

# My Oracle Support Community

Increase productivity with access to online support communities, specific to your Oracle environment.

## MY ORACLE SUPPORT COMMUNITY

Collaborate with an extensive global peer group who share real-world best practices, tips, and tricks. Reduce IT risks and costs with real-time access to Oracle expertise that is relevant to your systems.

With the My Oracle Support platform you have access to My Oracle Support Community along with Oracle's knowledge base, patches, and other critical resources—all included as part of Oracle Premier Support.

## A COMMUNITY THAT DELIVERS BUSINESS RESULTS

You can post new questions for other members or moderators to answer and leverage the content already shared in the community. When you add your knowledge to the community by answering questions or contributing information based on your experience, you build your reputation and develop a network of peers.

My Oracle Support Community is part of our exclusive web portal, My Oracle Support, offering you immediate, secure access to critical information you need for a superior support experience, only from Oracle Premier Support.

## INFORMATION PERSONALIZED TO YOUR NEEDS

In My Oracle Support Community, you can personalize your access to topics and content specific to your applications and interests. You can follow forums relevant to your needs and receive notifications in the community or by email when new activity occurs there. You can search for answers either in the My Oracle Support portal or directly in My Oracle Support Community.

Many product areas within the community also allow you to leverage ideation, where you can suggest ideas for product improvement and vote for the most important enhancements. Expressing your opinions is one of the key ways in which you can influence the direction of future product development.

**“I use My Oracle Support Community to find others with experience to help me and the posts help me find the solutions quickly—often I find someone already answered my question.”**

**Qinbo Ho, Sr. Manager, IT Business Applications, Unigen Corporation**

### Key Benefits

Secure, anytime access to Oracle expertise.

Features:

- Direct access to a network of Oracle Support experts.
- Collaboration with an extensive and skilled peer group.
- First to know, early access to product news and support announcements.
- Robust Rewards and Recognition program for valued contributors.

Benefits:

- Personalized—drive greater efficiency with streamlined, relevant content.
- Proactive—avoid unexpected downtime with critical information at your fingertips.
- Collaborative—solve problems faster with real-time access to an expanded circle of influence.

## GET STARTED

Access to My Oracle Support, and access to the My Oracle Support Community, is available as part of your Oracle Premier Support subscription. To get started, visit [community.oracle.com/community/support](https://community.oracle.com/community/support) and join the discussion. Alternatively, visit [oracle.com/support](https://oracle.com/support) and click the My Oracle Support Community link to begin reaping the benefits of this exclusive collaborative support channel.

[oracle.com/premiersupport](https://oracle.com/premiersupport)

[blogs.oracle.com/support](https://blogs.oracle.com/support)

“We make the most of the Premier Support tools and resources. The My Oracle Support Community allows us to see how other customers handled similar situations and we share our tips and lessons learned back to the community.”

**Arkalgud Venkatesh, IT Manager, Alameda County**

## TRUSTED | SECURE | COMPREHENSIVE

## CONNECT WITH US

Call +1.800.ORACLE1 or visit [oracle.com](https://oracle.com).

Outside North America, find your local office at [oracle.com/contact](https://oracle.com/contact).

 [blogs.oracle.com](https://blogs.oracle.com)

 [facebook.com/oracle](https://facebook.com/oracle)

 [twitter.com/oracle](https://twitter.com/oracle)

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120

