

# My Oracle Support

## Quick Reference Guide

### MY ORACLE SUPPORT

My Oracle Support is the application you use to access Oracle Support online 24x7, for your Oracle systems, software and cloud services.

1. **My Oracle Support:** [support.oracle.com](https://support.oracle.com).  
To access My Oracle Support, click the **Login to My Oracle Support** button on the left side of the page.
2. **Mobile My Oracle Support:** [support.oracle.mobi](https://support.oracle.mobi).

### NEW USER REGISTRATION

1. Click **Register as a new user** link located at: [support.oracle.com](https://support.oracle.com).
2. Complete registration form using your employee email and click **Create Account**.
3. At the Account creation confirmation screen, click **Continue**. (Note: You will receive an email to verify your email address).
4. Once your email address is verified, return to My Oracle Support login: [support.oracle.com](https://support.oracle.com) and click on **Login to My Oracle Support** to complete the registration process.
5. Click **Request Access** to submit your Support Identifier (SI) for verification. (Note: Once verified, the **Next** button will be activated).
6. Enter the **Organization Name** associated with the SI.
7. If you are the Customer User Administrator (CUA), click **Accept the Responsibility** for Oracle Approval. Otherwise, click **Cancel** to continue.
8. Confirm your **Personal Contact Information** and click **Next** at the top of the screen.
9. Read the **Accept the Terms of Use** and click **Submit**.

Users will receive access once their CUA has approved the request. View the [Registration FAQ](#) or [Contact Support](#) for any access issues.

### FIRST STEPS

1. Familiarize yourself with My Oracle Support, by accessing the **How-to Training Video Series** (Doc ID [603505.2](#)).
2. Attend a **My Oracle Support Webcast** to learn more about using My Oracle Support (Doc ID [553747.2](#)).


### DASHBOARD CUSTOMIZATION

Ways to customize your **My Oracle Support Dashboard**:

1. Add more white space by collapsing and expanding regions using the arrows located in the upper left corner of each region.
2. To rearrange regions, click and hold the **region title bar** to drag and drop it into a new location within the same column.
3. To add new regions, click the **Customize Page** link in the upper right corner, click **Add Content** in the column and click the **plus sign** in the pop up window.
4. To delete a region, click the **X** in the upper right corner of that region.

Not satisfied with your changes? Click the blue **Reset Arrow** to return to the dashboard default state.

### FAVORITES

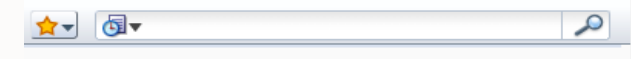
1. Click the **Star icon** by an item to include it to your favorites.  

2. To access, select the **Favorites** menu from the **Star icon** dropdown.
3. Click **Manage Favorites** and Smart Folders to organize bookmarked favorites.

### PATCHES & UPDATES

Users have rapid access to patches and updates, automated patch recommendations, and patch/upgrade planners located in the **Patches & Updates** tab. View the [Search Quick Reference Guide](#) for additional information.

### KNOWLEDGE BASE SEARCH & BROWSE

Users can search via the **Knowledge** tab or using the **Global Search** option located on the top right in the Navigation bar.



View the [Search Quick Reference Guide](#) for additional information.

### SERVICE REQUEST (SR) CREATION

Users with SR Create & Update privileges can log SRs:

1. Click **Create Technical SR** from the **Service Requests** tab.
2. Provide a **Problem Summary & Problem Description** in the **What is the Problem?** section.
3. Click the **Support** tab for the issue type being reported in the **Where is the Problem?** section.
4. You may need to confirm if your software is running on **Oracle Cloud Infrastructure**.
5. Be sure to fill in all the required regions. (Note: Choose the most relevant **Problem Type** in order to drive additional questions and select the applicable Support Identifier (SI); if Hardware; enter the serial number to locate the Support Identifier).
6. Select the **severity level** that represents the issue criticality in the **What is the Severity?** section.
7. Click **Next** in the upper right corner.
8. Review **Solutions**: Review any suggested knowledge article(s) for a possible solution.
9. Acknowledge if a suggested solution resolves your issue.
10. Click **Next** in the upper right corner if you want to continue creating the SR.
11. Review **More Details** and **Upload Files/Attachments** relevant to the issue. (Note: For some products, you may be prompted to answer additional questions).
12. Click **Next** at the top of the page.
13. Confirm your contact information in the **Who should we contact for more information?** section. (Note: To change this contact, select the **Add Alternate Contact** link).
14. Click **Submit** in the top right corner.

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### ENABLE CHAT

Users can communicate with Oracle Support by enabling the Chat feature.

1. Click the **drop-down** menu next to your name.
2. Click the green **Available** button to activate the Chat feature.

### To disable the Chat feature:

1. Click the **drop-down** menu next to your name.
2. Click the grey **Not Available** button to disable the Chat feature.

### UPDATE A SERVICE REQUEST

1. Select the SR under the **Service Requests** tab.
2. Click **Add Update** in the **Update** section.
3. Enter your update in the **Update Detail** box.
4. Click **Post Update**.

### UPLOAD ATTACHMENTS

1. Select the SR under the **Service Requests** tab.
2. Click **Add Attachment** in the **Update** section.
3. Click **Browse** in the **Select File(s)** section to upload your attachment.
4. Add information about the attachment(s) in the **Note** section.
5. If the attachment contains sensitive data, check the box labeled **File may contain personal information of European residents or Protected Health Information (PHI)**. (Note: For detailed information, click the **Oracle GCS Security Practices** link).
6. Click **Attach File(s)** in the lower left corner.

### DETAILED SR UPDATE EMAILS

Users can view full SR updates via an email notification and receive Sev 1 SR text notifications. (Note: The CUA must authorize this feature before users can opt in).

### Steps to request SR Update Emails:

1. Select **My Account** from the drop-down menu located next to your name.
2. Click the **check box** for the SI under the **SR Details** section then click **Save** at the bottom right of the page.

3. Read and confirm the **Data Security E-Mail Policy**.
4. Click **Confirm Request**.

### Sev 1 SR Text Notifications

1. Select **My Account** from the drop-down menu located next to your name.
2. Scroll down to the bottom of the page to the **Receive SR text message** Section.
3. Enter your Mobile Number and click **Send Access Code**.
4. Enter the Access Code and click **Verify Access Code**.
5. Mobile Number is enrolled once the Verify Access Code is validated.

### MY ORACLE SUPPORT COMMUNITY

#### New User Profile Set up

Click the drop-down list by your name and select **Edit Profile** to display the **Avatar & Photos**, **Your Profile**, and **Privacy** tabs.

#### Avatar & Photos > Profile Photos

1. Click **Avatar & Photos**.
2. Click **Add photo** to upload your photo.
3. Click **Finish**.

#### Avatar

1. Scroll down the page to the **Avatar** section.
2. Select the Avatar you want to use or add your own.
3. Click **Finish**.

(Note: Approval notification is provided within 12-24 hours).

#### Your Profile > Edit Profile

1. Click the **Your Profile** tab.
2. Click on a **radio** button to select your default community in the **Set Your Default Community** section.
3. Click any of the **Edit** links to update your information.
4. Click **Save**.

#### Privacy

1. Click the **Privacy** tab.
2. Update the **Visible To** fields to select the privacy levels in which other members can see your information.
3. Click **Save**.

### NAVIGATION

1. Click the **Space List** link at the top of the landing page to locate your **Community Space**.
2. Click the **Community Space** to display the **Subspace Communities**.
3. Click the **Subspace Community** to access the community page

### MOBILE

On the go? Use [support.oracle.mobi](https://support.oracle.mobi) to check your SRs, search the knowledge base and more from your mobile device.

1. Log into [support.oracle.mobi](https://support.oracle.mobi) and click **Sign In**.
2. Stay Proactive by accessing SRs, knowledge articles or pending user requests if you are a CUA.
3. View [Mobile My Oracle Support for Customers \(MMOS\)](#) for additional information.

### HELP

Oracle Support is available 24x7 to assist you. If you cannot access My Oracle Support, please [contact us](#).

If you have My Oracle Support issues with your Support Identifier or CUA related issues, use the **“Contact Us”** option on the top right to create a **Non-Technical Service Request**.

Post your questions to the [Using My Oracle Support Community](#).

### LEARN MY ORACLE SUPPORT

- Access the online [Help documentation](#).
- Review the My Oracle Support **‘How-to’ training**.
- Attend a Oracle Support [Essentials Webcast](#).
- Get accredited with [Oracle Support Accreditation](#).
- Learn how to [Get Proactive!](#)

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