



A man with a beard and a woman with short curly hair and glasses are sitting at a desk in a call center. The man is pointing at a computer monitor. The woman is wearing a headset and looking at the monitor. The background is a blurred office environment with blue lighting.

Getting Started with Sitefinity Cloud

A step-by-step guide to deploying Sitefinity in the cloud.
From purchasing a license to going live.

Get Started with Sitefinity Cloud

This guide describes the process of customer onboarding to Sitefinity Cloud and will help you plan the steps leading to going live with your sites. It also includes links to additional helpful content and resources.



Users and Access

After purchasing a Sitefinity Cloud subscription, you need to provide a list of the email addresses of users to whom you're granting access to your Sitefinity Cloud project (source code repository, pipelines, etc.). This is your initial set of Sitefinity Cloud users. You will be able to manage them yourself later on. In order to manage your users, you need to designate which users will have permissions to manage other users. In addition to providing that information, you need to specify the project name, location, and exact domain (list of domains).

Learn More:



[User Management in Sitefinity Cloud](#)

[Supported Sitefinity Cloud Locations](#)

▷ [User Management](#)



Invitations

Within a week of your purchase of a Sitefinity Cloud subscription, the Progress Sitefinity Cloud Engineering team will provision and configure the entire underlying infrastructure for you. The initial set of users will receive an email invitation to your Sitefinity Cloud account.



Your Onboarding Meeting

After the initial setup is complete, we will invite you and your team to an onboarding session. Its purpose is to answer all your questions, introduce you to your dedicated Cloud team and make sure you know the key points of contact before going live. In addition to that we will cover:

- The details of your subscription
- Availability management in Sitefinity Cloud
- Valuable resources and useful tips
- The support package included in your subscription

To get the most out of your onboarding session, you may want to review the resources in the Learn more section.



Learn More:

[Sitefinity Cloud Overview](#)

▷ [Onboarding Videos](#)



Validate Domain Ownership

Sitefinity Cloud provides two environments by default: Staging and Production. To access Sitefinity on the Staging environment, you use a *.sitefinity.cloud domain corresponding to your production domain. To access the production environment on a custom domain (you're asked to provide these records early on), you need to update the DNS records as follows:

- Add a TXT record provided by the Sitefinity Cloud team to prove ownership of the domain.
- Add a TXT record provided by the Sitefinity Cloud team to validate the SSL certificate.

Note: These validation TXT records have a 2-week expiration date, so make sure that you add them in the specified timeframe.

Now, you're ready to start the implementation process in Sitefinity Cloud. You can launch a new project or migrate an existing one. A new project in Sitefinity Cloud is always provisioned with the latest, supported Sitefinity CMS version.



Learn More:

[Domain Management](#)



The Requirements

If you plan to migrate your existing Sitefinity project to Sitefinity Cloud, it should meet a certain set of requirements. One of the main prerequisites is upgrading to the latest Sitefinity version, as well as applying some specific Sitefinity configurations.

To migrate your existing Sitefinity project, you need to push your project source code in the Git source control repository in Sitefinity Cloud. A fresh backup of your current database is also required. That backup is going to be restored in the Sitefinity Cloud environments.



Learn More:

[Sitefinity Cloud Migration Procedure](#)



Start Development

After your project source code is in Sitefinity Cloud, you need to set up the project locally before development can begin. When you [set up the project for development](#), you will have a local copy of your Sitefinity project with configured authentication. You can also get a fresh [database backup for development](#). It's always handy to develop against real data.

When you are done with the local setup, the resources in the Learn more section are handy in bootstrapping your project and following best practices.



Learn More:

[Development Concepts and Tools](#)

[Developer Resources](#)

▷ [Local Setup](#)



Deploy on Staging

Once you are done with the local development, you will need to test it on an external environment. To do that, push the code that you have developed to a new Git branch and create a pull request. When the pull request gets reviewed and merged into the master branch, the Continuous Integration (CI) process will take over and deploy your code to the Sitefinity Cloud staging environment for QA and user acceptance testing. To make sure your Staging environment is accessible by you and your team only, we will ask you to provide a list of IPs to whitelist.



Learn More:

[Quickstart: Code with Git](#)

▷ [Deploy Code Changes](#)

▷ [Git Basics](#)



Troubleshooting

Throughout the testing phase, you need to make sure that there are no bugs that affect your Sitefinity project's performance or compromise its security. If you need to resolve issues, Sitefinity Cloud provides all the required troubleshooting capabilities out of the box.



Learn More:

[Troubleshooting Your Sitefinity Cloud Project](#)

[Everything You Need to Optimize Your Sitefinity Project Is in Sitefinity Cloud](#)

▷ [Monitoring & Troubleshooting](#)



Deploy to Production

When you're done with the intensive testing on the Staging environment and you're satisfied with the quality of your project and its performance, you can safely promote to Production.



Learn More:

[CI/CD in Sitefinity: View from the Cloud](#)

▷ [Deploy Code Changes](#)



Go Live

Even with all the latest updates deployed to Production, your project is still not live. The Sitefinity Cloud team collaborates with you to devise a go-live plan. The team determines the exact steps and timeframe:

- Content freeze start
- DNS records TTL decreased to the minimum (1 min)
- Fresh database backup provided
- DNS switch
- Content editing resume
- Any other relevant terms

These are the main steps—from purchasing a Sitefinity Cloud subscription to going live.

If you want to learn more, feel free to review the [Sitefinity Cloud FAQ](#) and the [Sitefinity Cloud Documentation](#). Or, head to our blog to [see what's hot in Sitefinity Cloud](#).



Contact Technical Support

If you encounter a challenge with Sitefinity CMS and need help to quickly resolve your issue, contact the Sitefinity Technical Support Team by either logging a support case, or obtaining assistance via phone. If you're not sure how to do this, see [How to log a Sitefinity support case](#) or [Sitefinity Phone Assistance](#). For complete information about support offerings, issue severity levels, and how to log and manage your support cases, see the below links:

- [How to Add and Manage Licensed Users to Log Support Cases](#)
- [How to Collaborate on Support Cases](#)
- [Scope of Support](#)
- [Benefits of Sitefinity Mission Critical Support](#)
- [All Other Sitefinity Support Plans](#)
- [Issue Severity Levels](#)

Learn more about handling availability incidents in the [Sitefinity Cloud Support Workflow](#).

For complete Support information, see the Sitefinity CMS [Support Guide](#).



Access Additional Resources

If you're looking to go deeper with Sitefinity, the following content is available:

- [Onboarding Videos](#)
Watch the complete playlist for an all-round view of the Sitefinity Cloud PaaS: from DevOps and administration to development, security and performance.
- [Knowledge Base Portal](#)
Check out deep-dive how-to articles, troubleshooting steps, known issues, and workarounds.
- [Info Hub](#)
Browse the useful links and resources about tools, add-ons, release notes, webinars, and more.
- [GitHub Repository](#)
Explore complete code samples and open-source projects.

- [Sitefinity Support and Learning](#)
Access all the popular troubleshooting, how-to resources and support options you need.
- [Progress Community](#)
Access the new Progress Community to collaborate with technical and non-technical users alike, to swap stories, trade tips and share best practices for getting the most out of your Progress products.
- [Progress Customer Validation Program \(CVP\)](#)
Become a CVP member - A unique opportunity for you to actively influence the developer experience and future enhancements of Progress Sitefinity CMS.

Get Additional Product Training and Services

If you need help in areas that are outside the scope of our Technical Support Team, contact your Progress Account Manager, to discuss the available consulting services.

Progress offers a wide range of consulting and training services, as well as assistance with application development and product customization. You can explore the opportunities for collaboration with our [Professional Services](#) team, and if interest in Sitefinity Consulting, please [Submit an Inquiry](#).





Welcome to Sitefinity Cloud! A whole new experience to enjoy..



Learn More about Sitefinity Cloud:
www.progress.com/sitefinity-cms/cloud

About Progress

Progress (NASDAQ: PRGS) provides the leading products to develop, deploy and manage high-impact business applications. Our comprehensive product stack is designed to make technology teams more productive and enable organizations to accelerate the creation and delivery of strategic business applications, automate the process by which apps are configured, deployed and scaled, and make critical data and content more accessible and secure—leading to competitive differentiation and business success. Learn about Progress at www.progress.com or +1-800-477-6473.

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