

Frequently Asked Questions

My Support Renewals

Save Time. Renew Online.

You can now renew Oracle Support Service Renewals online, saving precious time. Join the thousands of Oracle customers who have already made the switch to My Support Renewals.

QUESTIONS & ANSWERS

Q: How do online Support Service Renewals work?

A: Online Support Service Renewals are completed on [My Support Renewals](#). Once you have activated Support Service Renewals on My Support Renewals, you can access Pending, Future, and History Views for the Support Service Renewals for which you are the contact. From My Support Renewals, you can drill down into individual Support Service Renewals to see details including Support Service Renewal line items. You can also perform tasks such as setting access privileges to share information with others in your organization, establishing preferred payment methods, etc.

As a Support Service Renewal approaches expiration (about 120 days in advance), you will receive an e-mail notification from Oracle. By simply clicking the Quick Checkout link, you are taken to your account on My Support Renewals where you can review the Support Service Renewal and complete the transaction in just a few clicks. If you have questions or if changes are required, there is always someone available to help. You can call the phone number detailed in the Support Service Renewal or in My Support Renewals or select “Request Assistance” or “Live Chat” in My Support Renewals.

Q: What are the benefits of renewing on My Support Renewals?

A: Oracle customers renewing on My Support Renewals report many benefits, such as:

- **Sign in is Easy** – My Support Renewals is fast, free, and secure.
- **Anytime Access** – View pending, past, and future Support Service Renewals online 24/7.
- **Simplified Management** – Easily manage and share your Support Service Renewals within your organization.
- **Time Savings** – Renew online with a few simple clicks, using a variety of payment options.
- **Ongoing Assistance** – An Oracle Support Renewal Advisor is available to provide assistance.

Q: How do I enable My Support Renewals? (hint: It's easy)

A: In most areas, Oracle is proactively enabling Support Service Renewals on My Support Renewals. You may find your Support Service renewal ordering document e-mail message already contains links to My Support Renewals and additional instructions. You'll just need a login for My Support Renewals. Once you have access, you'll setup your profile. That's it.

If you have an account and notice Support Service Renewals are missing, you can simply call the phone number in My Support Renewals, select "Request Assistance" or "Live Chat" in My Support Renewals to have them enabled.

Q: Can I renew all of my Oracle Support Service Renewals online?

A: Yes, most likely. Online Support Service Renewal is available for both Oracle software and system support. You will be notified about any exceptions which may apply (this is rare).

Q: What Payment Methods are available?

A: Available Payment Methods can vary by country, but in most locations, you can choose to pay by Credit Card, Invoice or Purchase Order.

Q: What if I need to Add, Delete or Change Coverage?

A: If something has changed and your Support Service Renewal Order needs to be amended, you can simply call the phone number in My Support Renewals, select "Request Assistance" or "Live Chat" within My Support Renewals and a Support Renewal Advisor will assist you.

Q: Do I have visibility to Historical, Pending, and Future Support Service Renewals on My Support Renewals?

A: Yes, yes and yes. You can reference Support Service Renewal history. You can view Pending Support Service Renewals (Support Service Renewals due to expire within 120 days), as well as Future Support Service Renewals (Support Service Renewals expiring more than 120 days from now), and each includes a budgetary estimated cost.

Q: What is Auto Renew?

A: Auto Renew is the process by which the Support Period is automatically extended for an additional Support Period unless technical support services are otherwise terminated in accordance with the terms of the ordering document. Please review the [Oracle Support Service Auto Renewal Overview](#) for additional information.

Q: Can I share Information Access with others in my Organization?

A: Yes. You can establish access for others and you can choose whether they have “view only” rights or additional privileges.

- Support Service Sharing allows individual Support Service Renewals to be shared with others.
- User Groups allow multiple users to collaborate on all Support Service Renewals within an account.

Q: What Countries, Languages and Currencies are supported?

A: My Support Renewals is a global e-commerce site and supports many local languages and currencies. It is important to keep in mind that payment is expected in the same currency which was used in the Support Service Renewal.

Q: Can I be confident my information is secure?

A: Yes. Oracle manages your information within our state-of- the-art data centers and uses Secure Socket Layer (SSL), which is the industry standard for secure e-commerce transactions. We recommend that you use a security-enabled browser such as Microsoft Internet Explorer 6.0 (or higher) or Mozilla Firefox 1.5 (or higher) any time you send sensitive information over a secure network.

Q: Who can I talk to if I have other questions about online Support Service Renewals?

A: For any questions, you can simply call the phone number in My Support Renewals, select “Request Assistance” or “Live Chat”, and a Support Renewal Advisor will assist you.

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