

Welcome to Oracle Support for Customers Supported in the US and Canada

Effective August 10, 2015 support for Oracle's MICROS products in the United States (US) and Canada will transition to My Oracle Support (MOS) and will no longer be provided through the legacy MICROS support portals or support e-mail accounts. Please continue to use the legacy MICROS support mechanisms until August 10, 2015.

The transition on August 10, 2015 applies only to MICROS customers supported by the MICROS Support teams in the US and Canada. This does not apply to support you receive from the teams in any other country or if you have a support contract in another country and are not supported by the US or Canada. This change also does not apply to JTech or Fidelio Cruise customers. If you are receiving this communication directly from Oracle, then you are supported by the US or Canadian support teams and this change applies to the support you get from MICROS.

The MICROS Support phone numbers will not change in August and you can continue to use those to call Oracle MICROS Support in the US and Canada even after the move to MOS.

MOS, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information to optimize your business. First time users must register using your Support Identifier (SI) number provided in this letter. You can register at <https://support.oracle.com> using the SI provided below.

Register now to avoid any potential delays with access to your MOS account on August 10, 2015.

To prepare for the transition on August 10, 2015, you should do the following:

1. **Attend one of the live web training sessions described below.**
2. **Note your SI, provided below**, as you will need that to access Oracle Support as of August 10, 2015.
 - a. The SI is required to register on MOS and to create Service Requests (SRs) on MOS.
 - b. Either your site phone number or SI can be used when calling Oracle Support by phone as of August 10, 2015.
 - c. You can share your SI with individuals within your company and with other third parties that are authorized by you to submit SRs on your behalf.
3. **Register on My Oracle Support** (<https://support.oracle.com>) by Friday, August 7, 2015 so you are ready to submit SRs in MOS on August 10, 2015. If you are an existing MOS user, you will only need to add the SI provided below to your existing MOS account. You can continue to call the MICROS Support hotlines if you do not wish to use MOS to create your own SRs.

Support Identifier Information – *this section is customized for each customer sent a welcome letter*

Company Name:
Support Identifier number:

Please note:

- For detailed instructions on how to register on MOS, please reference the [Registration FAQ](#).
- The Registration FAQ covers accounts and privileges within MOS and step by step instructions on the registration process.
- The first person that uses the SI to register on MOS will be prompted to accept the Customer User Administrator (CUA) role and be required to enter the first 5 characters of the name of the organization that owns the SI. Use the exact company name as referenced in the SI block above.

- The Administrator grants user access to the SI and manages user privileges. It is very important that multiple users of the same SI within the same company discuss how to administer access to MOS. It is recommended that there be at least two Administrators for each SI.
- When the first user with a specific SI registers on MOS and accepts the CUA role, the account is placed in a status of "pending Oracle approval" until the security validation process is complete. To avoid delays in account validation, it is important for a new user to register using an e-mail address associated with their company rather than a personal e-mail address. Please allow at least four hours for this process to complete.
- Please note that we will not migrate any SRs from the legacy MICROS Support portals to MOS. All SRs will remain in the legacy MICROS Support portal and the Support teams will continue to work those in the legacy systems until they are closed. All new SRs will be created only in MOS as of August 10, 2015

Training on Getting Started with My Oracle Support

We have scheduled live web seminars for the legacy MICROS supported customers, covering both an Introduction to Oracle Support and MOS, prior to the cutover on August 10, 2015. It is important that you attend one of these 60-minute training sessions in advance of the cutover so you understand the registration and SR creation process when using MOS. The training schedule and web seminar access information will be sent to you in a separate e-mail.

We understand that you may not be able to attend a live web training session prior to the cutover so a [recording of the training](#) is available for replay on demand.

Oracle also offers public web seminars on the use of MOS. Please access MOS for more information on the [public seminars](#), including the schedule and how to register.

Resources

We urge you to register on My Oracle Support today and explore the following sites:

- [Oracle Support Services](#)
- [MICROS Support site](#)

Familiarizing yourself with those two sites will make your transition to Oracle Support Services easier and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please e-mail any comments or questions about this communication to cs-support-integrate-comms_WW@oracle.com.