

Customer Quick Reference Guide For Oracle Premier Support Customers

Contact Us

Oracle Contact Information

Global Customer Support*: 1.800.223.1711
Support Sales: 1.800.833.3536
Oracle Sales: 1.800.ORACLE1 (800.672.2531)
Oracle PartnerNetwork (OPN): 1.800.323.7355
Oracle Consulting: 1.800.633.0615
Advanced Customer Services: ACInfo_us@oracle.com
Oracle University: 1.800.633.0575
Independent Oracle Users Group (IOUG): 1.312.245.1579
Oracle Applications Users Group (OAUG): 1.404.240.0897
Oracle Magazine Subscriptions: 1.847.763.9635
*NOTE: For region specific contact information, go to:
oracle.com/support/contact.html

Oracle Websites

Oracle Support: oracle.com/support
GSS Contacts Directory: oracle.com/support/contact.html
Oracle's Home Page: oracle.com
Lifetime Support Policy: oracle.com/us/support/lifetime-support
Technical Support Policies: oracle.com/us/support/policies
My Oracle Support: support.oracle.com (Login Required)
Oracle Collaborative Support: stconference.oracle.com
Oracle Store: oraclestore.oracle.com
Oracle PartnerNetwork (OPN): oracle.com/partnerships
Oracle Consulting: oracle.com/consulting
Advanced Customer Services:
oracle.com/support/advanced-customer-services
Oracle University: oracle.com/education
Independent Oracle Users Group (IOUG): ioug.org
Oracle Applications Users Group (OAUG): oaug.org
Oracle Development Tools User Group (ODTUG): odtug.com
Oracle Magazine: oramag.com
Oracle OpenWorld: oracle.com/openworld
Oracle Events: events.oracle.com
Oracle Press: mhprofessional.com/templates/oracle

Global Customer Hub

Global Customer Hub handles all non-technical issues, connecting customers with information and responding to service-related inquiries.

- To contact the Global Customer Hub, find your local support hotline number in the directory:

oracle.com/support/contact.html

- Or, sign into My Oracle Support and submit non-technical questions using the Contact Us link
- How To Escalate a Service Request and Quick Reference Guide, Doc ID 199389.1

My Oracle Support: Features and Functionality

Getting Started

- New to My Oracle Support? Click on the Register, Watch, or Explore links in the "Get Started" region located on My Oracle Support's login page.
- Complete the New User Registration then Create a User Account using an active Support Identifier (SI). For help with registration click on the Registration FAQ link.
- Navigate to the Dashboard > Getting Started region for My Oracle Support Welcome Center, Training Central, and FAQs.
- Attend live Support webcasts, Doc ID 553747.1 or listen to Recorded Trainings, Doc ID 603505.1
- Sign-up for hot topic emails Doc ID 733386.5 for knowledge articles, product alerts, bugs, and desupport notices as well as subscribe to Oracle newsletters.
- Navigate to the Settings tab to establish personalizations and knowledge preferences, Doc ID 733386.5
- Participate in discussions on My Oracle Support Community and other Oracle Communities.
- Create and manage the lifecycle of your Service Requests, Doc ID 733245.5

Searching for Solutions

- Use the Knowledge > Browse Knowledge region entering the product name or use the product menus selecting a specific product.
- Search the knowledgebase, for all Oracle products, by entering a search term in the *Global Search* bar.
- Target a specific source by clicking the down arrow button at the left of the *Global Search* bar and choosing knowledgebase, archives, bug database, communities, documentation, Sun System Handbook, or patches.
- The Advanced Search allows you to refine and combine options creating a more precise search. Advanced search options include selecting multiple knowledge sources, keywords, and products.
- Use the Refine Search options to narrow the search to produce more relevant results.
- PowerView, Doc IDs 733242.5 and 733384.5
- Knowledge Searching, Doc IDs 733384.5 or 733244.5
- Quick Search as well as Searching and Browsing in My Oracle Support recorded trainings, Doc ID 603505.1

Diagnostic and Support Tools

- Diagnostic Tools Catalog, Doc ID 559339.1
- Sun Management and Diagnostic Tools, Doc ID 870962.5
- Auto Service Request and FAQs, Doc IDs 1185493.1 and 1285574.1; respectively

Lifecycle Advisors, Doc ID 250.1

- Upgrade, Migration, Patching & Maintenance Advisors

My Oracle Support configuration manager

- Navigate to the Collector tab to watch a video tutorial, Prerequisites, Getting Started, Quick Start, Installation and Administration Guides, FAQs, and other helpful resources.
- My Oracle Support configuration manager and the Collector Installation webcasts, Doc ID 553747.1
- My Oracle Support configuration manager recorded training, Doc ID 603505.1
- Health Checks Catalog, Doc ID 868955.1
- Priority Handling
- Inventory Report, Doc ID 733251.5

Patches and Updates

- Introduction to Oracle Recommended Patches, Doc ID 756388.1
- Navigate to the Knowledge tab > Critical Patch Updates & Security for Critical Patch Updates and Security Alerts
- Patches and Updates recorded training, Doc ID 603505.1
- My Oracle Support Help - Patches and Updates, Doc ID 847410.5
- Sun Patches and Updates Information Center, Doc ID 1289614.1

Oracle Collaborative Support (OCS)

- The support engineer initiates a web conference session and you can join via My Oracle Support by navigating to Service Request > Action > Join Web Conference or stconference.oracle.com
- Oracle Collaborative Support via Oracle Web Conferencing (OWC), Doc ID 278545.1

Support Education

- For Productivity Tools and Support Processes, see Training Central, Doc ID 875942.1 or Oracle Advisor Webcast Program
- Questions, suggestions and tips about My Oracle Support, Oracle Support Tools and Processes go to the Support Training Community in My Oracle Support
- Review My Oracle Support recorded trainings, Doc ID 603505.1

Community-Wide Resources

- Log into My Oracle Support > Community tab or Oracle Community
- Oracle Technology Network (OTN)
- Oracle Mix
 - Oracle Blog Center
- Oracle Wiki
 - AskTom
- Oracle Podcasts
 - Oracle By Example (OBE)
- Oracle on Facebook
 - Oracle on Twitter
- Oracle on LinkedIn
 - Oracle PartnerNetwork (OPN)

Documentation

- Navigate to Knowledge > Online documentation and Knowledge > Sun System Handbook (for Customers and Partners)
- Oracle Documentation on OTN
- eTRM Access Document, Doc ID 150230.1