



**Support Process Guide for
goBalto Customers**

Effective March 26, 2019

Support Process Quick Guide

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Log In to the Support Portal

In order to log in to the Health Sciences Support portal, you first need to create an Oracle account. If you already have an Oracle account, you can skip this step.

[Create your Oracle account](#)

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Create a Support Request

1. Log in to the [Support portal](#).
2. Click **My Requests** on the home page.
3. Click **Create a New Support Request**.
4. Fill out the page and click **Submit**.

3

View/Update Support Requests

1. Log in to the [Support portal](#).
2. Click **My Requests** on the home page.
3. Click the support request number you are interested in to display the **Communication History** page.
4. Ensure that the answer for the question “**Has your problem been resolved?**” is set to either **No** or **Yes** as applicable.
5. Enter your update in the **Add additional information to your Service Request** field.
6. Click **Submit**.

Support Process Detailed Instructions


1

Log In to the Support Portal

1. In order to log in to the Support portal, you first need to create an Oracle account through the link below. If you already have an account, you can skip this step.

[Create your Oracle account](#)

- Please use the same email address used to access the Site Select, Site Activate, and Site Analyze cloud services.
- Please fill in the required fields.


Create Your Oracle Account

Already have an Oracle Account? [Sign In](#)

Email Address* Your email address is your username.

Password* Passwords must have upper and lower case letters, at least 1 number, not match any part of your email, and be at least 8 characters long.

Retype password*

Country* USA

Name* First or Given Name Last Name

Job Title*

Work Phone*

Company Name*

Address*

City*

State/Province* -Select-

ZIP/Postal Code*

Yes, send me marketing communications on Oracle Products, Services and Events.
You may opt-out of all marketing communications: [Unsubscribe](#).


By clicking on the "Create Account" button below, you understand and agree that the use of Oracle's web site is subject to the [Oracle.com Terms of Use](#). Additional details regarding Oracle's collection and use of your personal information, including information about access, retention, rectification, deletion, security, cross-border transfers and other topics, is available in the [Oracle Privacy Policy](#).

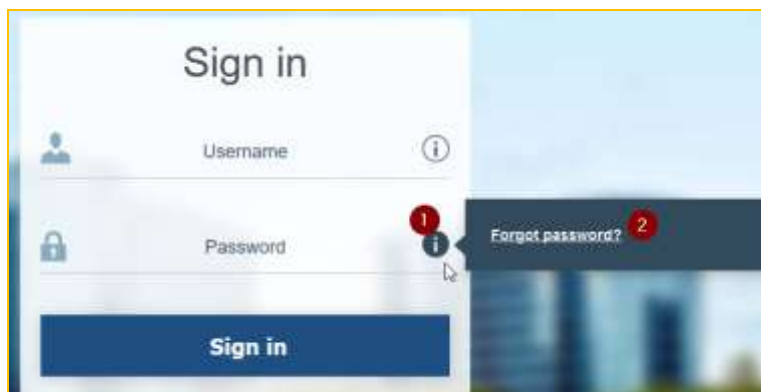
Create Account

- Clicking on **Create Account** will send a verification email to your email address. Verify the account by clicking the link provided in the verification email.
- The account creation process is now complete.

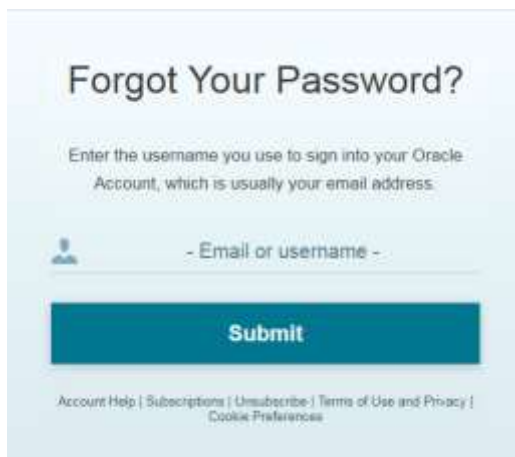
2. Once you have successfully created your Oracle account, you can log in to the [Support portal](#) to report new issues and view or update the support requests you have logged.



3. If you forget your password, you can reset it by 1) clicking the Information icon  and then 2) clicking **Forgot password?**



4. Enter your email address, click **Submit**, and you will receive an email with a link to reset your password.



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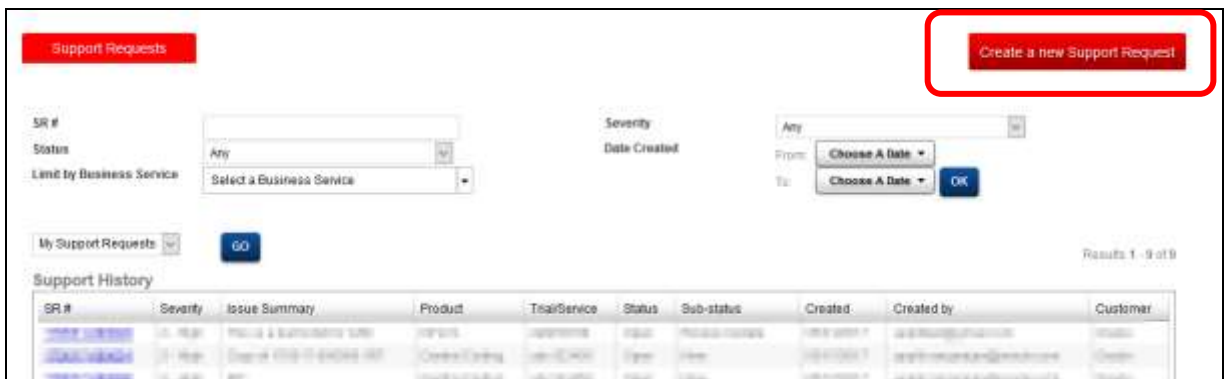
Create a Support Request

To create a new support request:

1. Once you are logged in to the Support portal, click **My Requests** on the home page.



2. Click **Create a new Support Request**.



3. Fill out the page and click **Submit**.

Submit a Request to our Product Support Team

Select Product *

Select Business Service *

Environment *

Application URL/Website Address

Severity *

Issue Category *

Alternative ref number (if applicable)

Summary of Support Request *

Full Detail of Support Request *

Note:In the Summary/Full Detail fields, do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those specified in the Oracle GCS Security Practices link below:
[Oracle GCS Security Practices](#)

Additional Contacts:

Attach Documents
 No file chosen

*All file types accepted, 20 mb Max

4. You will receive an email notification that you have created a new support request.

3

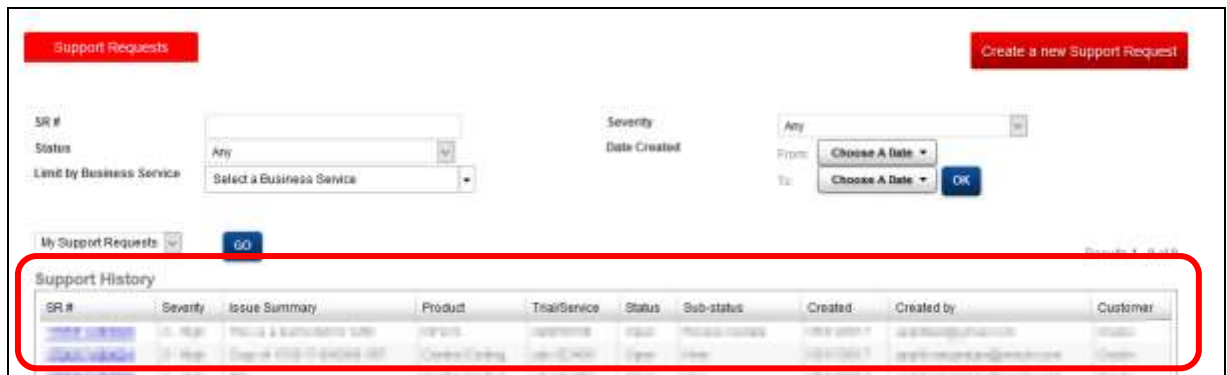
View/Update Support Requests

To view and update support requests you have created:

1. Once you are logged in to the Support portal, click **My Requests** on the home page.

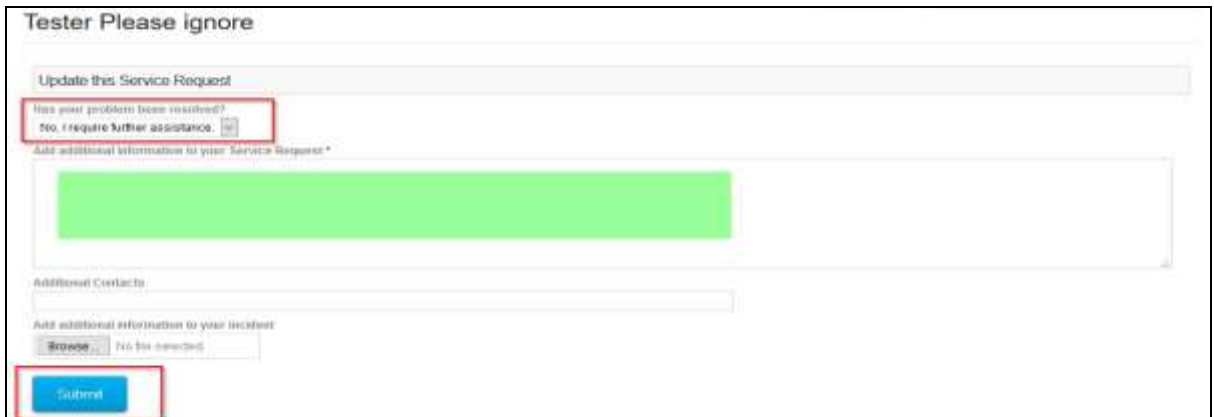


2. You will see your support requests listed in the Support History section.



3. Click the support request number you are interested in to display the **Communication History** page.
4. Ensure that the answer for the question **“Has your problem been resolved?”** is set to either **No** or **Yes** as applicable.
5. Enter your update in the **Add additional information to your Service Request** field (shown in green).

6. Click **Submit**.



Tester Please ignore

Update this Service Request

Has your problem been resolved?
 No, I require further assistance.

Add additional information to your Service Request*

Additional Contacts

Add additional information to your incident

No file selected

7. You will receive an email notification that the support request has been updated.

Additional Questions?

We urge you to create your Oracle account today and log into the Health Sciences Support portal. Familiarizing yourself with the Support portal site will make your transition to Oracle Support services easier, faster, and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please contact [Oracle Health Sciences Cloud Support](#) if you need any assistance.