



What's New 'Cliff Notes'

IAM 2021.6

Custom Roles

Equinix IAM now allows you to create a custom role. This custom role can be a combination of IAM roles and permissions of your design, and it can be reused and cloned. For details, see [Custom Roles](#).

IAM Appcues for Migration and Onboarding

IAM now includes Appcues™ tips and demos, which improve the IAM user onboarding experience for existing PDS users after migration. Appcues appear in the UI during your initial login after migrating to IAM.

There are Appcues for the following IAM roles:

Master Admin (includes the IAM, Org, Project, and Primary Admin roles)

- Tour of the Resources page
- Demo for creating your first org and first project
- Demo for managing role assignments
- Tour of how you can manage unassigned assets and resources
- Pro tips

Reseller Admin (includes the Partner, Org, and Project Admin roles)

- Tour of the Resources page
- Demo for managing End customer Orgs

- Introduction to the new application flow from the Dashboard to Users (this enables Reseller Admins to place orders on behalf of End customers instead of using user impersonation)
- Pro tips

Finance Admin

- Assigning billing accounts
- Understanding the customer resource hierarchy
- Overview of the resource hierarchy in the Dashboard, and some “next steps”
- Pro tips

Product Operator (any Network Edge or Equinix Fabric roles)

- Hierarchy overview
- Dashboard preview
- Pro tips and best practices

Note: The Appcues only appear only during your first login after PDS migration.