



AraCloud
BY SERVERMANIA

User Guide

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Welcome to the new and enhanced AraCloud!

AraCloud provides scalable and secure cloud infrastructure to help you deploy and manage virtual servers, storage, and networking with ease. This guide will help you get started quickly and efficiently.

Key Features of the Updated App:

1. New User Interface:

- **Modern Design:** Enjoy a sleek, intuitive design that enhances user experience.

2. Enhanced Performance:

- **Faster Load Times:** Experience quicker access to all features and functionalities.
- **Improved Stability:** Fewer crashes and smoother operation.

3. Robust Security:

- **Enhanced Encryption:** We've significantly enhanced our platform's security by implementing additional measures within our internal network and management systems. These improvements are designed to better protect our cloud infrastructure and ensure greater security for our customers.

4. User Support:

- **In-App Help Center:** Access customer support directly within the app.

5. Flexible Hybrid Billing Model:

- **Prepaid & Postpaid Options:** Users can choose between prepaid billing for immediate access or postpaid billing for verified enterprise accounts.
- **Improved Payment Flexibility:** Auto-refill options, spending limits, and better tracking ensure smoother and more transparent billing.
- **Fraud Prevention:** New measures help prevent abuse by requiring a minimum account balance for prepaid users and a verification process for postpaid customers.

Getting Started

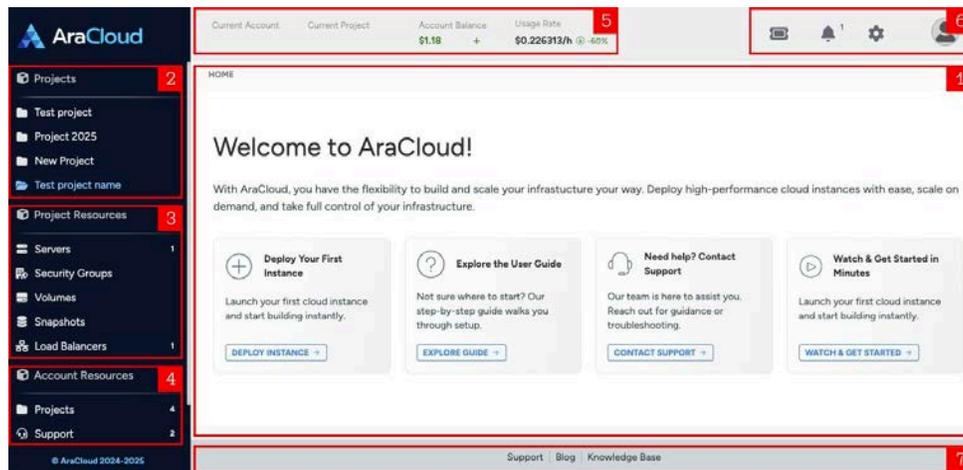
Welcome to AraCloud powered by ServerMania! This section will guide you through the initial steps to get you up and running with your new cloud environment. From signing up to navigating the user interface, you'll find everything you need to start your journey with AraCloud.

Sign Up/Sign In

1. Existing users:
 - Visit the AraCloud website at <https://aracloud.servermania.com/>
 - Enter your credentials
 - Log in to your new account.
2. New users: Sign up with your email account.
 - Visit the AraCloud website at <https://aracloud.servermania.com/> and click on "Sign Up."
 - Fill in your details and verify your email address.
 - Accept the TOS (Terms of Service).
 - Log in to your new account.

UI Walkthrough

Get familiar with the AraCloud user interface! This guide will introduce you to the main components and layout, helping you navigate the platform with ease.



1. Homepage - Main View

- a. The first page you see after logging in, providing quick access to key functionalities, including project management and quick-start guides to help you get started.

2. Projects

- a. Easily access and manage all your projects in one place. Each project contains its own set of resources and configurations.

3. Project Resources

- a. View and manage all the resources available within your projects, including servers, load balancers, snapshots, and more.

4. Account Resources

- a. Manage your account settings, billing preferences, and security configurations. This section gives you control over key administrative features.

5. Account Details

- a. Displays key account metrics, including your current balance, active projects, usage rates, and more.

6. Profile and notifications

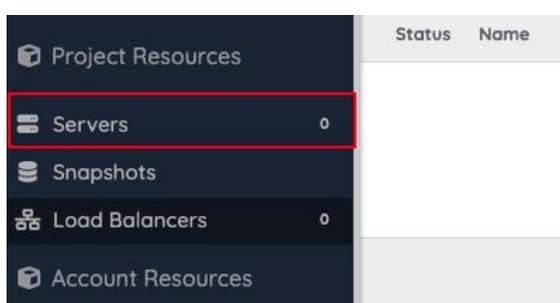
- a. Access your profile settings, update your information, manage account preferences, and receive system notifications. You can also add coupons and modify key account settings from here.
7. Documentation
- a. Get quick access to guides and knowledge base articles directly from the app, ensuring you always have the support and resources needed.

Server Management and Monitoring

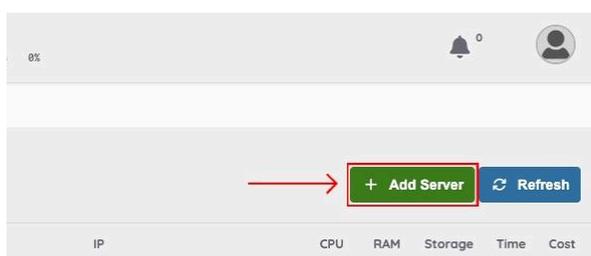
Learn how to deploy and manage servers in AraCloud. This section covers creating, resizing, monitoring, and deleting servers, as well as using metrics and console access for better visibility and control.

Deploy a New Server

1. Go to “Servers” from the left hand menu



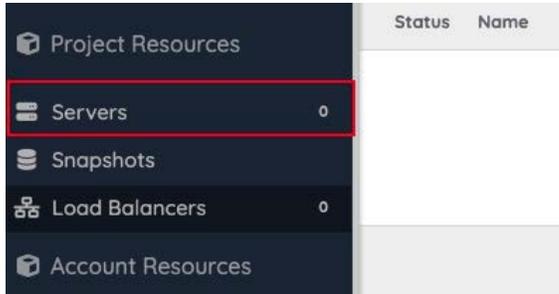
2. In the Servers page, click on “+ Add Server”



3. Choose the region, server type (group), template, OS, and image among the available options
 - a. *If the OS or image you are looking for is not available, please send a ticket with your request in the Support section.*
4. Pick between SSH Key and Password as the authentication method
5. Enter the Name and Hostname
6. Confirm the server details
7. Click on “Deploy” to create the server

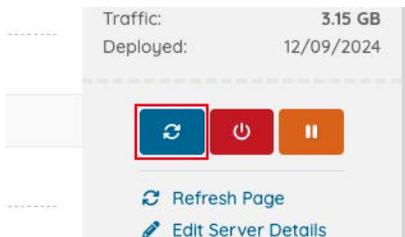
Manage a Server

1. Go to “Servers” from the left hand menu



2. Select the server you want to modify
3. Click on the action you want to perform from the right hand side menu

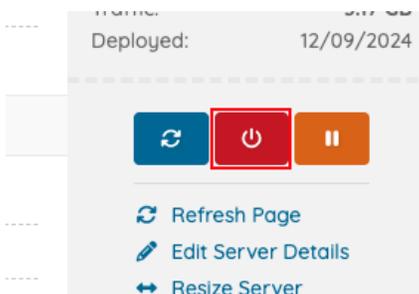
- a. Reboot icon



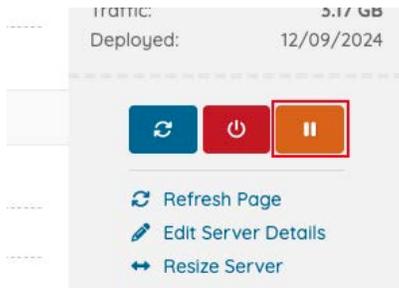
- i. Choose between Soft Reboot or Hard Reboot:

1. **Soft Reboot:** Restarts the server gracefully, allowing it to shut down and restart all services properly. This is useful for applying updates or resolving minor issues.
2. **Hard Reboot:** Forces the server to restart immediately without shutting down services properly. This is used in emergency situations when the server is unresponsive.

- b. Power Off



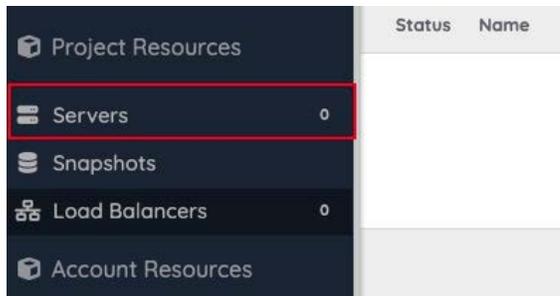
- c. Suspend



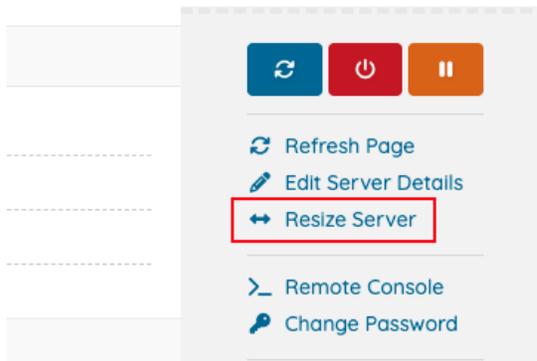
4. Click on “OK” to perform the action
5. To resume the server, click on “Power ON” or “Resume Server” (based on the previous action)

Resize a Server

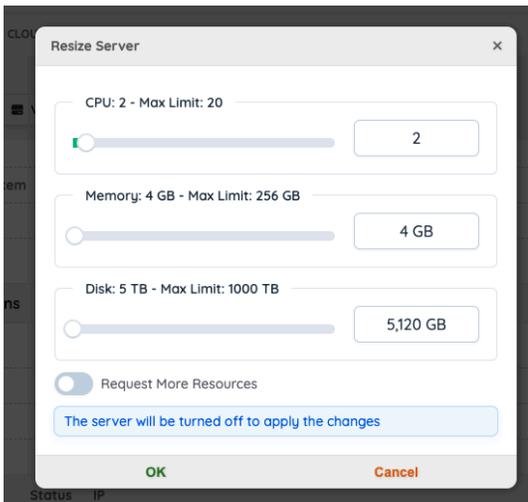
1. Go to “Servers” from the left hand menu



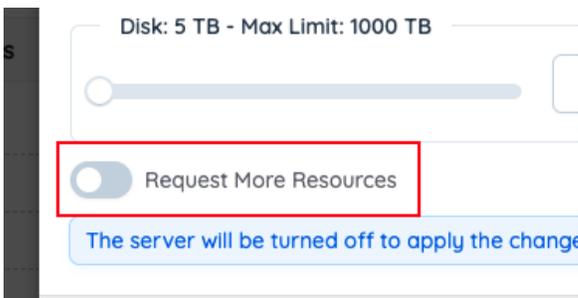
2. Select the server you want to modify
3. Click on Resize Server



4. Modify the options (CPU, Memory, and Disk) as needed



- a. If the options provided are still limited turn on the “Request More Resources” option

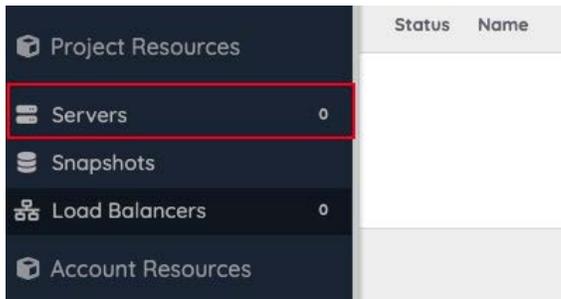


Note: The resize request will be created for revising. It will be Accepted or Declined as soon as the admin takes a look at it.

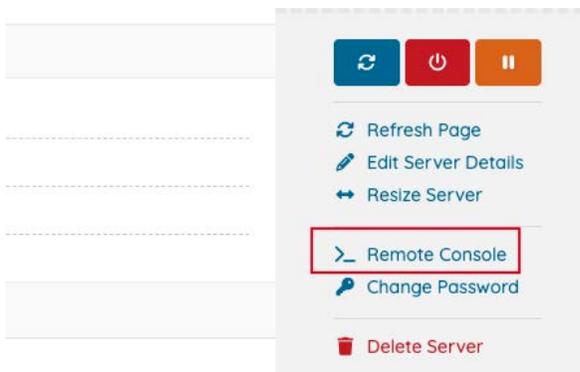
5. Click on “OK” to save the changes

Access the Server’s Console

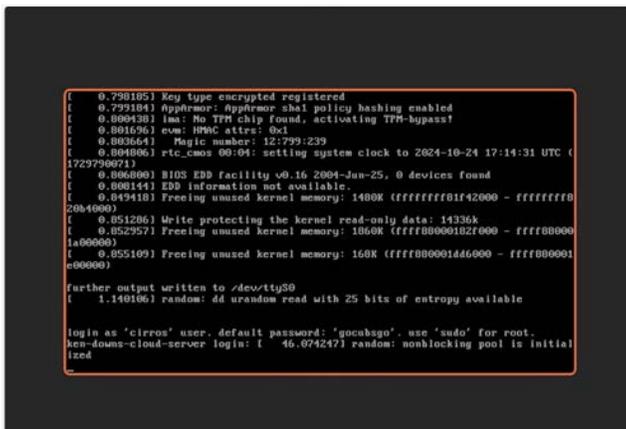
1. Go to “Servers” from the left hand menu



2. Select the server you want to review
3. Click on Remote Console



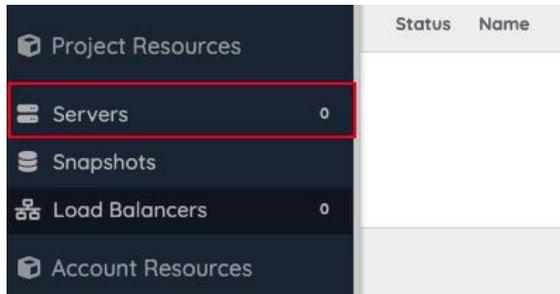
4. The console will open on a new window



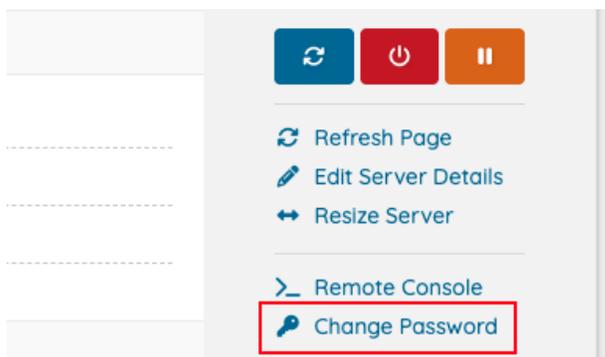
Warning: Unauthorized or improper use of the server console can lead to system instability, data loss, and security vulnerabilities. Always ensure that you have the appropriate permissions and knowledge before performing any actions on the server console.

Change the Server's Password (paused)

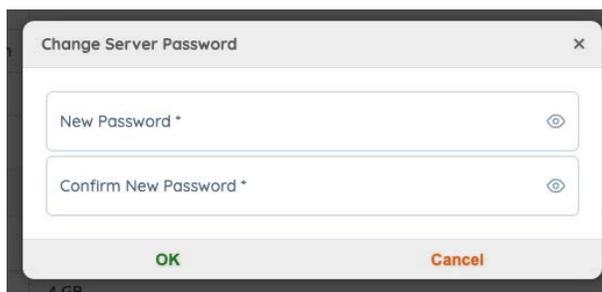
1. Go to "Servers" from the left hand menu



2. Select the server you want to modify
3. Click on Change Password



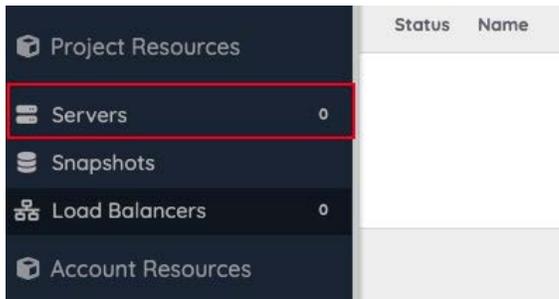
4. Enter the new password and confirm



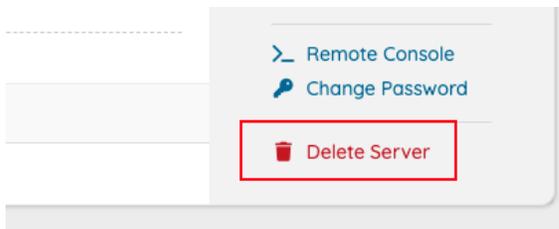
5. Click on "OK" to save the changes

Delete a Server

1. Go to "Servers" from the left hand menu



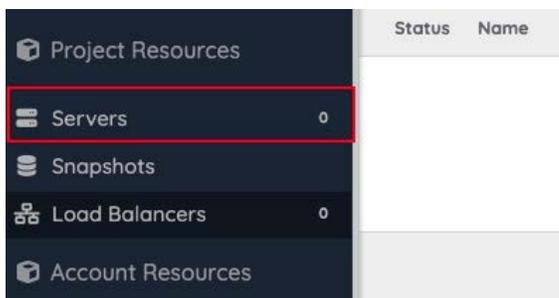
2. Select the server you want to modify
3. Click on “Delete Server”



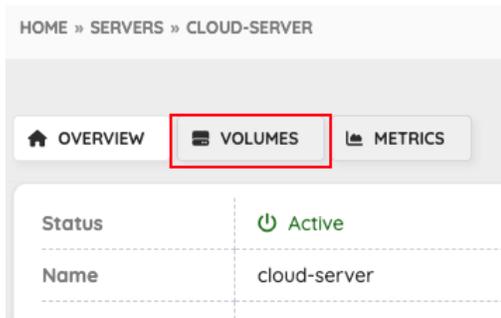
4. Click on “OK” to save the changes

Create a Volume from the Server page

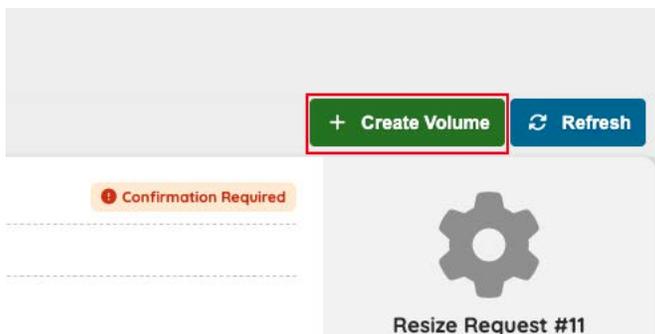
1. Go to “Servers” in the left hand menu



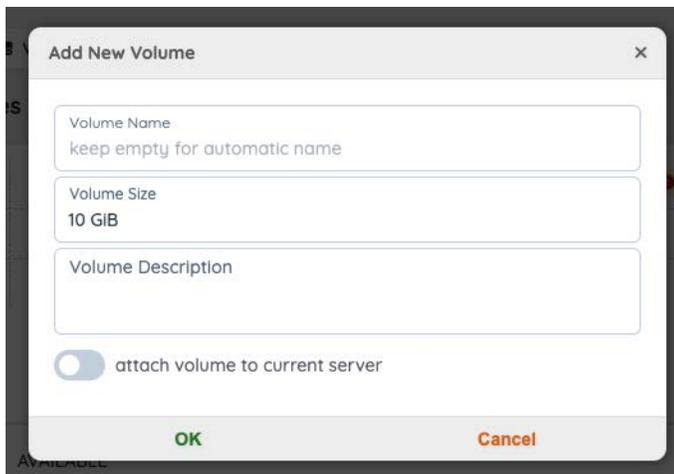
2. Select the server you want to modify
3. Click on “VOLUMES”



4. Click on “+ Create Volume”



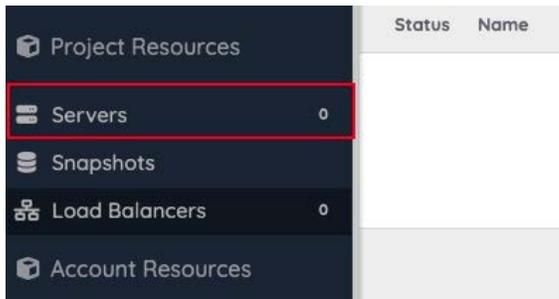
5. Fill out the required info



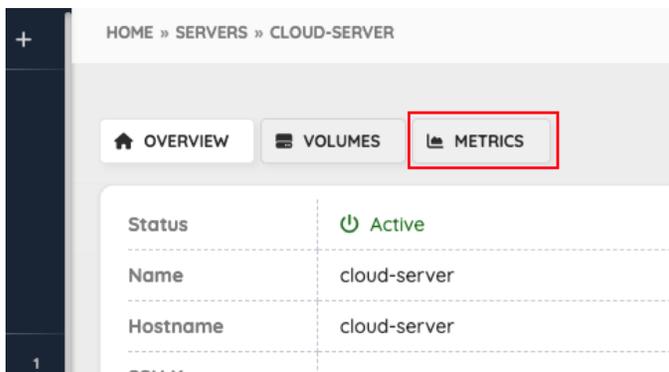
6. Click on “OK” to save the changes

Check Your Server Metrics

1. Go to “Servers” in the left hand menu

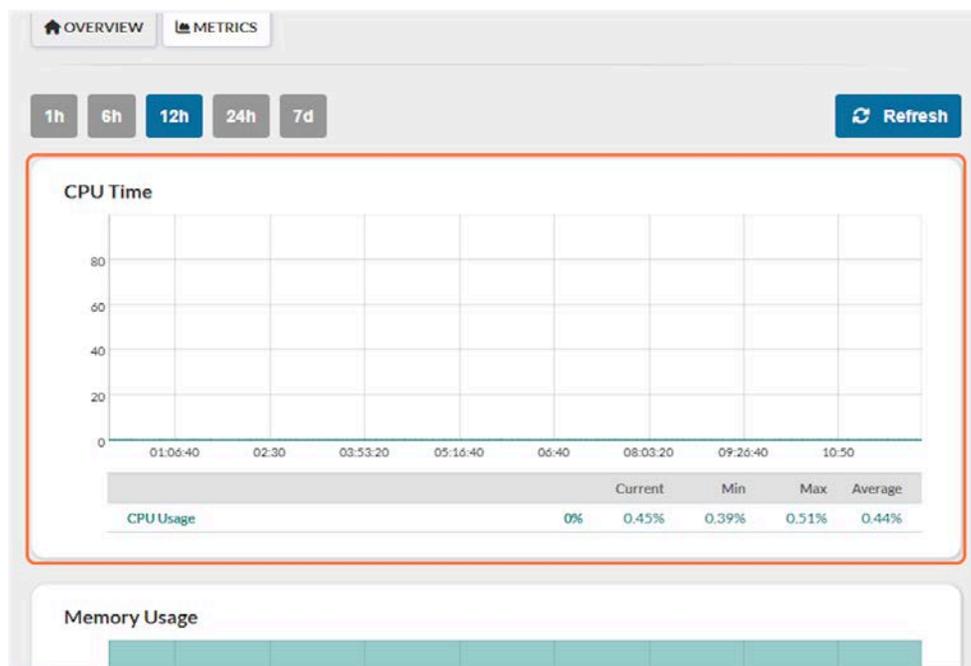


2. Select the server you want to review
3. Click on “METRICS”



4. Choose the time period you want to see the data from
5. Navigate through the different charts
 - a. **CPU Time:** This measures the amount of time the CPU spends processing instructions from applications and the operating system. It’s an indicator of how much processing power is being used.
 - b. **Memory Usage:** This shows the amount of RAM being used by the server. High memory usage can indicate that applications are consuming a lot of resources, which might affect performance.
 - c. **Network Speed:** This refers to the rate at which data is transmitted over the network. It’s usually measured in megabits per second (Mbps) or gigabits per second (Gbps).
 - d. **Network Packets:** These are units of data sent over the network. Monitoring the number of packets can help understand the volume of network traffic.
 - e. **Network Drops:** This metric indicates the number of packets that were lost or dropped during transmission. High network drops can signal network congestion or issues with network hardware.

- f. **Disk Write:** This measures the amount of data being written to the disk. High disk write activity can impact the performance of the server, especially if the disk is a bottleneck.
- g. **Disk Read:** This measures the amount of data being read from the disk. Similar to disk write, high disk read activity can affect server performance.
- h. **Write Latency:** This is the time it takes to write data to the disk. High write latency can indicate slow disk performance or issues with the storage system.
- i. **Read Latency:** This is the time it takes to read data from the disk. High read latency can also signal slow disk performance or storage system problems.

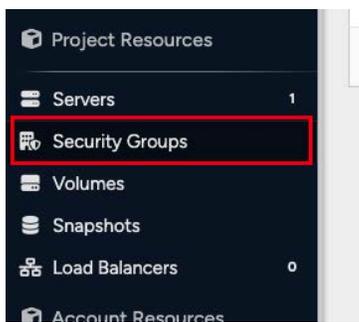


Manage Your Cloud Resources

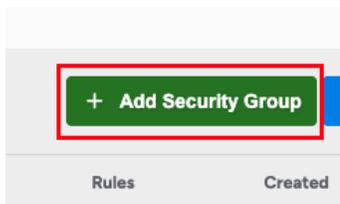
Manage key infrastructure components like volumes, load balancers, snapshots, and security groups. This section walks you through adding, resizing, and reviewing resources to support your cloud environment.

Add a Security Group to Your Project

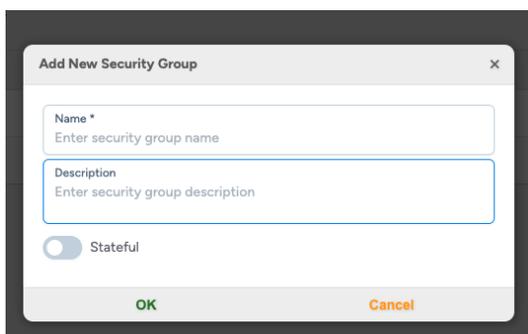
1. Go to “Security Groups” in the left hand menu



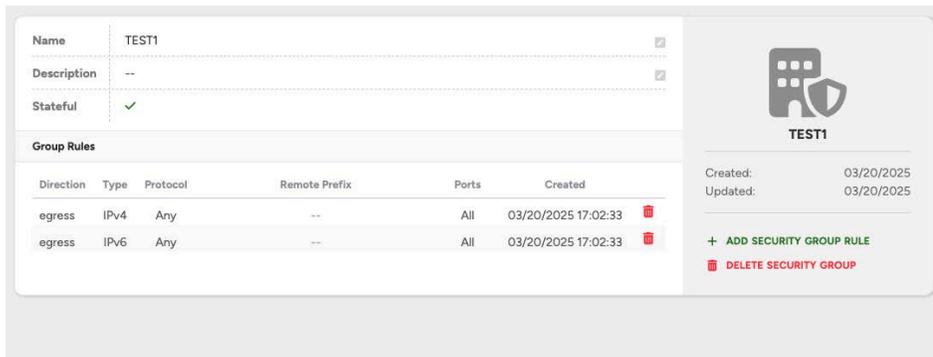
2. In the Security Groups page, click on “+ Add Security Group”



3. Enter the name and description in the pop up view

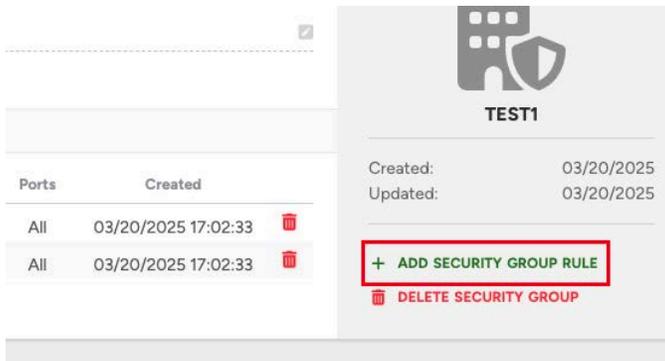


4. Click on “OK” to create the group
5. Once completed, go to the newly created group to see the details

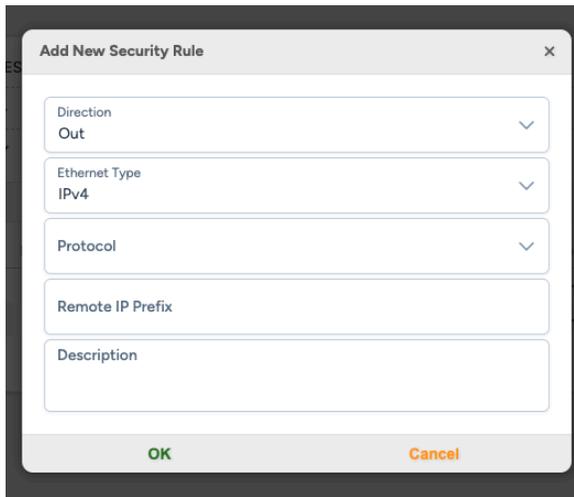


Note: All the Security Groups will have two rules created by default

6. Click on “+ ADD SECURITY GROUP RULE”



7. Enter the required details in the pop up view

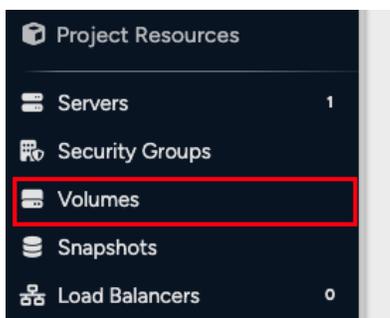


8. Click on “OK” to save the changes

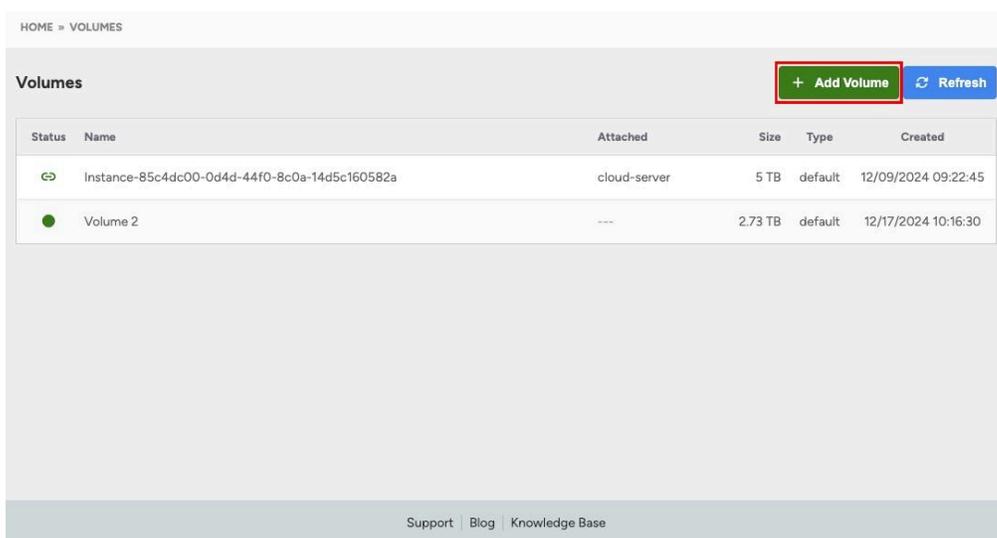
Note: Currently, Security Groups are applied at the project level, meaning all servers within the project will inherit the same security settings.

Create a Volume

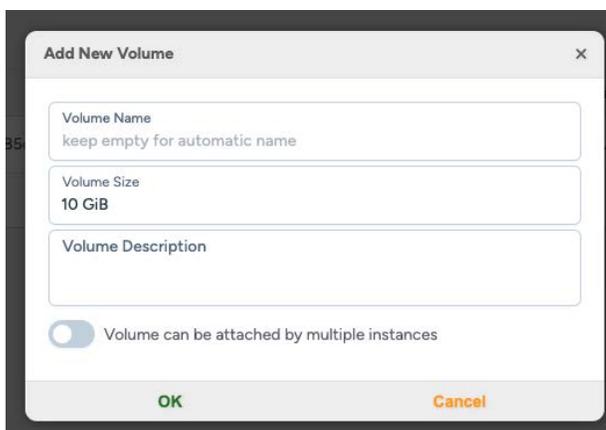
1. Go to “Volumes” in the left hand menu



2. In the Volumes page, click on “+ Add Volume”



3. Fill out the required info



A screenshot of the "Add New Volume" dialog box. It contains the following fields and options:

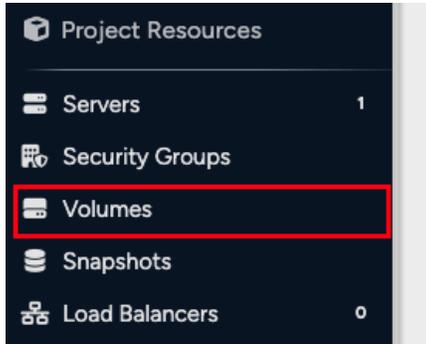
- Volume Name: keep empty for automatic name
- Volume Size: 10 GiB
- Volume Description: (empty text area)
- Volume can be attached by multiple instances:

At the bottom, there are "OK" and "Cancel" buttons.

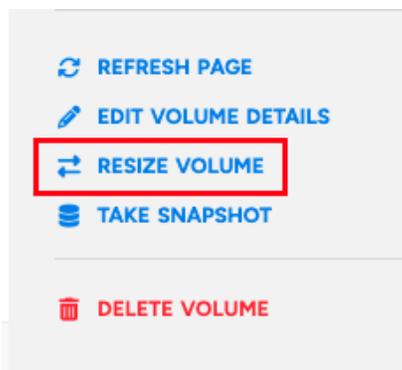
4. Click on “OK” to save the changes

Resize a Volume

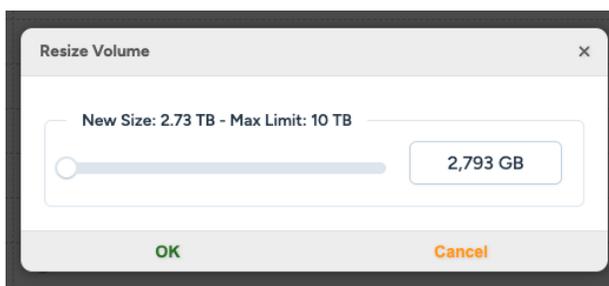
1. Go to “Volumes” in the left hand menu



2. Select the volume you want to modify
3. Click on “RESIZE VOLUME”



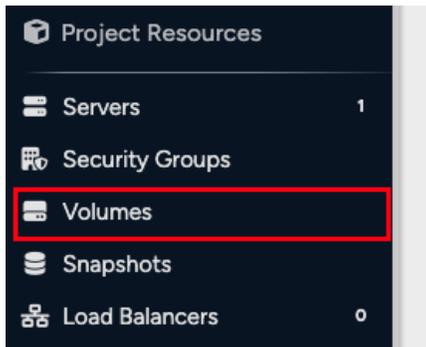
4. Modify the bar to the size you need



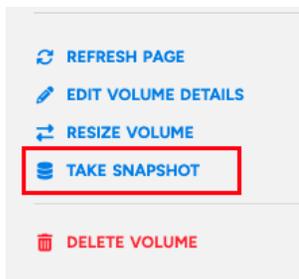
5.
 - a. You can also type the size in the number box
6. Click on “OK” to save the changes

Take a Snapshot of a Volume

1. Go to “Volumes” in the left hand menu



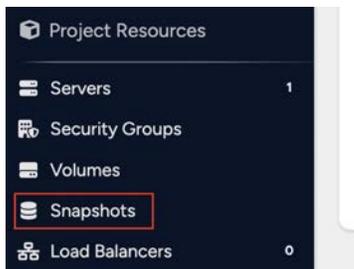
2. Select the volume you want to modify
3. Click on "TAKE SNAPSHOT"



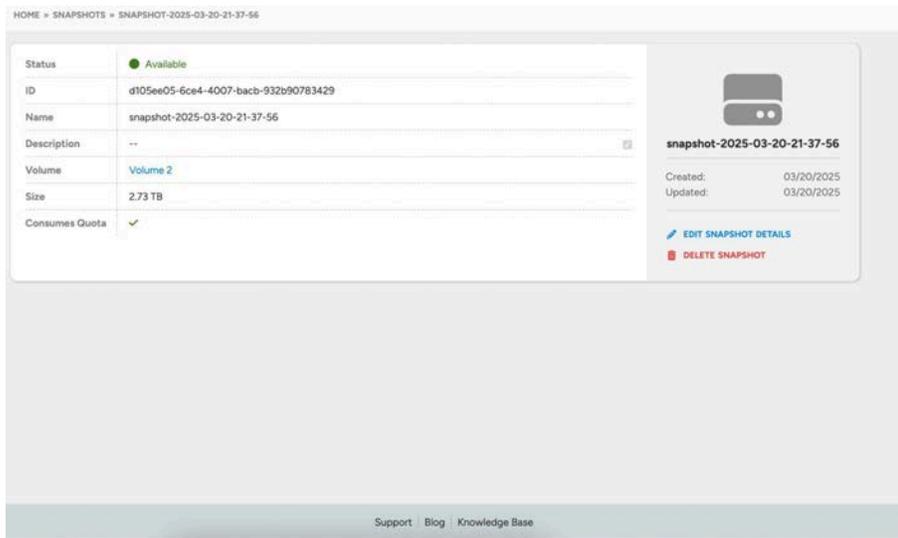
4. The snapshot process will be started automatically

Review Your Snapshots

1. Go to "Snapshots" in the left hand menu



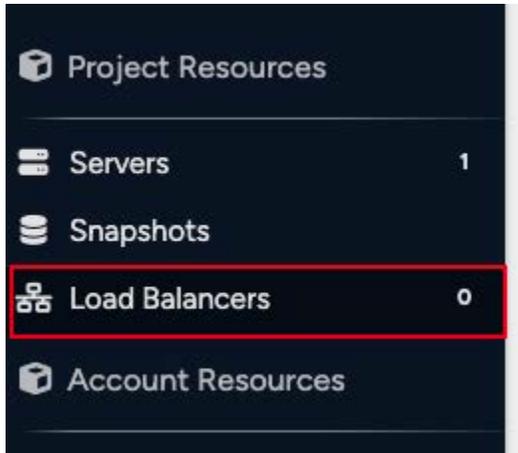
2. Select the Snapshot you want to review
3. Review the information needed



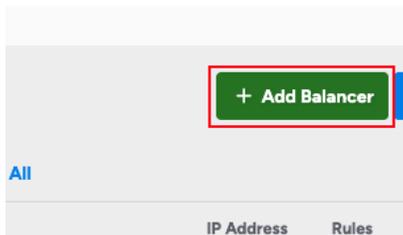
- a. Status – Indicates the current state of the snapshot. Available statuses include:
 - i. Available – The snapshot is ready for use.
 - ii. Creating – The snapshot is in the process of being generated.
 - iii. Error – The snapshot creation failed.
 - iv. Deleting – The snapshot is being removed.
- b. ID – Unique identifier assigned to the snapshot within the system.
- c. Name – The user-defined name of the snapshot. This can be modified using the "Edit Snapshot Details" option.
- d. Description – Additional information about the snapshot, which can also be modified through the "Edit Snapshot Details" option.
- e. Volume – The source volume from which the snapshot was created.
- f. Size – The total storage size of the snapshot.
- g. Consumes Quota – Confirms whether the snapshot is counted against the account's usage quota.

Create a New Load Balancer

1. Go to “Load Balancers” in the left hand menu



2. In the Load Balancers page, click on “+ Add Balancer”, which will redirect you to a new page



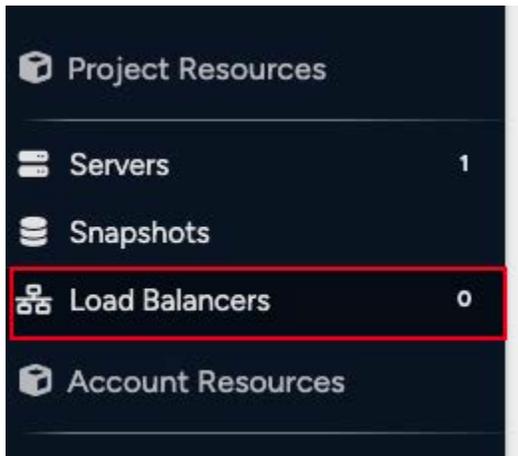
3. Fill out all the required fields based on your needs

A screenshot of the 'New Load Balancer' form. It features a 'Network' dropdown menu, a 'Load Balancer Members' section with an '+ Attach Server' button, and an '+ Add Rule' button. Below these are input fields for 'Balancer Name' (with a placeholder 'Please enter Load Balancer name') and 'Load Balancer Description' (with a placeholder 'Put description here'). At the bottom are 'Create' and 'Back' buttons.

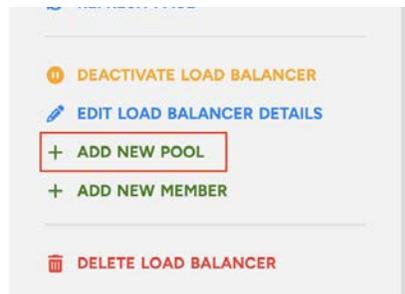
4. A status window will appear to show the progress of the balancer being created
5. Once complete, the system will redirect you to the balancer page

Add Resources to Your Load Balancer

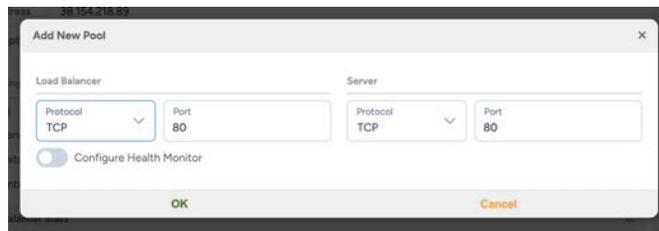
1. Go to “Load Balancers” in the left hand menu



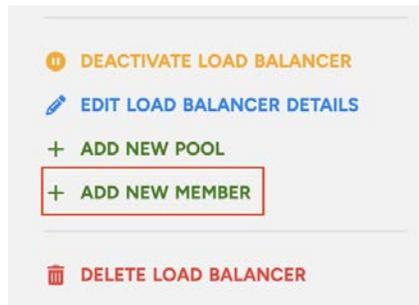
2. Select the balancer you want to modify
3. If you want to add a new pool
 - a. Click on "+ ADD NEW POOL"



- b. Configure the settings of the pool



- c. Click on "OK" to save the changes
4. If you want to add a new member
 - a. Click on "+ ADD NEW MEMBER"



b. Select the server and the address



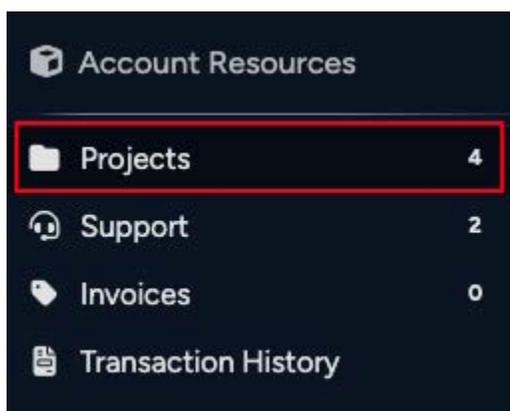
c. Click on "OK" to save the changes

Manage Your Account Activity

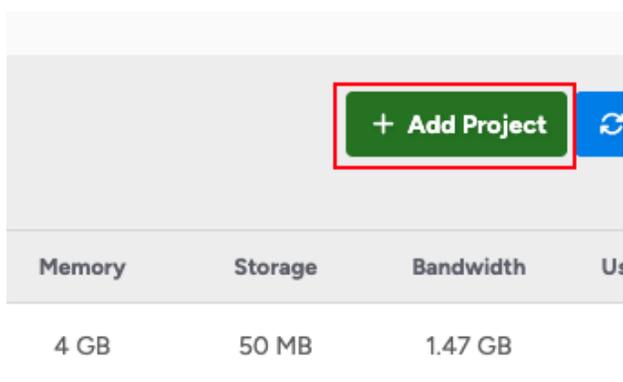
Take control of your AraCloud resources. Learn how to manage your projects, submit and track support tickets, and stay on top of your account activity and notifications.

Create a new project

1. Go to “Projects” in the left hand side menu



2. Click on “+ Add Project” button



3. You will be redirected to a new page

Create New Project

Project Name *
Please enter project name

Project Description
Enter project description

Monthly Budget

What type of project is this?

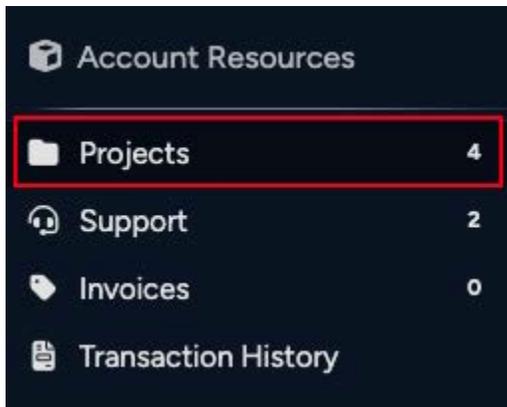
Server Environment

[↩ Back](#) [✓ Create Project](#)

4. Enter the information required
5. Click on “Create Project” to save it

Modify a project

1. Go to “Projects” in the left hand side menu



2. Select the project you want to modify
3. You will be redirected to the project page

4. Select the field to be modified

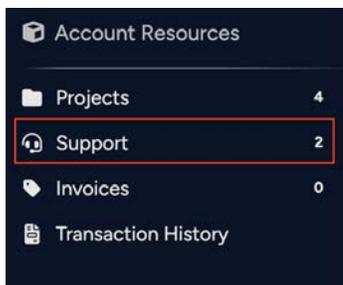
- a. You can also click on “Delete Project” if the project is not required anymore

Warning: Projects can be deleted at any time, even if they have servers attached. The system does not enforce restrictions on this action, so proceed with caution to avoid accidental data loss.

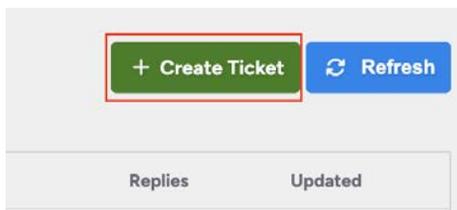
- 5. Enter the new information
- 6. Click on the “Create Project” to save the changes

Create a Ticket

- 1. Go to “Support” in the left hand side menu



- 2. Click on “Create Issue”

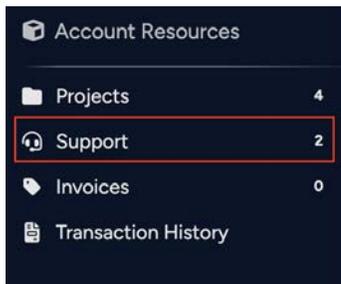


- 3. Enter the details of your request

- a. Under department, select the team to which the ticket will be addressed
4. Click on “Create Ticket” to submit it

Access and Review Your Tickets

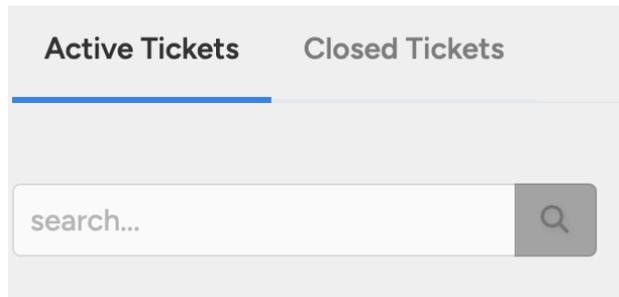
1. Go to “Support” in the left hand side menu



2. Here you will find all your tickets and their main details

Status	Priority	Department	Issue	Replies	Updated
●	High	Technician	#16: I need guidance on setting up a load balancer.	---	a few seconds ago
●	Medium	Billing	#15: Can I upgrade my plan without losing my current balance?	---	a few seconds ago

- a. You can filter by open (Active) and closed tickets



3. Select the ticket you want to review to see the details and responses
4. Once in the ticket page, you can go to the bottom to send a new response

Get on Top of Your Notifications

AraCloud currently sends two types of notifications: email and in-app.

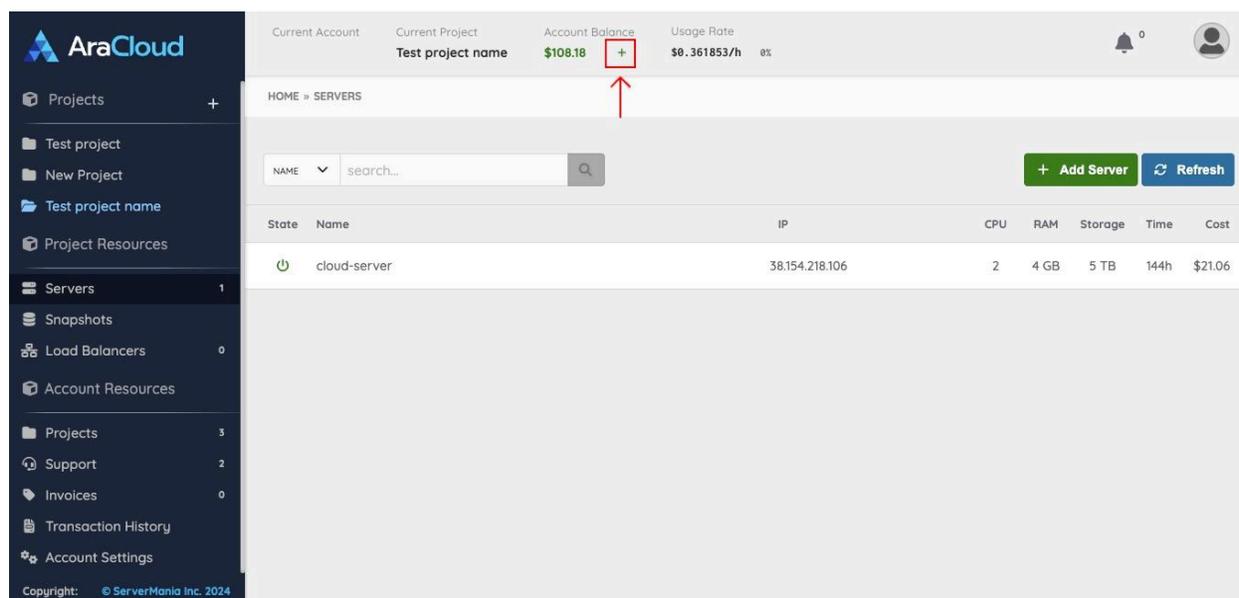
1. **Email Notifications:** These include important updates related to your account activity, such as server creation, account deactivation, or billing alerts.
2. **In-App Notifications:** Shown via the bell icon in the top menu, these include system announcements and account invitations from other users.

Billing and Payments

Manage your billing preferences and payment history with AraCloud. This section includes steps for adding funds, applying coupons, reviewing invoices, and understanding transaction records.

Add Funds To Your Account

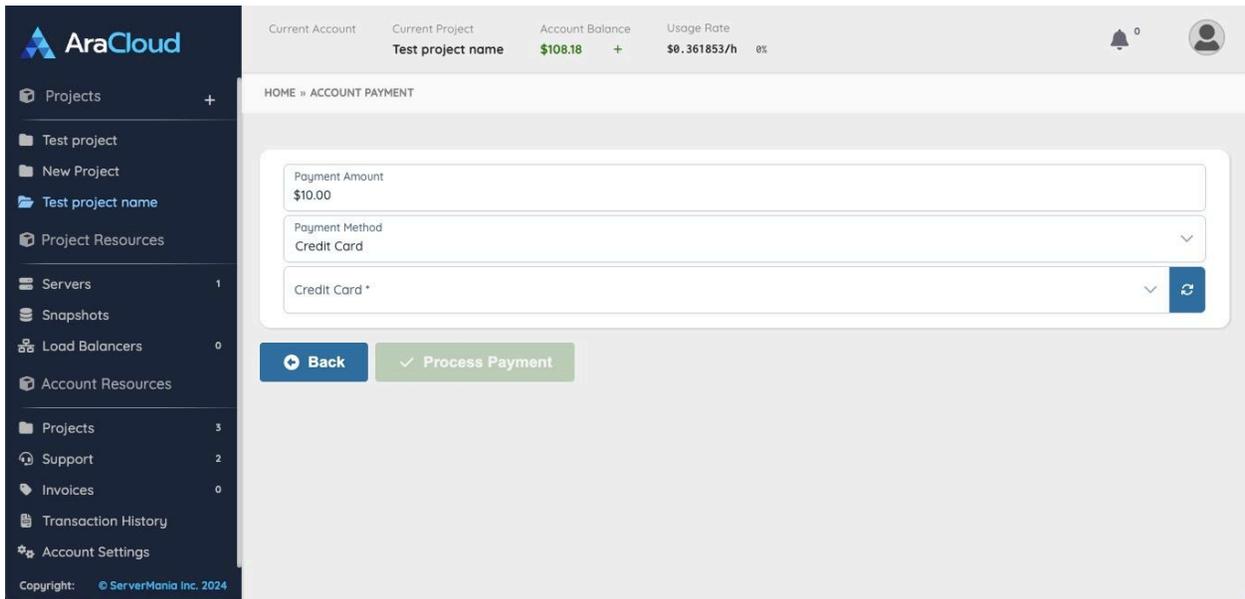
1. From any page on the system, click the plus “+” sign in the top bar



The screenshot shows the AraCloud dashboard. The top bar contains the following information: Current Account, Current Project (Test project name), Account Balance (\$108.18), and Usage Rate (\$0.361853/h 0%). A red box highlights the plus sign (+) next to the account balance, with a red arrow pointing to it. The dashboard also features a sidebar with navigation options like Projects, Servers, and Account Resources. The main content area displays a table of servers with columns for State, Name, IP, CPU, RAM, Storage, Time, and Cost. A search bar and buttons for 'Add Server' and 'Refresh' are also visible.

State	Name	IP	CPU	RAM	Storage	Time	Cost
🟢	cloud-server	38.154.218.106	2	4 GB	5 TB	144h	\$21.06

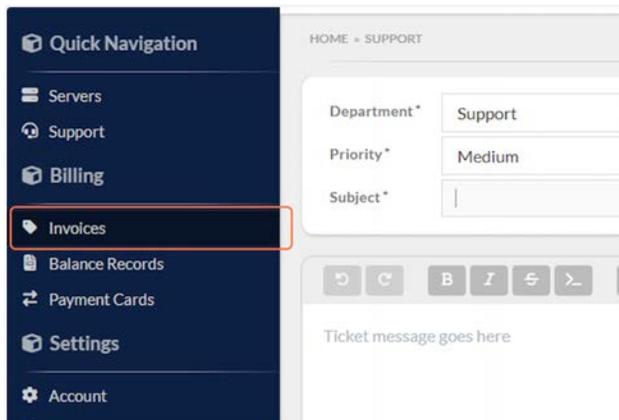
2. Once clicked, the system will redirect you to a new page, where you will be able to add as many funds as needed



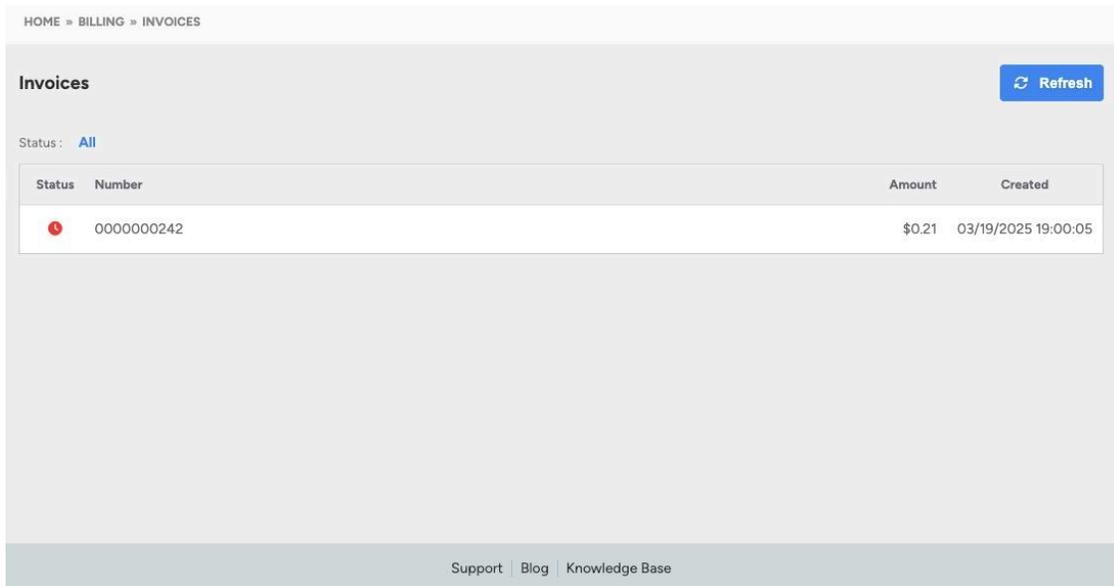
3. Select the payment method
 - a. Currently we only have Credit Card and PayPal as available options
4. Enter the information required.
5. Click “Process Payment”

Access and Review Your Invoices

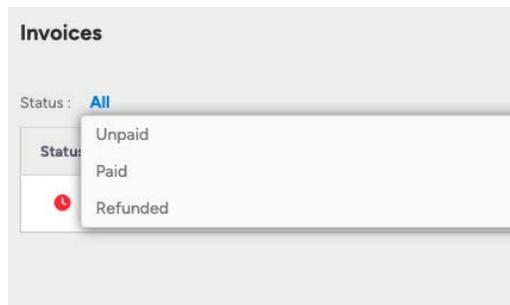
1. Go to “Invoices” in the left hand menu



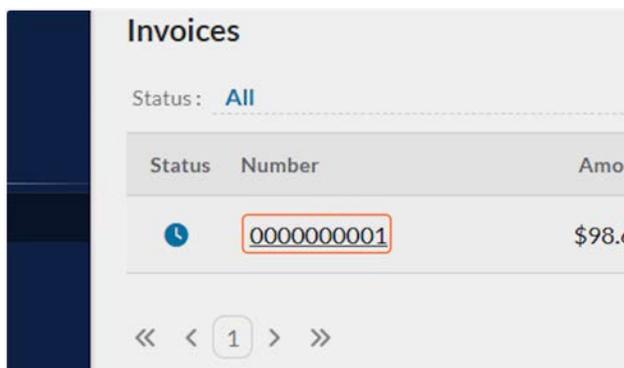
2. Here you will find all the issued invoices and their main details



a. You can also filter by status (All, Unpaid, Paid, Refunded)



3. Select the invoice you want to review by clicking on the number ID



Note: There are two types of invoices, each corresponding to the two available billing models.

4. Review the information needed

HOME » BILLING » INVOICES

Status	🔴 Unpaid
Due	03/18/2025
Amount	\$0.21

Client Details

Client Name	
Client Email	
Address	--
Phone	--

Invoice: #000000242

Created: 03/19/2025
Updated: 03/19/2025

[Download PDF](#)

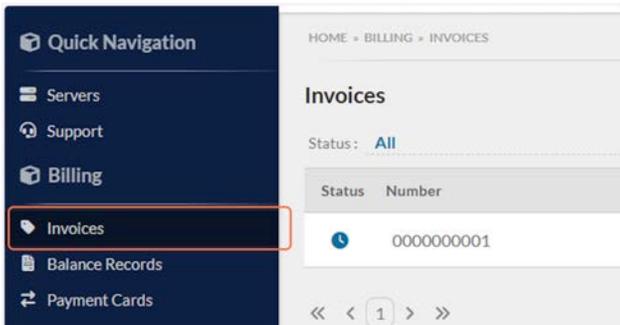
Item	Quantity	Price	Total
Outstanding Account Balance Payment for 03/2025	0	\$0.000000	\$0.21
		Sub Total:	\$0.00
		Total:	\$0.21

Support | Blog | Knowledge Base

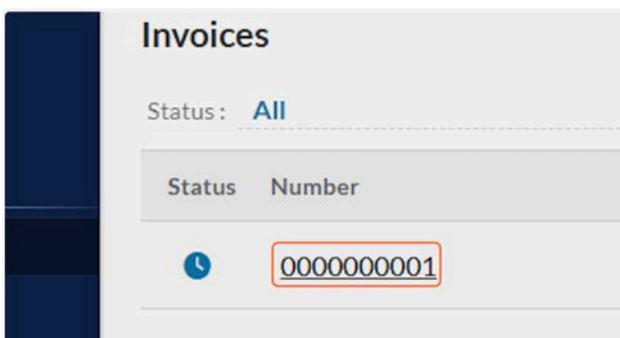
- a. Status – Current status of the invoice (e.g., Paid, Unpaid, Overdue).
- b. Due – The date by which the invoice should be paid.
- c. Amount – The total amount charged on the invoice.
- d. Payment Processed At – The date and time when funds were successfully added.
(Only visible for Prepaid tiers.)
- e. Client Name – The name of the account owner.
- f. Client Email – The email associated with the account owner.
- g. Address – The billing address of the client.
- h. Phone – The contact phone number of the client.
- i. Item – A summary of the services or items being billed.

Download Your Invoice

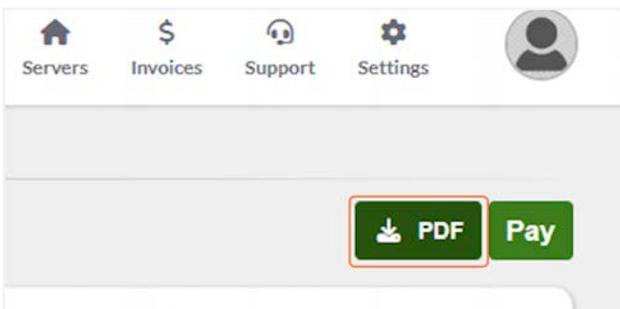
1. Go to “Invoices” in the left hand menu



2. Select the invoice you want to download by clicking on the number ID



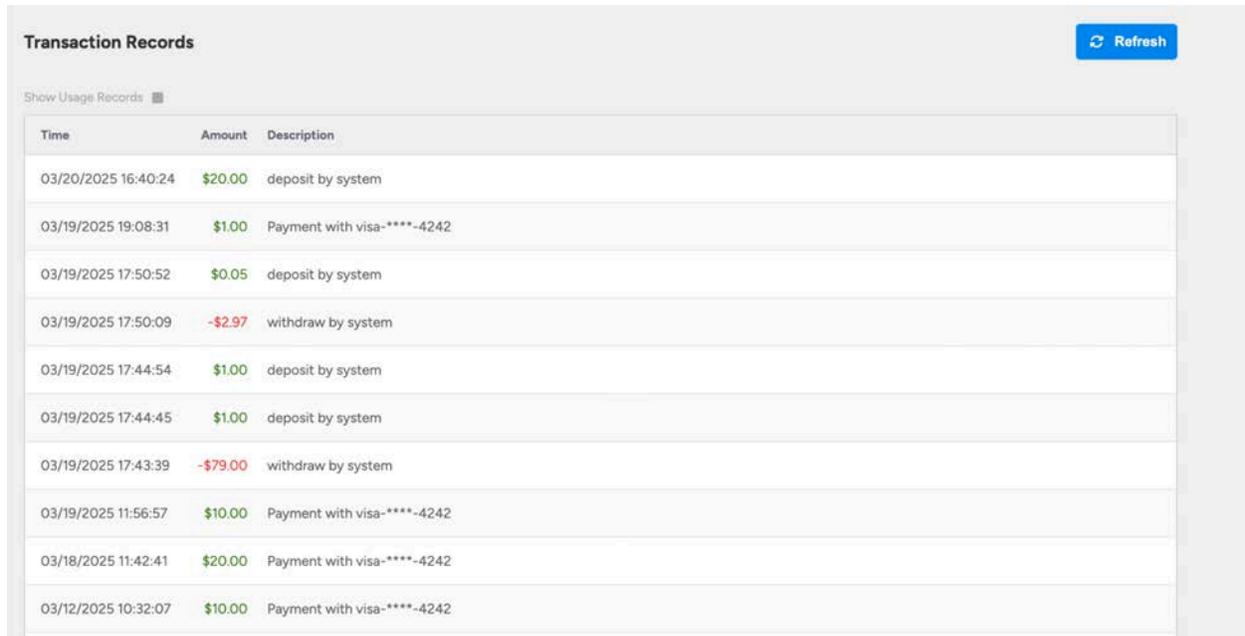
3. Click on "Download PDF"



4. The file will download. You can then share or print the invoice if needed

Note: AraCloud currently only supports invoice downloads in PDF format.

Understanding Your Transaction History



Time	Amount	Description
03/20/2025 16:40:24	\$20.00	deposit by system
03/19/2025 19:08:31	\$1.00	Payment with visa-****-4242
03/19/2025 17:50:52	\$0.05	deposit by system
03/19/2025 17:50:09	-\$2.97	withdraw by system
03/19/2025 17:44:54	\$1.00	deposit by system
03/19/2025 17:44:45	\$1.00	deposit by system
03/19/2025 17:43:39	-\$79.00	withdraw by system
03/19/2025 11:56:57	\$10.00	Payment with visa-****-4242
03/18/2025 11:42:41	\$20.00	Payment with visa-****-4242
03/12/2025 10:32:07	\$10.00	Payment with visa-****-4242

The Transaction Records page displays a history of all transactions related to your account balance. This includes payments made, credits received, and any adjustments. It is a useful tool for tracking your financial activity within AraCloud, helping you to monitor your spending and manage your budget effectively.

Here you will find two main transaction types:

1. Deposits

- Represent all payments made by the client, including coupon redemptions.
- Identified with a green label.
- In the postpaid model, deposits reflect payments made after invoice creation.
- In the prepaid model, they reflect funds added to the account in advance.

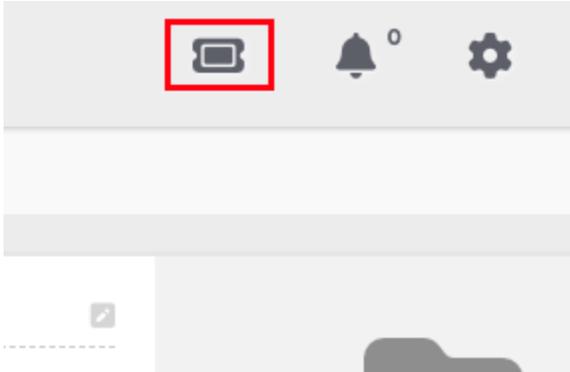
2. Withdrawals

- Represent amounts deducted by the system to cover service usage or charges.
- Identified with a red label, even if sufficient funds are available in the account.
- These reflect the system automatically deducting usage costs or charges from the balance.

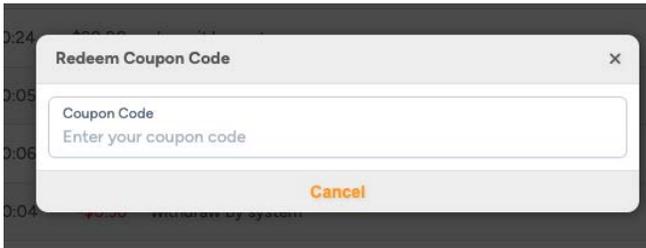
Use the “Show Usage Records” checkbox to display or hide the hourly balance deductions made by the system based on your usage rate.

Credit a Coupon

1. Go to “Redeem Code” (the coupon icon) in the top menu



2. Enter the coupon code



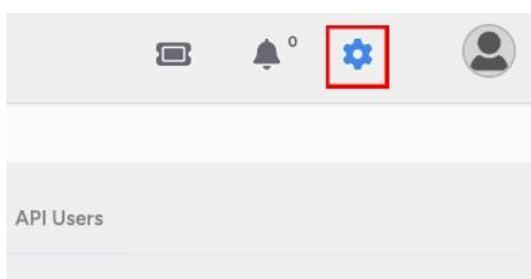
3. Click on “OK” to apply the coupon
4. If you want to confirm the coupon has been applied, go to the [Transaction History](#) page
 - a. Also, you will notice the Account Balance is updated automatically

Configure Your Account Settings

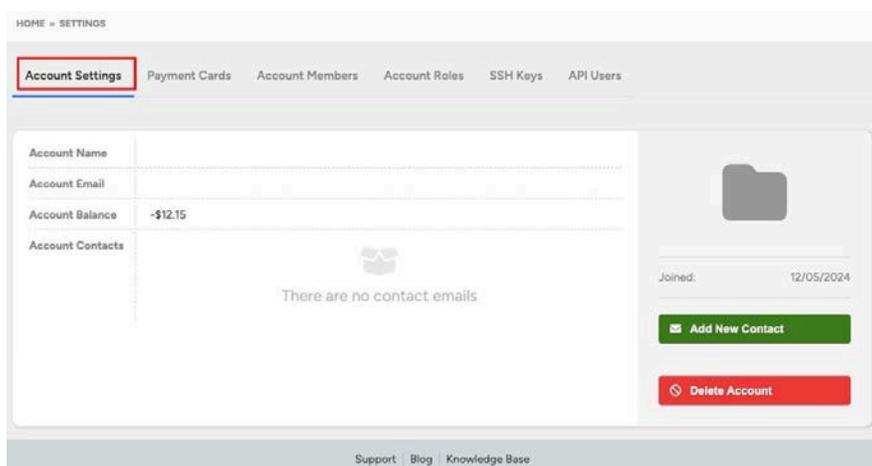
Customize your AraCloud experience by managing your account details. This section walks you through adding contacts, managing payment methods, inviting users, assigning roles, configuring permissions, managing SSH keys, and accessing API documentation.

Add and Edit a contact

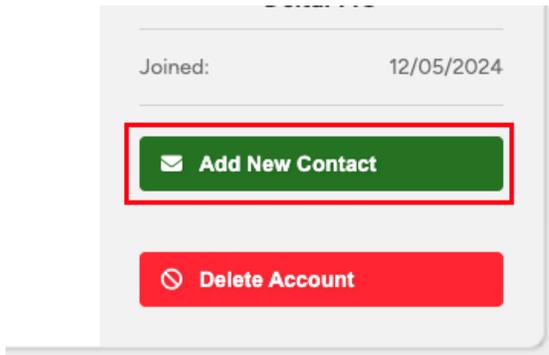
1. Go to “Settings” (the cogwheel icon ) in the top menu



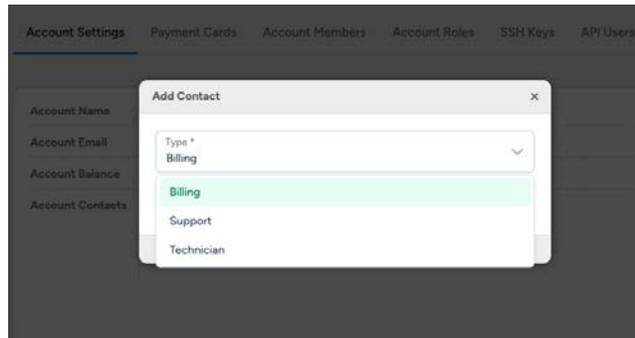
2. By default, you will be redirected to the Account Settings tab



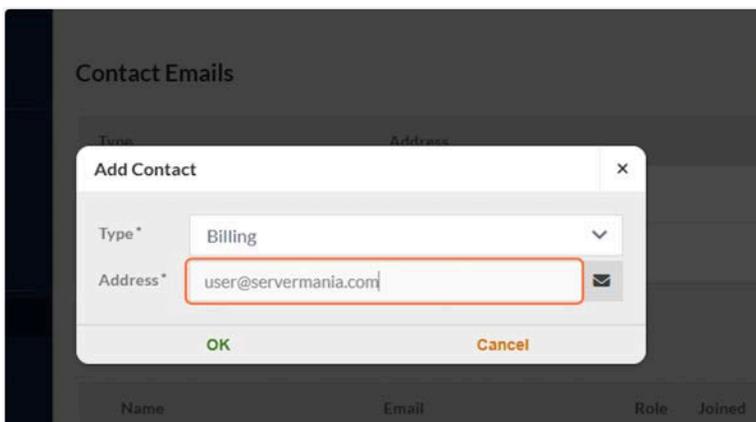
3. Click on “Add New Contact”



4. Select the contact type you want the new contact to have. By default AraCloud provides the following options:
 - a. Billing
 - b. Technician
 - c. General
 - b. Support



5. Enter the contact's email address

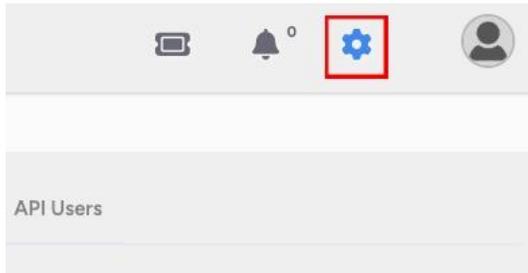


6. Click on "OK" to save the changes

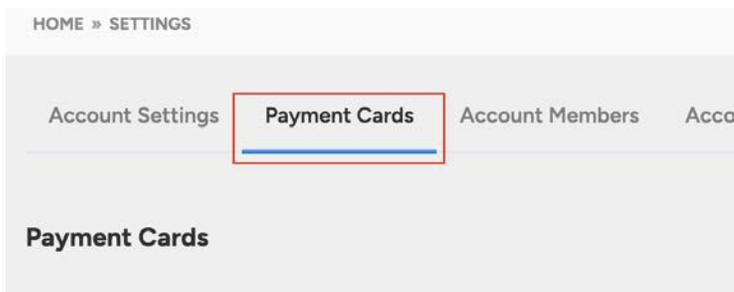
5. To edit the contact, click on the contact's email address and modify as needed

Add a Card

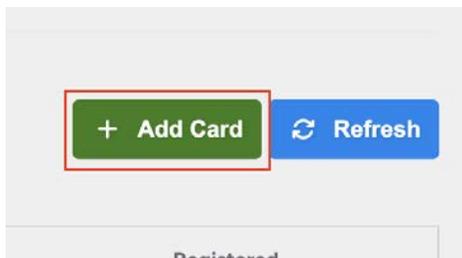
1. Go to "Settings" (the cogwheel icon ) in the top menu



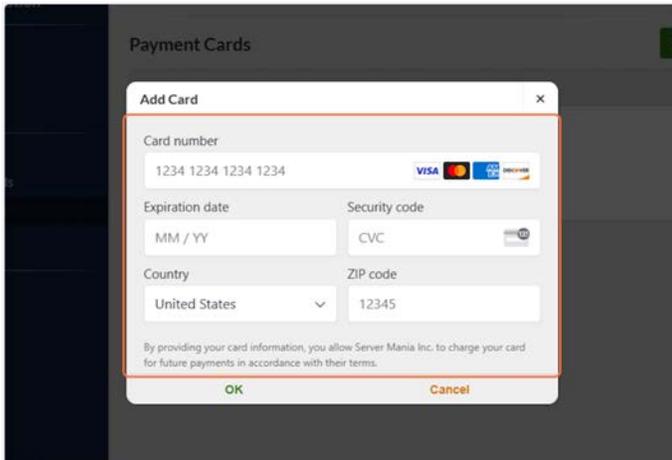
2. Then, go to "Payment Cards" tab



3. In the Payment Cards page, click on "+ Add Card"



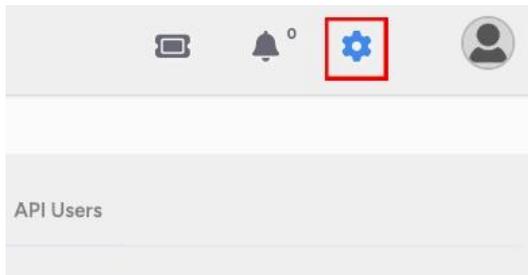
4. Enter your card information in the pop up window



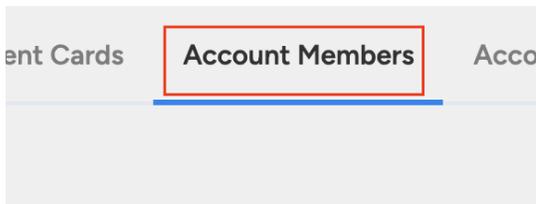
5. Click on “OK” to save the card for future payments
6. You can also add a card from the [Add Funds page](#)

Invite a User to Your Account

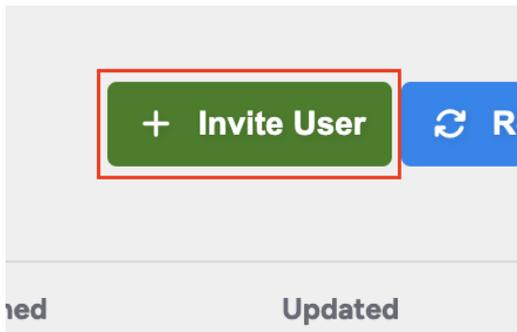
1. Go to “Settings” (the cogwheel icon ) in the top menu



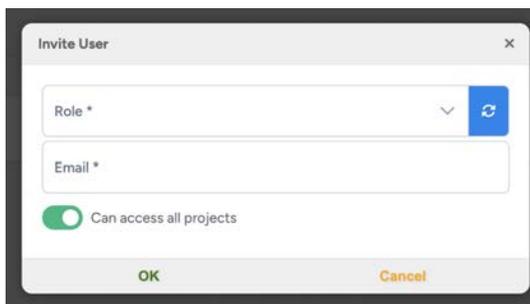
2. Then, go to “Account Members” tab



3. Click on “+ Invite User”



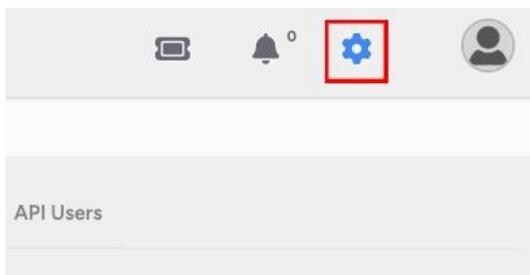
4. Select the role the user will have and write the email address



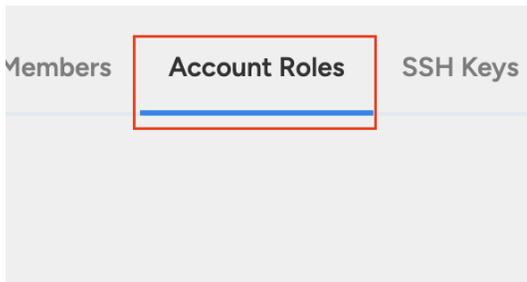
- a. Check the box if the user should have access to all the projects in the account
5. Click on "OK" to save the changes

Add a User Role

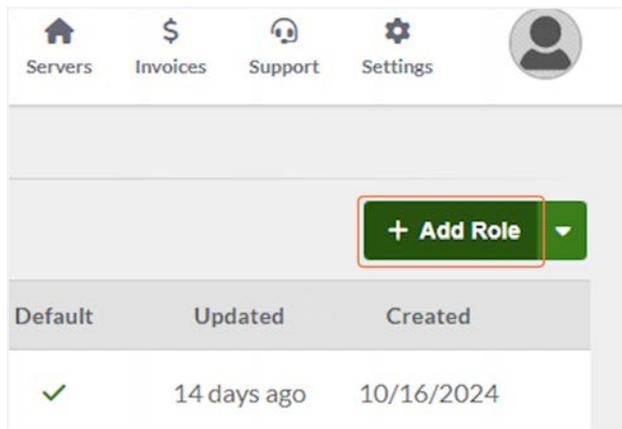
1. Go to "Settings" (the cogwheel icon ) in the top menu



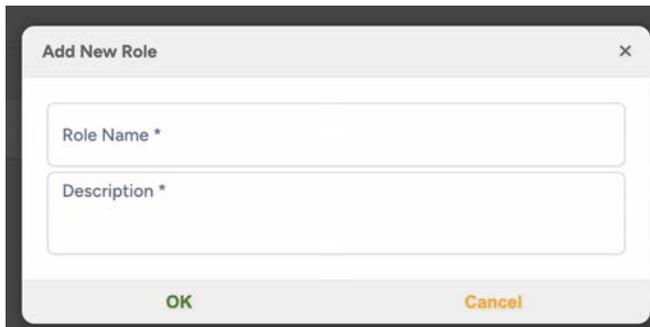
2. Then, go to "Account Roles" tab



3. Click on "+ Add Role"



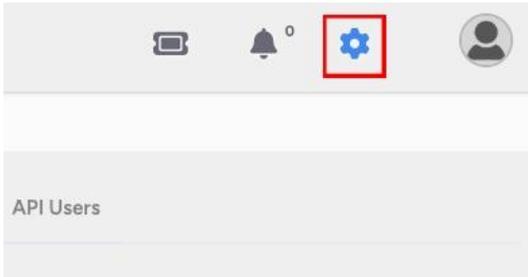
4. Type the name and description of the role



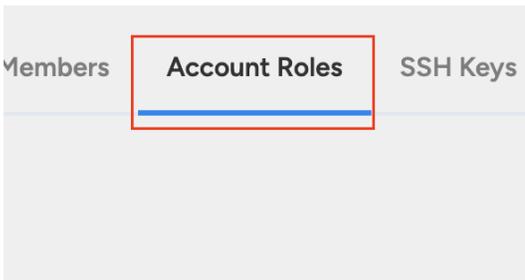
5. Click on "OK" to save the changes

Configure the Permissions for User Role

1. Go to "Settings" (the cogwheel icon ) in the top menu



2. Then, go to “Account Roles” tab



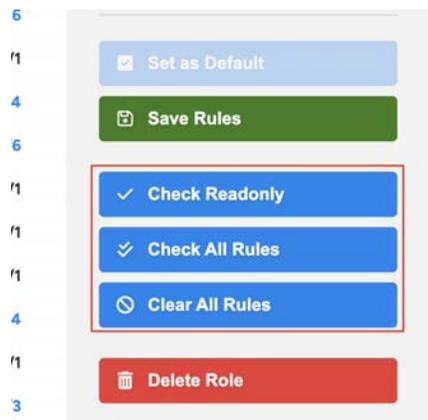
3. Select the role you want to configure

4. Navigate through the different permissions

<input type="checkbox"/> Account	0/5	<input type="checkbox"/> Role	0/6
<input type="checkbox"/> ActionLog	0/1	<input type="checkbox"/> Secret	0/4
<input type="checkbox"/> ActionLogs	0/1	<input type="checkbox"/> SecurityGroup	0/6
<input type="checkbox"/> Announce	0/3	<input type="checkbox"/> SecurityGroups	0/1
<input type="checkbox"/> ApiUser	0/5	<input type="checkbox"/> Server	0/24
<input type="checkbox"/> ApiUsers	0/1	<input type="checkbox"/> ServerBackup	0/6
<input type="checkbox"/> CreditCard	0/4	<input type="checkbox"/> ServerBackups	0/1
<input type="checkbox"/> Invoice	0/2	<input type="checkbox"/> Servers	0/1
<input type="checkbox"/> Invoices	0/1	<input type="checkbox"/> Settings	0/1
<input type="checkbox"/> LoadBalancer	0/8	<input type="checkbox"/> Snapshot	0/4
<input type="checkbox"/> LoadBalancerListener	0/5	<input type="checkbox"/> Snapshots	0/1
<input type="checkbox"/> LoadBalancerMember	0/4	<input type="checkbox"/> SshKey	0/3
<input type="checkbox"/> LoadBalancerMonitor	0/4	<input type="checkbox"/> SshKeys	0/1
<input type="checkbox"/> LoadBalancerPool	0/5	<input type="checkbox"/> Ticket	0/4
<input type="checkbox"/> LoadBalancers	0/1	<input type="checkbox"/> Tickets	0/1
<input type="checkbox"/> Locations	0/1	<input type="checkbox"/> TransactionRecords	0/1

5. Define the permissions as needed by checking the boxes

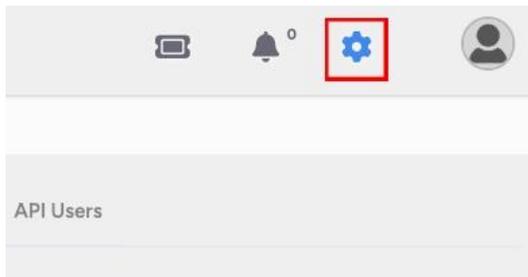
a. Use the options in the right side to simplify the selection process



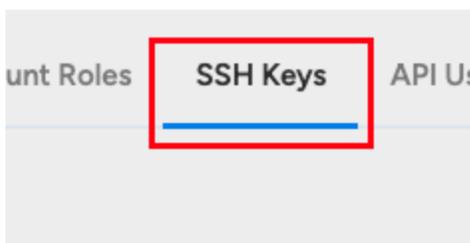
6. Click on "Save Rules" to save the changes

Add/Remove a SSH Key

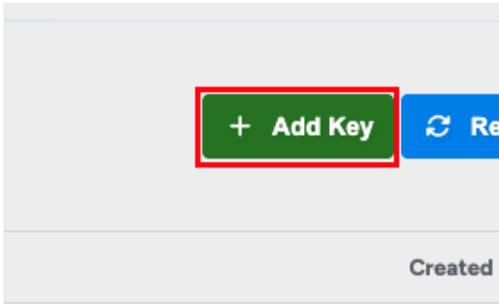
1. Go to "Settings" (the cogwheel icon ) in the top menu



2. Then, go to "SSH Keys" tab



3. In the SSH Keys page, click on "+ Add Key"

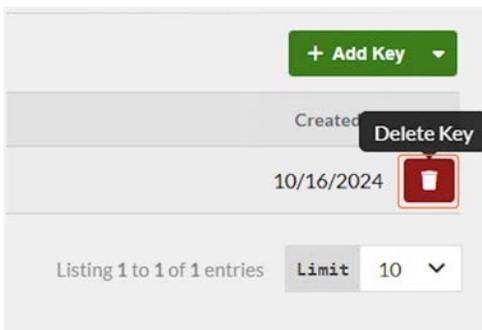


4. Enter the key name and public key

A screenshot of a dialog box titled 'Add New Key' with a close button (X) in the top right corner. The dialog contains two input fields: 'Key Name *' and 'Public Key *'. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

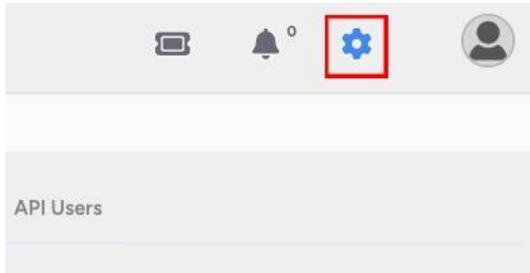
5. Click on "OK" to save the key

6. If you want to remove an existing key, click on the trash icon next to the key name

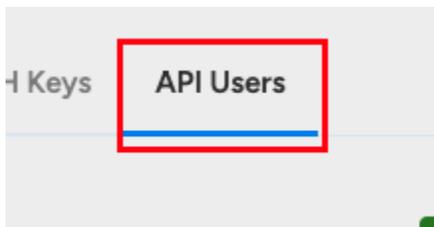


Access API documentation

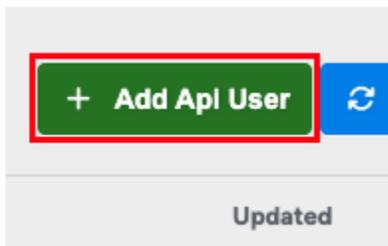
1. Go to “Settings” (the cogwheel icon ) in the top menu



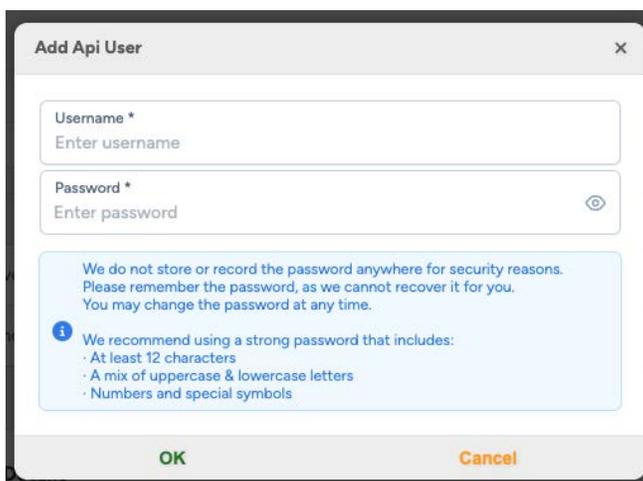
2. Then, go to “API Users” tab



3. In the API Users page, click on “+ Add Api User”



4. Type the email of the user to have access and create a password

A screenshot of a mobile application's dialog box titled 'Add Api User'. The dialog has a close button (X) in the top right corner. It contains two input fields: 'Username *' with the placeholder text 'Enter username' and 'Password *' with the placeholder text 'Enter password' and a toggle eye icon. Below the fields is a blue information box with a white 'i' icon. The text inside the box reads: 'We do not store or record the password anywhere for security reasons. Please remember the password, as we cannot recover it for you. You may change the password at any time.' Below this is another blue information box with a white 'i' icon. The text inside reads: 'We recommend using a strong password that includes:' followed by a list: '- At least 12 characters', '- A mix of uppercase & lowercase letters', and '- Numbers and special symbols'. At the bottom of the dialog are two buttons: 'OK' in green and 'Cancel' in orange.

Warning: The system does not store your password. Please ensure you choose a password you won't forget, as it cannot be recovered.

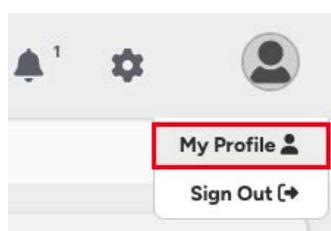
5. Click on "OK" to create the user
6. Once created the first user, the Authentication details will show up
7. Finally, follow the steps described to access the documentation

Modify Your User Information

Understand how to make changes to your user information, including your name, email address, and password. This section provides step-by-step instructions for each modification.

Change Your User Details

1. Access your Profile page
 - a. Hover over your user icon to show the drop down menu and select “Profile”



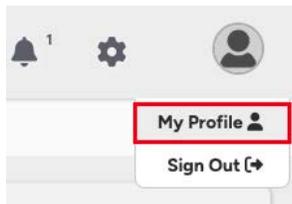
- b. Click on your user icon
2. Click on the item you want to modify

A screenshot of a user profile page. The breadcrumb 'HOME > PROFILE' is at the top. The page is divided into two main sections. The left section contains a form with fields for Name, Email, Password (with a note 'Last updated: 3 months ago'), Two Factor (set to 'Disabled'), and Address (with sub-fields for Country, State, City, Zip, Phone, and Address). The right section features a profile card with a user icon, the title 'Profile', and the text 'Joined: 12/05/2024'. Below the profile card are four action buttons: 'VERIFY EMAIL', 'ENABLE TWO FACTOR', 'CHANGE AVATAR', and 'CHANGE ADDRESS'. At the bottom of the page, there are links for 'Support', 'Blog', and 'Knowledge Base'.

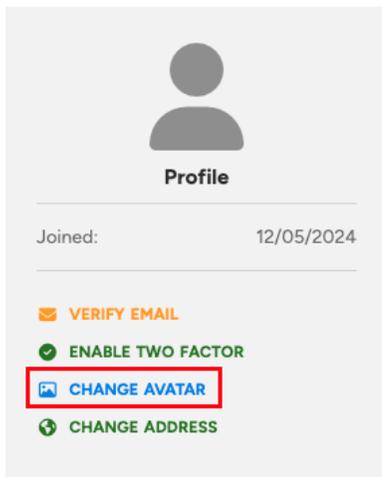
-
3. Click on “OK” to save the changes

Upload your Avatar Image

1. Access your Profile page
 - a. Hover over your user icon to show the drop down menu and select “Profile”



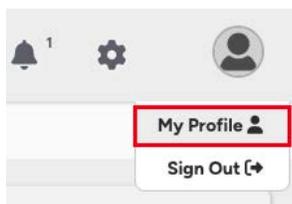
- b. Click on your user icon
2. Click on “Change Avatar”



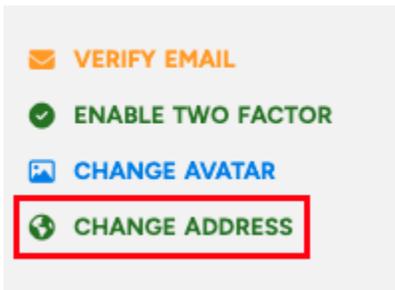
3. Select your preferred image (png, jpeg, and jpg files are supported)
 4. Adjust the avatar to fit the given size
 5. Click on “OK” to save the image

Change Your Associated Address

1. Access your Profile page
 - a. Hover over your user icon to show the drop down menu and select “Profile”



- b. Click on your user icon
2. Click on “Change Address”



6. Modify the address details as needed
7. Click on “OK” to save the changes

Troubleshooting

Common Issues

Refer to the FAQ website at <https://www.servermania.com/kb/> for solutions to common problems.

Check the status of your services on the Servers' page at <https://aracloud.servermania.com/servers>.

Support Resources

Contact AraCloud support by creating a ticket in the Support page in your AraCloud portal.

Use the live chat at <https://www.servermania.com/>.

AraCloud Site Map

1. Project
2. Project Resources
 - a. Servers
 - i. Overview
 - ii. Volumes
 - iii. Metrics
 - b. Security Groups
 - c. Volumes
 - d. Snapshots
 - e. Load Balancers
3. Account Resources
 - a. Projects
 - b. Support
 - c. Invoices
 - d. Transaction Records
4. Settings
 - a. Account Settings
 - i. Account Details
 - ii. Contact Emails
 - b. Payment Cards
 - c. Account Members
 - d. Account Roles
 - e. SSH Keys
 - f. API Users
5. Profile