



US Cloud is updating its service platform on March 27, 2021. Below are a few release notes on what you can expect after the upgrade is complete. Please contact your Technical Account Manager with any questions or concerns.



All the ticket content will be preserved, but the ticket number will change from the existing format of 123-123E7D09-0004 to a more straight forward 4-digit number.

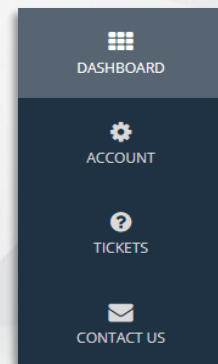
- If you have received an email containing the new ticket ID, moving forward please use the new email chain containing the new ticket ID for ticket communication.
- If you have not received an email with the new ticket ID, you can continue to communicate using the older chain and your email will still be received.

[View Premier Dashboard](#)

A Power BI license is no longer required to “View Premier Dashboard”, in addition we will no longer need to share your dashboard in a separate email. Moving forward please use the View Premier Dashboard in the Account Portal.

Menu updates to include Dashboard/Overview, Account information, Tickets, and Contact Us information

- Initial view when first logging in will show all open tickets, in addition to current hours and links to open ticket and view dashboard.
- Invoice History will no longer be available from the Account Portal.



Part of the recent updates will allow for single sign-on capabilities in the US Cloud Account Portal with your Azure Active Directory tenant. Be on the lookout for additional communication on this topic in the coming weeks. Again, please reach out to your TAM with any questions.