

Oracle Welcomes Legacy Sun Customers and Partners to My Oracle Support!



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Welcome Legacy Sun Support Customers and Partners

The Sun migration to My Oracle Support is now complete and we would like to welcome all legacy Sun support customers and partners to this new platform. As part of the migration, applications including the Member Support Center (MSC), SunSolve, Sun Download Center, Email Center, Sun Partner Exchange, and Goldstar have retired.

Improved Customer Experience

The move to My Oracle Support is part of our ongoing commitment to help you increase the business value of your Oracle investment. Leveraging the personalized, proactive, and collaborative support capabilities in My Oracle Support may help reduce the time you spend maintaining your Oracle products.

My Oracle Support Access

To access [My Oracle Support](#), you must login using your Single Sign-On (SSO) account and associate at least one valid Support Identifier with your My Oracle Support profile. If you do not have an SSO account already established or are unable to log in to My Oracle Support, please refer to the [My Oracle Support Access Information](#) and [Registration FAQ](#).

If you are a former MSC or Automated Service Request (ASR) user, please be sure to use your existing MSC or ASR login (email address) when establishing your Oracle Single Sign-On. Upon accessing My Oracle Support, it is important to validate your user profile information. You can access your personal settings by going to "Settings" within the "More" tab and selecting the "Account and Privileges" option. Be sure to add your country code and time zone selection to ensure proper Service Request routing.

My Oracle Support Resources

The following resources are designed to help you take full advantage of My Oracle Support's features and functionality.

- [My Oracle Support Getting Started Video](#)—Watch a 10-minute video to learn how to get started with using My Oracle Support.
- [My Oracle Support Training](#)—Review the current schedule for live training and upcoming sessions. Recorded training is also available to help you personalize and navigate the new user interface.
- [My Oracle Support Community](#)— Access on-line support communities specific to

your Oracle environment, backed by Oracle support experts. Collaborate with a global peer group who share real-world best practices. We also invite you to share your experiences by posting to the "Using My Oracle Support" community.

Migration Assistance Resources

The following list of resources provides details about the Sun migration to My Oracle Support:

- [My Oracle Support Welcome Center](#)
- [Frequently Asked Questions](#)
- [Sun Migration Assistance Training](#)
- [Calling Oracle Global Customer Support Customer Support](#)

If you have further questions, use the "Contact Us" link in My Oracle Support or call directly and select the non-technical option to speak to a representative.

We hope you will take full advantage of My Oracle Support as a key resource for your support needs and look forward to assisting you.

Sincerely,
Oracle Global Customer Support

This is intended for information purposes and may not be incorporated into a contract.

Hardware and Software

Engineered to Work Together