	Team of 4	Developer ✓
Apple	Team of 3	Developer ✓
Directory	Team of 3	Developer ✓
Directory	Team of 1	Not in team +

Newly added team members are sent an email informing them that they were added to the application.

## Delete an application

1. Sign into the [AMPLIFY Platform](#).
2. Select **Dashboard** on the Dashboard tile.
3. Select the *Projects* view.
4. If you're a member of multiple organizations, select the organization you want to view by selecting **Switch Org** from the **User** menu.
5. Locate the application to delete in the table and click the red trash can icon. A dialog appears asking you to confirm the action.
6. Enter the name of the application that you would like to permanently delete in the **Confirmation** field.
7. Click **I understand that this a permanent and irreversible action. Continue.**

## Viewing and modifying a member's role or access

After you create or add a member to your organization, you can view and modify the user's access rights or role.

1. Sign into the [AMPLIFY Platform](#).
2. Click on the **User** menu and select the listed organization.
3. If you're a member of multiple organizations, select the organization you want to view by selecting **Switch Org** from the **User** menu.
4. Click the **Members** tab.
5. To change a member's role, select a different role from the **Role** drop-menu menu. Administrators can manage all users and applications in the organization. All other user roles can view only applications to which they belong.
6. To change a members administrator privileges, enable or disable the **AMPLIFY Runtime Admin** checkbox. Enabling the **AMPLIFY Runtime Admin** checkbox makes the member an administrator of the AMPLIFY Runtime Services apps associated with the organization.
7. To remove a member from the organization, select the **Tools** icon and select **Remove Member** and then confirm the removal.
8. To change a member's application team assignments, select the **Tools** icon and select **App Teams**. Refer to [Add or remove application team members](#).

The screenshot shows the 'Members' page in the Amplify console. The left sidebar contains navigation options: Organization, Members (selected), Usage, and Settings. The main content area displays '2/3 Members' for 'The Jaynes Group, Inc.' with a search bar and a '+ Add Member' button. Below is a table with the following columns: User, Role, Last Login, MFA, AMPLIFY Runtime Admin, and Actions.

User	Role	Last Login	MFA	AMPLIFY Runtime Admin	Actions
[Redacted]	Administrator	May 3, 2019	N/A	<input checked="" type="checkbox"/>	⋮
[Redacted]	Administrator	May 6, 2019	ENABLED	<input checked="" type="checkbox"/>	⋮

At the bottom right of the page, there are links for Docs, Support, Status, and Terms, along with a red speech bubble icon.

The member's last login is displayed in the *Last Login* column and their current multi-factor authentication status is displayed in the *MFA* column. For more information on multi-factor authentication, refer to [Manage multi-factor authentication](#).

## Managing usage

The **Usage** tab enables you to view the usage of allocated resources for the selected organization for the selected time frame and application. Additionally, you can manage the allocated resources for the selected organization. To manage the allocated resources for the selected organization, click **Manage**. Clicking **Manage** transfers you to the *Billing* page for the selected organization, For additional billing information, refer to [Managing Billing](#). The **Monthly Usage** tab displays the usage of the selected application for the selected month. The **Report History** tab displays the File Name, Environment, Date Received, Reporting Period, and Status for uploaded usage reports. The Method and Download are also displayed.

The dashboard displays usage statistics for the selected organization. The left sidebar contains navigation options: Organization, Members, Usage (selected), and Settings. The main content area shows a dropdown for the organization, a date selector for June 2019, and an 'Upload Usage' button. Three summary cards show: Applications (47), Runtime Services (3), and Mobile Backend Services (31). Below these is a table of resource usage:

Resource	Limit	Usage
API Calls	1,000 calls	0
Push Notifications	100 calls	0
File Storage	1 GB	0
Database Storage	1 GB	0
Container Points	4 points	0
Analytics Events	1,000,000 events	0

The bottom right corner features a chat icon and links for Docs, Support, Status, and Terms.

## Uploading usage reports

To upload usage reports:

1. Click **Upload Usage**.
2. The *Upload Usage File* screen is displayed.

The 'Upload Usage File' dialog box contains the following elements:

- A title bar with 'Upload Usage File' and a close button (x).
- A file selection field labeled '\* File' with a 'Browse' button.
- An input field labeled 'Env ID'.
- 'Cancel' and 'Upload' buttons at the bottom.

3. Browse and select the usage file to upload.
4. Click **Upload**.

## Managing organization settings

The **Settings** tab enables to brand the Dashboard for the selected organization.

Organization

Members

Usage

Settings

## Branding

Save Changes

Logo  No file chosen

### Catalog Colors

Header Left

Header Right

Tile Border

Tile Border on Hover

### Branding Preview

API Catalog

Sample Asset  
Asset description

Sample Asset  
Asset description

Sample Asset  
Asset description

Docs Support Status Terms

To brand the Dashboard per your organization's branding requirements:

1. Select your organization's logo. The logo will be displayed at a maximum height of 45 pixels and the logo file must be less than 100KB.
  - a. Click **Choose File**.
  - b. Select the logo file to upload. Once the logo file is selected, the *Branding Preview* will update to display the selected logo.
  - c. To remove the selected icon file, click **Remove**.
2. Select your catalog colors. As you select your catalog colors, the *Branding Preview* will update to display the selected colors.
  - a. Select or enter the **Header Left** color.
  - b. Select or enter the **Header Right** color.
  - c. Select or enter the **Tile Border** color.
  - d. Select or enter the **Tile Border on Hover** color.
3. Click **Save changes**.

## Troubleshooting

### I was recently promoted to Administrator but I cannot see applications from other users

1. Sign out of the AMPLIFY Platform.
2. Clear your browser's cache. You may need to restart the browser.
3. Sign back into the AMPLIFY Platform.