

Solicitar una nueva cuenta de AWS Cloud

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Navegación: Clientes

CONSEJO: Para optimizar la funcionalidad de la plataforma, utilice Google Chrome.

Este artículo es específico para las cuentas de AWS y supone que ha creado un perfil de cliente en StreamOne Ion. Si necesita crear el perfil de cliente, lea:

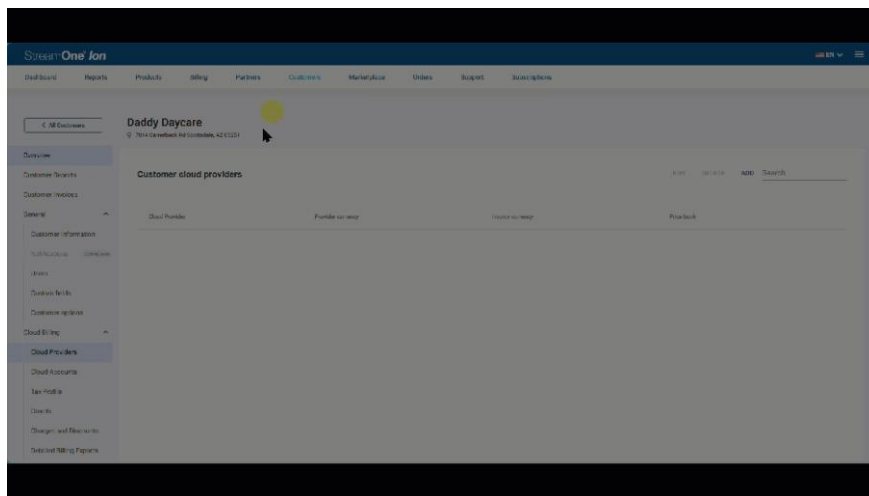
(<https://ses.freshdesk.com/support/solutions/articles/5000075005-how-to-create-or-add-a-customer>) (<https://stream1.freshdesk.com/support/solutions/articles/44002357703-how-to-create-a-new-customer-set-a-pricebook-and-support-charges>) (<https://stream1.freshdesk.com/support/solutions/articles/44002357703-how-to-create-a-new-customer-set-a-pricebook-and-support-charges>) **Cómo crear un nuevo perfil de cliente** (<https://stream1.freshdesk.com/support/solutions/articles/44002357703-how-to-create-a-new-customer-set-a-pricebook-and-support-charges>)

Solicitar una nueva cuenta de AWS

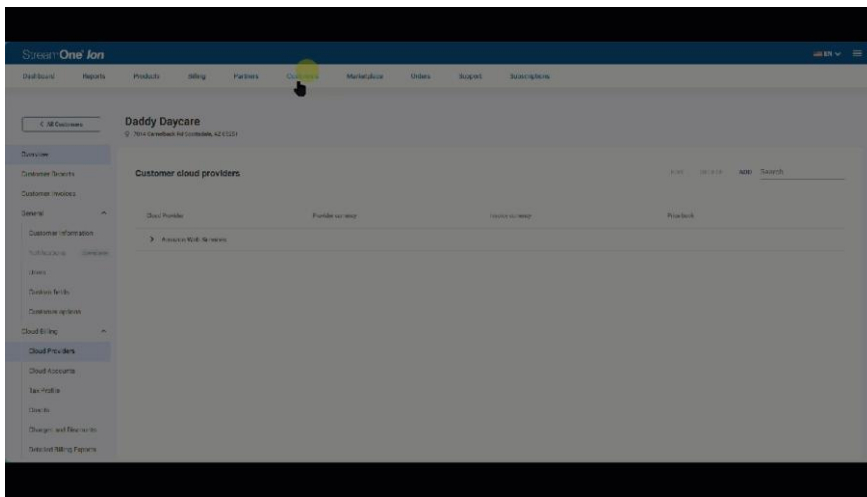
Enviar una solicitud para una nueva cuenta de AWS a través de la plataforma inicia el proceso para que el equipo de Cloud Ops establezca una nueva cuenta de miembro. **Importante:** No es posible solicitar una cuenta de organización de AWS (pagador dedicado) a través de la plataforma. If you need an AWS organization account (dedicated payer), please [submit a support ticket](#). (<https://stream1.freshdesk.com/support/tickets/new>)

Para solicitar una nueva cuenta de AWS, complete estos pasos:

1. Desde el menú **Cliente** , seleccione un cliente de la lista y haga doble clic para abrir el perfil.
2. Navegue al menú **Facturación en la nube a la izquierda y expándalo; luego, haga clic en Proveedores de la nube** .
3. Si falta la lista de precios, haga clic en **Agregar** y, a continuación, seleccione **Amazon Web Services** .
4. Seleccione **Moneda de factura** y, a continuación, haga clic en **Guardar** .
5. Haga clic en la flecha desplegable junto a Amazon Web Services, luego haga clic en **Lista de precios maestra de Amazon Web Services** y, a continuación, haga clic en **Editar** .
6. Active la casilla junto a **Habilitar proveedor** en el portal del cliente y, a continuación, haga clic en **Guardar** .
 - Ignore la opción "Pasar la optimización de RI al cliente". This feature is not available.



7. Haga clic en **Cuentas en la nube** a la izquierda, luego haga clic en **Solicitar** , seleccione **Amazon Web Services** y, a continuación, haga clic en el segundo botón **Solicitar** .

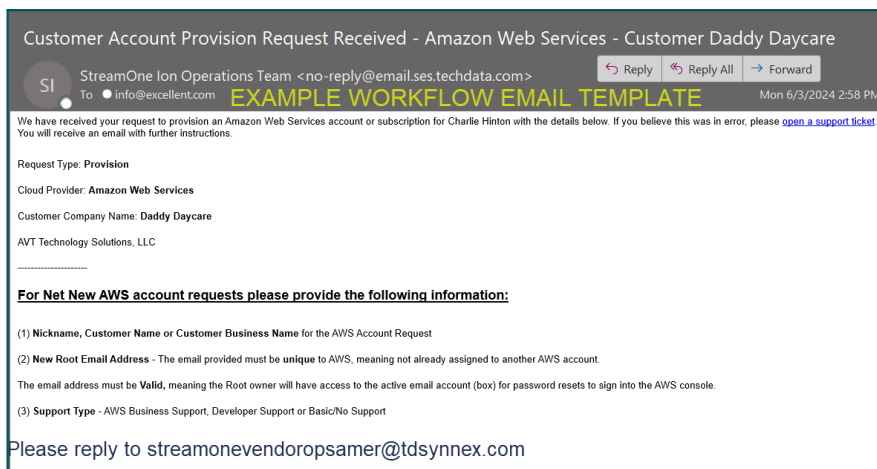


Su solicitud se dirige automáticamente al equipo de Operaciones de soporte en la nube de su región para su revisión y aprobación. Es posible que se pongan en contacto con usted (normalmente por correo electrónico) para obtener la información necesaria para completar la solicitud

La información necesaria para crear una cuenta nueva incluye :

- Una nueva dirección de correo electrónico para asignar como raíz: El correo electrónico debe ser único y nunca debe usarse con Amazon o AWS. Debe ser un buzón de correo válido y activo que pueda recibir mensajes de flujo de trabajo de AWS para notificaciones de restablecimiento de contraseña y otras comunicaciones.
- Nombre o alias de la cuenta de AWS: ¿Qué nombre descriptivo desea asociar con la cuenta?
- The Support Type: Identify the AWS support plan currently associated with the account. AWS offers Business Support, Developer Support, or Basic/No Support. This information is critical to the accuracy of billing data.

Check your inbox for an email from TD SYNnex (or Tech Data) with the subject: **Customer Account Provision Request Received—Amazon Web Services (Customer Name)**. If you are in the U.S. U.S. or CA, you can reply to streamonevendoropsamer@tdsynnex.com using the workflow email that would have been sent to the primary contact on the **Account Information page** in StreamOne Ion.



After the account has been created, follow up with the customer to make sure the steps below are completed:

1. The Root account owner needs to complete a Password Reset. To access the AWS account, go to <https://console.aws.amazon.com> (<https://console.aws.amazon.com>), enter the root email, and then navigate to the Recover Password page.
2. Once the account owner has access to the account, the **ARN role must be created**. (<https://nam10.safelinks.protection.outlook.com?url=https%3A%2F%2Fstream1.freshdesk.com%2Fsupport%2Fsolutions%2Farticles%2F44002357756-creating-aws-account-iam-roles-read-only-access-&data=05%7C01%7CMonica.Boatman%40tdsynnex.com%7Cfc6c8f11f2af44ff8fb108dabc4892d6%7C7fe14ab68f5d413984bfcd8aed0ee6b9%7C1%7C0%7C638029317135109730%7CUnknown%7>)
3. If applicable, advise the root account owner to update the support to AWS Business Support or Developer Support at <https://console.aws.amazon.com/support/plans/home> (<https://console.aws.amazon.com/support/plans/home>). Click Support in the upper right-hand corner, then select Support Center. Click Change Plan, select Business (or Developer), and confirm the selection. Once the change has been made, the support status will be updated within minutes.
 - FYI... Regarding AWS Business Support Cost: Please advise your customers to disregard the \$100 monthly charge or any prorated upfront charges for business support, as upfront support charges are not applicable for accounts in the TDS payers. AWS Business Support customer cost will be 10% of the total usage. Resellers earn margin on AWS Business Support.
 - Please contact your sales rep if **Enterprise Support** (<https://aws.amazon.com/premiumsupport/pricing/#:~:text=Minimum%20spend%20of%2C%2A0%2415%2C000.00>) is needed.

Resellers should complete the tasks below in StreamOne ION:

Create IAM Role (ReadOnlyAccess)

Tip: We recommend you use two browsers to toggle between the AWS Console and the platform. When you complete the setup of the read-only access role in the AWS console, you paste the role ARN name

The **Create IAM Role** instruction window displays at the time you add the account. The instructions in this window are completed in the AWS console.

- (1) If you have access to the AWS account, please log into the AWS console IAM screen to complete the next steps.
- (2) If you do not have access, click **Later**

When you return to add the role (after the account was initially added), you can see the instructions by selecting the account from the list and double-clicking to open the Cloud Account dialog box. Scroll to the bottom to view the options. Click **ROLE ARN**



Note: Root access is not a requirement for a user to create a read-only role; it depends on the IAM user's access rights.

Create IAM Role

An AWS read only access role allows for enhanced reporting features in the platform. Here are the steps to credential the account:

1. Login to your [Amazon IAM console](#)
2. Select "Roles" from the menu list
3. Click "Create Role"
4. Click "AWS Account"
5. Select "Another AWS Account"
6. Enter the Account ID: **328676173091**
7. Under "Options" check the box next to "Require external ID (Best practice when a third party will assume this role)"

Enter the **External ID** CA136831

*** Leave the "Require MFA" field blank - MFA for third-party access is not supported at this time and accounts used for access have MFA enabled.

8. Click "Next"
9. Search for the "ReadOnlyAccess" policy and check the box next to **ReadOnlyAccess**
10. Enter a Role Name. Example: BillingReadOnly (Maximum 120 characters. Use alphanumeric and "+", "-", "@", "_" characters.)
11. Enter a Description. Add a short explanation for this policy. Example: Read Only Access for billing. (Maximum 128 characters. Use alphanumeric and "+", "-", "@", "_" characters.)
12. Click "Create Role"
13. Click on the recently created Role Name to access Summary Screen
14. Click the "Copy to Clipboard" icon located on the left of the Role ARN value, to copy the value.
15. Paste value below
16. Click the "Not Checked/Check Now" action function to confirm role validates in the platform. Once the green Verified status appears, click "Save". If a red "No Access" message appears, please recheck the Role ARN value, making sure there is no space in front or behind the value when pasted. If the ARN Value is still not validating, please confirm the ReadOnlyAccess policy was properly created
17. Enter the Role description (optional)
18. Save

AWS role ARN

arn:aws:iam::328676173091:role/BillingReadOnly **Verified**

Description

SAVE **CANCEL**

Specific Items to note in this instruction window are:

- (1) The Cross Account ID is standard for all AWS accounts linked in ION
- (2) **The External ID number is unique to each account linked in ION**
- (3) The platform requires the Role ARN name in this field.
- (4) If the role was created correctly, the 'Verified' status will display in green (as shown in the image here).
- (5) A description of the role of the ARN is optional.
- (6) Click **Save**

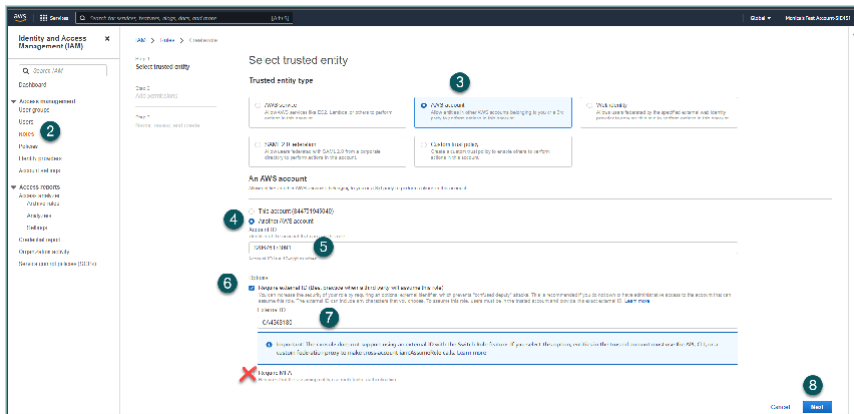
An AWS read-only access role allows for enhanced reporting features in the platform.

For the full instructions and video tutorial, please read the article: [How to Create the Role ARN for AWS Accounts](#)

(<https://stream1.freshdesk.com/support/solutions/articles/44002357756-creating-aws-account-iam-roles-readonlyaccess->)

1. Login to the [Amazon IAM console](https://console.aws.amazon.com/iam/) (<https://console.aws.amazon.com/iam/>)
2. Select **Roles**
3. Click **Create Role**
4. Click **AWS Account**
5. Select **Another AWS Account**
6. Enter the **Account ID: 328676173091**
7. Under **Options**, check the box next to **Require external ID**
Enter the **External ID: CA******* (This ID number is unique to each AWS account.)
*****DO NOT Toggle on the "Require MFA" feature*****
8. Click **Next**

Click on the image to enlarge.



9. Search for the "ReadOnlyAccess" policy and check the box next to **ReadOnlyAccess**

Optional: To enable the policy for the Security and Compliance Report, in the policy list, search for **AWSsupportAccess** and check the box on the left. **Business Support is required for this report.** For more information, please read the Knowledge Base article: **AWS Security and Compliance Report** (<https://stream1.freshdesk.com/support/solutions/articles/44002357649-aws-security-and-compliance-report>). (<https://ses.freshdesk.com/support/solutions/articles/5000640764-aws-security-and-compliance-report>)

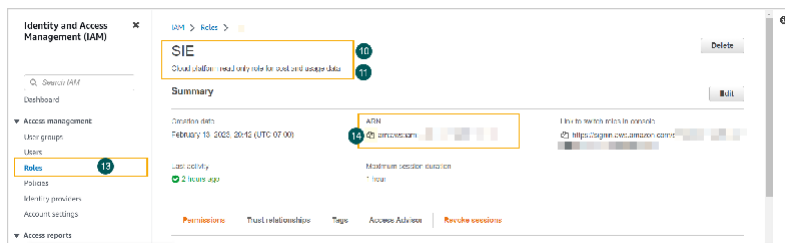
10. Enter a **Role Name**. Example: IONReadOnly (Maximum 128 characters). (Use alphanumeric characters and '+ =, @, _ , '.)

11. **Enter a Description.** Add a brief explanation for this policy. Example: *Read-only access to the cloud platform for cost and usage data.* Maximum 128 characters. (Use alphanumeric characters and '+ =, @, _ , '.) An example of the name and description is shown below.

12. Click **Create Role**

13. Click on the recently created Role Name to access the summary screen.

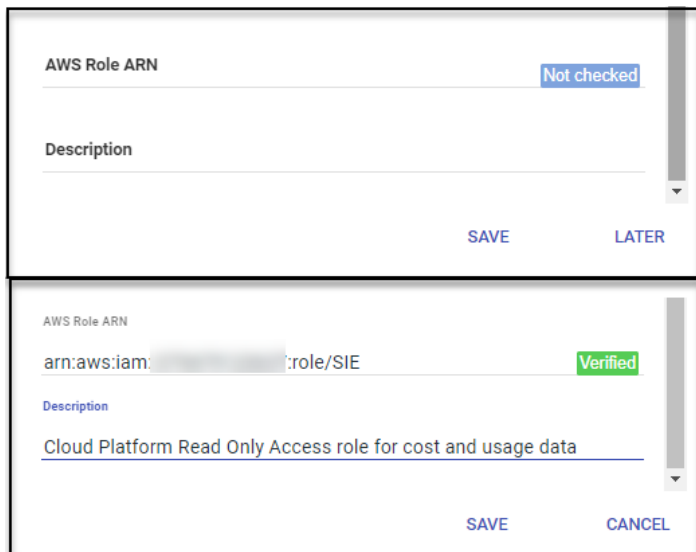
14. From the summary page, using the icon located on the left of the Role ARN value, copy the ARN name (as illustrated as item 4 in the screenshot below).



15. Back in StreamOne Ion, paste the Role ARN value in the **Role ARN dialog box** (see below)

16. Haga clic en la función de acción "No comprobado/Comprobar ahora" para confirmar la validación del rol en la plataforma. Una vez que aparezca el estado verde "Verificado", haga clic en "Guardar". Si aparece un mensaje rojo de "Sin acceso", vuelva a comprobar el valor del ARN del rol y asegúrese de que no haya espacios delante ni detrás del valor al pegarlo. Si el valor del ARN sigue sin validarse, confirme que la política de ReadOnlyAccess se creó correctamente.

Esta captura de pantalla muestra una vista del antes y el después de la configuración del ARN del rol de AWS.



17. Introduzca la descripción del rol (opcional)

18. **Guardar**

Nota: No es posible solicitar una cuenta de organización de AWS (pagador dedicado) a través de la plataforma. Si necesita una cuenta de organización de AWS (pagador dedicado), abra un ticket

Crear el grupo de planes de soporte

Para todas las cuentas de AWS, deberá configurar el grupo de planes de soporte como **Passthrough** para soporte básico y para desarrolladores o como soporte empresarial para cuentas con **AWS Business Support**

Nota: Si se omite este paso, aparecerán márgenes negativos en los informes de facturación. Read: **Create a support plan group** (<https://stream1.freshdesk.com/support/solutions/articles/44002357715-support-plan-charges-and-discounts#:~:text=Create%20Support%20Plan,in%20StreamOne%20Ion>) . (A video tutorial is included at the end of the (<https://stream1.freshdesk.com/support/solutions/articles/44002357715-support-plan-charges-and-discounts#:~:text=Create%20Support%20Plan,in%20StreamOne%20Ion>) article).

Curso de capacitación de TDS altamente recomendado: Configuración y administración de su negocio de AWS en StreamOne Ion

(<https://stream1.freshdesk.com/support/solutions/articles/44002468060-setting-up-and-managing-your-aws-business-on-streamone-ion>) . This training will help you understand how StreamOne Ion handles the complexities of the AWS business, setting up your AWS business, understanding reports, and reconciling billing data. (This is a partner-focused training). (<https://stream1.freshdesk.com/support/solutions/articles/44002468060-setting-up-and-managing-your-aws-business-on-streamone-ion>)

Para enviar una solicitud de soporte, en StreamOne Ion, haga clic en el icono "?" en la barra de menú superior derecha o haga clic en el botón Soporte en el menú. Alternativamente, puede hacer clic en **Enviar un ticket** (<https://stream1.freshdesk.com/support/tickets/new>) en la Base de conocimientos. Complete todos los campos obligatorios o lea **Cómo usar StreamOne Freshdesk para enviar y ver tickets de soporte** (<https://stream1.freshdesk.com/support/solutions/articles/44002357755-how-to-submit-and-view-support-tickets>) para obtener más información.