

packet

Portal > Knowledgebase > Getting Started > Onboarding > Portal

Portal

Jem Camba - 2019-03-05 - in Onboarding

Common questions and handy tips for signing up and using Packet.

Why is so much information required to register?

We've learned that on-demand bare metal is an attractive tool for DDoS and other malicious activities, with the potential to impact the public internet as well as our our platform. As such, we take time to validate each user's identity. Usually this is accomplished automatically, but at times a manual review is necessary. If you are impacted by this, we really appreciate your understanding!

Organizations:

Organizations are a billing entity that sit one level above users and projects.

Much like with GitHub and other popular SaaS tools, at Packet every user has their own account and infrastructure is deployed into a project. In the past each Packet project was like an island, with different rates, collaborators, etc. Even if owned by the same person, setting up a new project meant starting from scratch.

With organizations, you can now own multiple projects all under the same roof. This makes it easier for power users and companies to organize and scale their work.

There are two types of organizations:

- **Personal** organizations are meant for individuals (e.g. personal servers, example projects, or test integrations.)

- **Company** organizations are tied to a corporate entity and typically involve multiple projects and several collaborators.

Projects:

A way to organize and manage work * team members. In this way, a project allows you to group infrastructure according to your needs while still having a single user account. For instance, many users will want to have access to a project for their work, but also spin up servers at Packet for personal reasons (gaming server, OwnCloud box, etc!)

At a technical level, projects also define certain behaviors on the Packet platform. For example, devices within a project can talk to each other on their private network IPs (similar to a VPC at Amazon Web Services).

Collaborators:

If you want other people (or teammates) working with you on a specific project, you can add them as project collaborators. This is way better and more secure than creating a shared logins like 'ops@acme.com'! Collaborators will have the same capabilities as you (the project owner) on a per project basis:

- create devices
- delete devices
- power off/on and reboot instances
- access metrics

If they are listed as a billing contact they can also view project invoices.

If you wish to get started & invite teammates to your account, just navigate to the Project in question and click the '**Collaborator**' tab. Once there, enter the email address(es) of the folks you wish to invite in the invitation field.

We've written a prefab email message for you, but you can of course go ahead and write your own. Then hit the '**Send Invitations**' button once you're ready.

Collaborators will receive an email from us and after they've accepted (and signed up—assuming they do not have a preexisting account) be able to access your project.

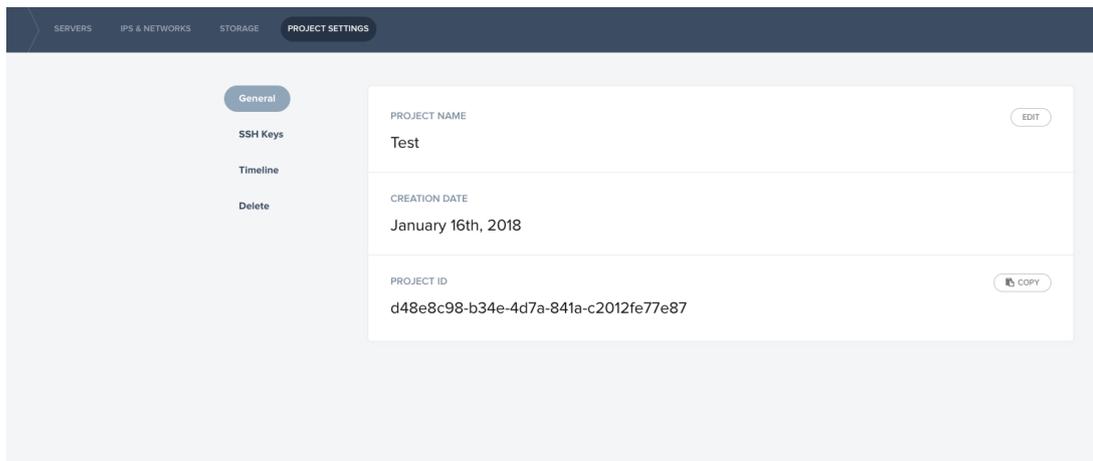
When accepting an invitation, collaborator will not need to add a credit card or other payment method. They would only need to add one if they wanted to create a new project and be the owner of that new project.

Deployment Limit:

We set a device limit for new users. If you wish to increase your deployment limit just send an email request to support@packet.com Let us know about your use case for the project, and how many devices you are planning to deploy, so that we can adjust your limit accordingly.

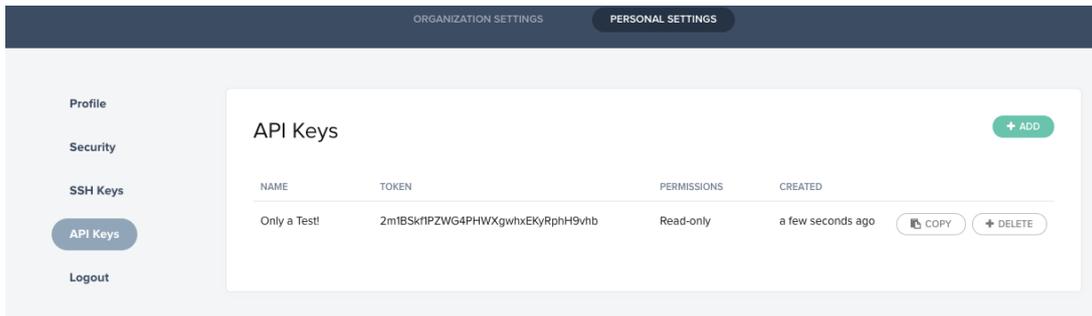
Where is my project ID?

You can find your Project ID under the '**Project Settings**' section in the Packet Portal. They are listed underneath each project in the listing, as shown here:



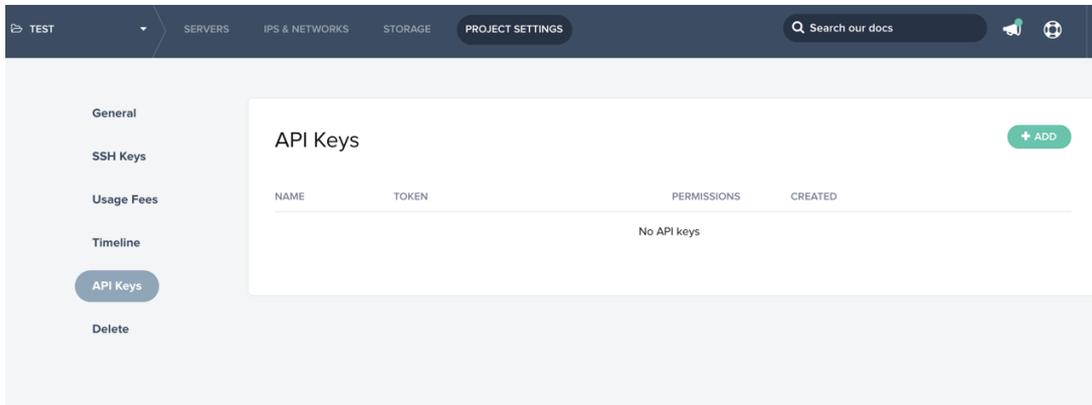
How can I create user-level API Key?

You will find your API Key on the top left side by clicking your user icon > security. If you have existing keys you will find them listed on that page.



How can I create a project-specific API Key?

You can add project specific API key, by clicking on 'Project Settings' at the top of the customer portal.



Where can I find documentation on the API?

You can find our API documentation here. It is generated automatically via Swagger and should be up to date at all times, but if you notice something missing or have a question, we'd love to [hear](#) from you.

Integrations & API Clients

If you're looking for client libraries (PHP, Golang, Python, etc) you can find them in [the Integrations section](#) of our website.

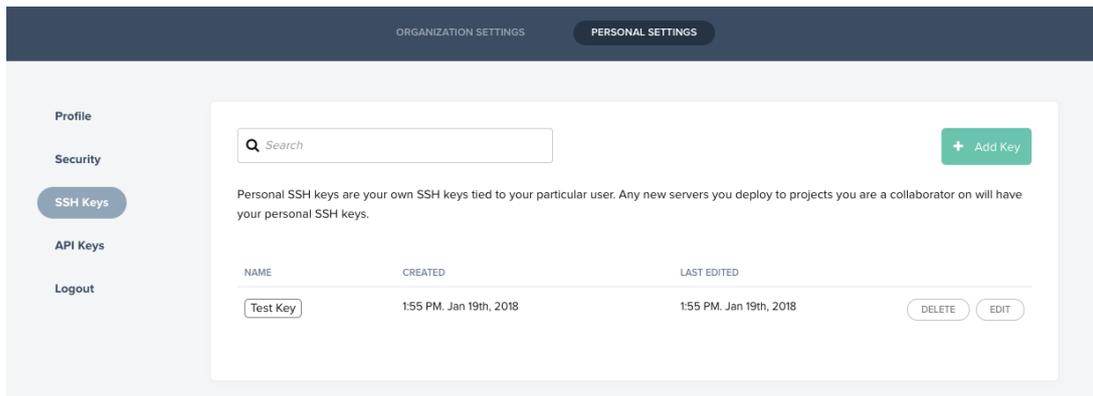
What's next?

Check out our [quick start guide](#) for our API and popular integrations.

How can I add/delete SSH Keys?

You have a choice to only allow it to be a personal key if you are the sole administrator, or you can add it to a project should you wish to share access to the server.

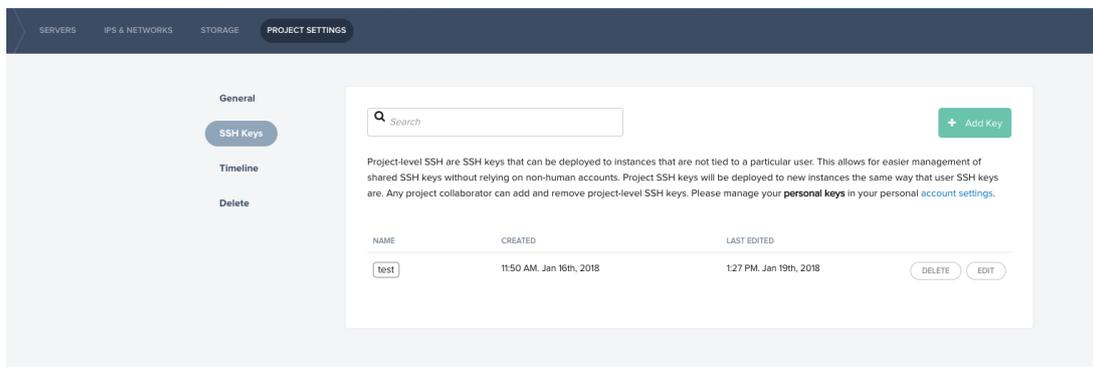
Personal Key:



The screenshot shows the 'PERSONAL SETTINGS' page. On the left, there is a sidebar with navigation options: Profile, Security, SSH Keys (highlighted), API Keys, and Logout. The main content area has a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar is a green '+ Add Key' button. Below the search bar is a text block explaining personal SSH keys: 'Personal SSH keys are your own SSH keys tied to your particular user. Any new servers you deploy to projects you are a collaborator on will have your personal SSH keys.' Below this is a table with columns for NAME, CREATED, and LAST EDITED. There is one row with the name 'Test Key', created on '1:55 PM, Jan 19th, 2018', and last edited on '1:55 PM, Jan 19th, 2018'. To the right of the table are 'DELETE' and 'EDIT' buttons.

NAME	CREATED	LAST EDITED
Test Key	1:55 PM, Jan 19th, 2018	1:55 PM, Jan 19th, 2018

Project-based Key:



The screenshot shows the 'PROJECT SETTINGS' page. On the left, there is a sidebar with navigation options: General, SSH Keys (highlighted), Timeline, and Delete. The main content area has a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar is a green '+ Add Key' button. Below the search bar is a text block explaining project-level SSH keys: 'Project-level SSH are SSH keys that can be deployed to instances that are not tied to a particular user. This allows for easier management of shared SSH keys without relying on non-human accounts. Project SSH keys will be deployed to new instances the same way that user SSH keys are. Any project collaborator can add and remove project-level SSH keys. Please manage your **personal keys** in your personal account settings.' Below this is a table with columns for NAME, CREATED, and LAST EDITED. There is one row with the name 'test', created on '11:50 AM, Jan 16th, 2018', and last edited on '1:27 PM, Jan 19th, 2018'. To the right of the table are 'DELETE' and 'EDIT' buttons.

NAME	CREATED	LAST EDITED
test	11:50 AM, Jan 16th, 2018	1:27 PM, Jan 19th, 2018

What is 2FA & how do enable/disable it?

Two-factor authentication allows you to configure an additional means of authentication on your account, helping to reduce the risk of account takeover or other malicious activity.

To setup 2FA on your account, simply visit '**User Icon**' -> '**Security**' and follow the instructions. Packet currently supports 2FA authentication via an authenticator app or SMS text message. Data rates may apply.

Profile

Security

SSH Keys

API Keys

Logout

Change Password

Current Password

New Password

Retype New Password

Change

Two Factor Authentication ● Active [Download Recovery Codes](#)

Two-factor authentication adds an extra layer of security to your Packet Account, drastically reducing the chances of having your account stolen. To break into an account with two-factor authentication, bad guys would not only have to know your username and password, they'd also have to get hold of your phone.

DISABLE



When you sign in to Packet, you'll enter your username and password as usual.

Then, you'll be asked to enter a six-digit code that has been sent via text or that appears in your 2-factor app.

At this point, you can securely log in into your account.

Once the 2FA is set up, you will be able to get 10 Recovery Codes which can be used to access your account in the event you lose access to your server and cannot receive two-factor authentication codes.

When logging into Packet, you will be prompted with an additional login step after entering your password, either by entering the code from your favorite 2-factor app, or the text message you receive via SMS.

If have no way to receive the authentication code, you can use on of the 10 recovery codes mentioned above.

If you get locked out or replace your phone, please email support@packet.com for support.

Tags

- api
- collaborator
- organization
- portal
- project
- ssh keys