



**Support Process Guide for  
Oracle Cloud Customers**

**Effective September 18, 2020**

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### Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. First time users will have to register on [MOS](#) using their email address.

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### Open a Service Request (SR) in MOS

1. Go to the [MOS sign-in page](#).
2. Select the "Login" button in the upper-right corner and sign in.
3. From the Cloud Support Dashboard click on the **Service Request** icon.
4. From the "Service Requests" page, click **Create Technical SR** button.
5. Complete the Problem Description and click **Next**. Alternatively, click **Submit** if you have no other information to enter.
  - If you clicked on **Next** you can enter any Additional Details and attach files as desired, then click **Next** again.
6. Review the information you have entered. If necessary, click **Back** to edit your information.
7. Once you are satisfied with the information on each of these screens, click **Submit**.

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### Calling Oracle Support

If you choose to call us regarding a new SR, a support engineer will create an SR for your technical issue and assign it to a technical engineer. An individual who provides technical support for your product will then contact you.

For cloud customers calling to report a technical issue:

- The customer contact calling in will be asked to identify themselves, and they will need to be an approved user under their company SI before the SR can be created.
- Additionally, the customer contact calling in will be sent an email or text message asking them to log into the customer portal and approve the request before the SR can be worked by Oracle Support

For technical issues of an urgent nature, you can either use [MOS](#) to submit a Severity 1 SR or you can call Oracle Support.

The support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).

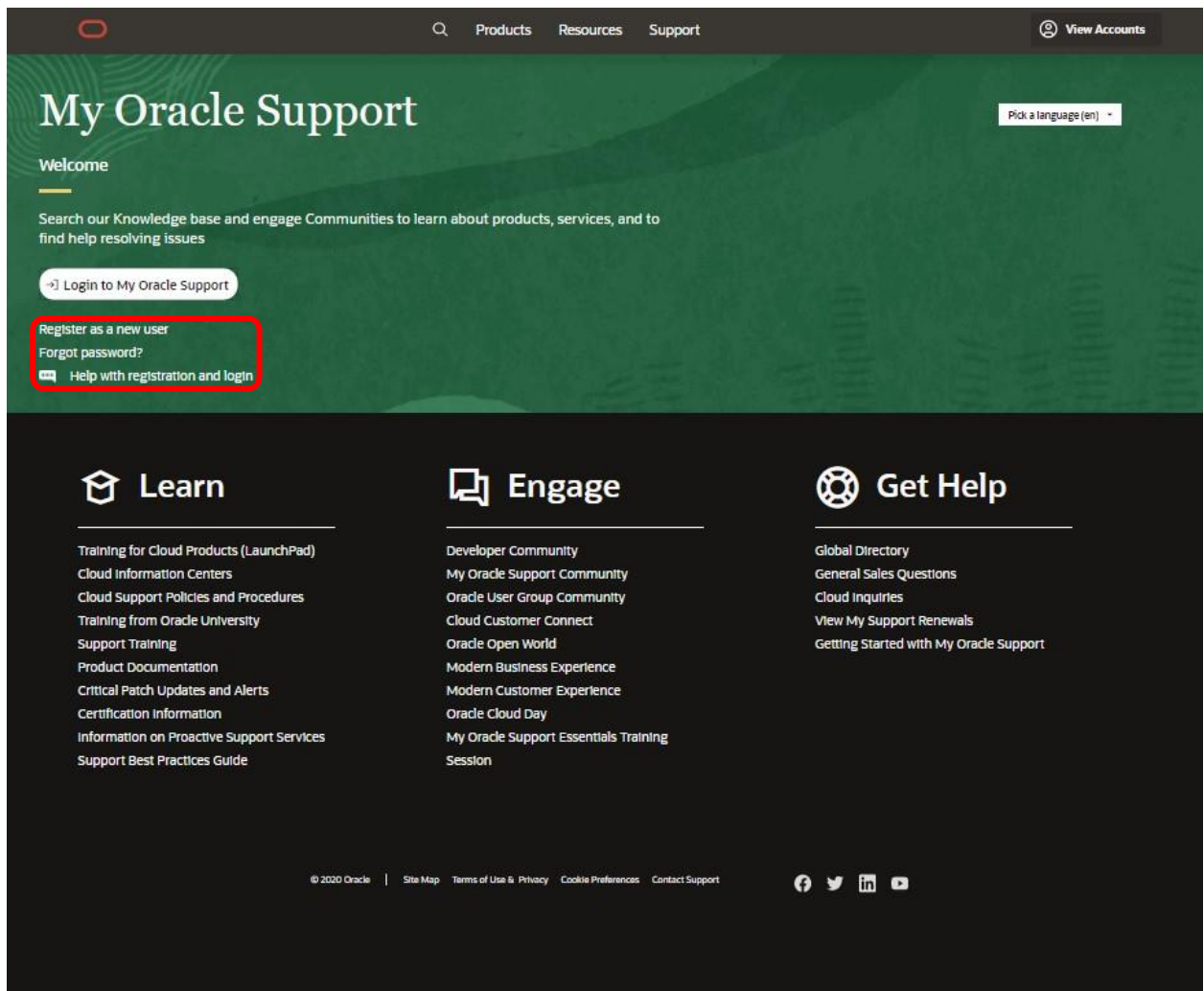
## Support Process Detailed Instructions

1

### Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. If you are a first time user, you will have to register on [MOS](#) using your email address.

1. Register on [MOS](#).



**ORACLE®**  
My Oracle Support

### Create Your Oracle Account

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

Email Address\*  Your email address is your username.

✓ If the email address is confirmed to you

Password\*  Passwords must have upper and lower case letters, at least 1 number, no spaces, no part of your email, and be at least 8 characters long.

✓ Password meets requirements

Repeat Password\*  ✓

Country\*  ✓

Name\*   ✓

Job Title\*  ✓

Work Phone\*  ✓

Company Name\*  ✓

Address\*  ✓

City\*  ✓

State/Province\*  ✓

ZIP/Postal Code\*  ✓

☐ Yes, send me marketing communications on Oracle Products, Services and Events.  
You may opt out of all marketing communications on Oracle Products, Services and Events.

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, notification, deletion, security, cross-border transfers and other topics, is available in the Oracle Privacy Policy.

**Create Account**

[Account Help](#) | [Subscriptions](#) | [Unsubscribe](#) | [Terms of Use and Privacy](#) | [Cookie Preferences](#)

It is highly recommended that you register using an email address matching your company domain or the email address you use to access the Oracle cloud service. You will be sent an email from Oracle Support after you click "Create Account."

In this email you will be asked to verify your registration. Please wait 5 minutes after you verify to move to the next step and ensure your registration is active.

If you do not receive an email with the link to continue registration, check your spam filters first. If you still do not receive the email, please call Oracle Support to have the email re-sent (see [page 12](#)).

2. Sign in to [MOS](#) using the account you just created and validated. *Your next step will depend on whether your SI has already been associated with your account as part of the cloud service provisioning process.*
3. If you are **not** presented with the screen shown in this step, then your SI has already been associated to your account and you are finished with the registration process. You can proceed directly to [Section 2 – Open a Service Request in MOS](#).

Otherwise, ensure access to your products by adding your Support Identifier (SI) to your account by typing in your SI number and clicking **Request Access**.

**Request Access** | [Provide Contact Information](#) | [Accept Terms Of Use and Submit](#)

### Connect your User Account

[Next](#)

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

\* Support Identifier

**Request Access...**

#### Access Requests

Support Identifier	Note to Approver	Role	Remove
A valid Support Identifier must be added to go to the next step.			

- The system will make sure this is a valid SI and add it to the Access Requests table. Click **Next**.

**Request Access** Provide Contact Information Accept Terms Of Use and Submit

**Connect your User Account** Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? ☒ Visit the Registration Help

Note to Approver: Please approve me as I need to get access for project X

\* Support Identifier:

[Request Access...](#)

**Access Requests**

Support Identifier	Note to Approver	Role	Remove
20008985	Please approve me as Admin		

- Provide your contact information and then click **Next**.

**ORACLE MY ORACLE SUPPORT**

Add Support Identifiers **Provide Contact Information** Accept Terms Of Use and Submit

**Provide Contact Information** Back Next

Fill out your contact information accurately. This could impact the delivery of software or hardware (parts) to your address, or how and when we need to contact you for more information when filing a service request.

\* First Name: Kate

\* Last Name: Mosuser

\* Street Address 1: 1234 My Oracle Support Way

Street Address 2:

\* City: San Francisco

\* Country: United States

\* State/Province: California

Zip Code or Postal Code:

\* Time Zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana

\* Phone: 555-555-5555

Fax:

\* Required Field

- Please read the My Oracle Support Terms of Use and click the “I Accept” button to continue. Choosing “I do not accept” will terminate the registration process.

**ORACLE MY ORACLE SUPPORT**

Add Support Identifiers Provide Contact Information **Accept Terms Of Use and Submit**

**Accept Terms Of Use and Submit** Back Submit

(including Oracle employees) in any forum. My Oracle Support may contain hyperlinks to web sites controlled by parties other than Oracle. Oracle is not responsible for and does not endorse the contents or use of these web sites.

**5. Export Compliance**

You agree that you will comply with all United States export laws and that none of the information in the Materials will be exported, directly or indirectly, in violation of such laws.

**6. Materials and My Oracle Support Terms of Use Subject To Change Without Notice**

The contents of the Materials are subject to frequent change without notice. As well, the My Oracle Support Terms of Use may change without notice, and you agree to abide by the My Oracle Support Terms of Use in effect each time that you access My Oracle Support.

**7. Right to Revoke and Monitor Access**

Oracle retains the right to revoke access to the Materials at any time for any reason. Access to My Oracle Support may be monitored by Oracle.

Oracle 500 Oracle Parkway Redwood Shores, CA 94065 USA Worldwide Inquiries: Phone: (+1) 650.506.7000 Fax: (+1) 650.506.7200

CLICK "I accept the My Oracle Support Terms of Use" to ACCEPT THESE TERMS AND REGISTER My Oracle Support.

☒ I Accept the My Oracle Support Terms of Use

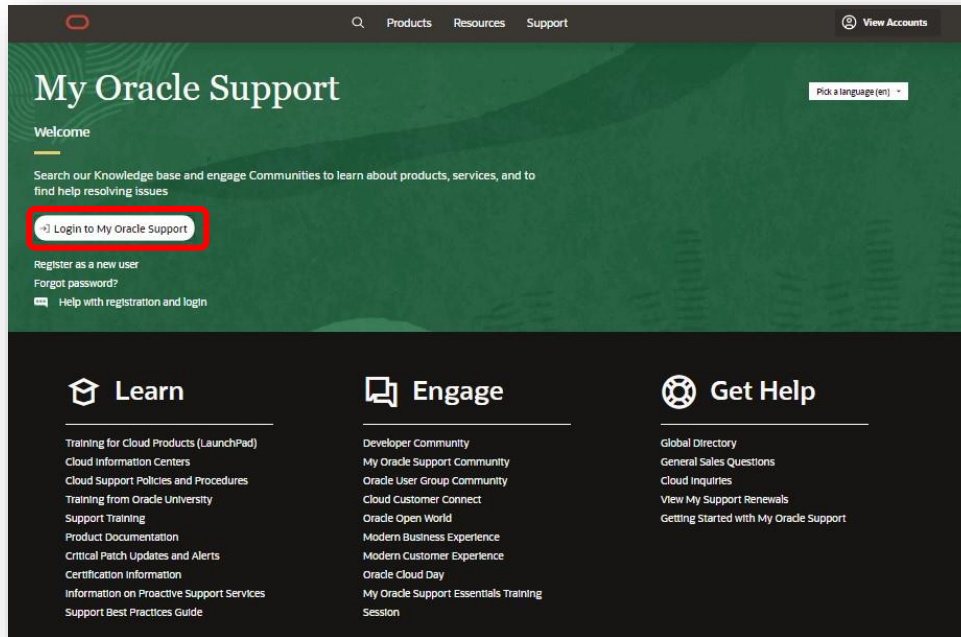
7. Upon acceptance, your registration request will be forwarded to the administrator of your SI (the primary cloud admin user at your company who has been assigned the user administrator role) for approval. It may take some time for your request to be approved. Once your request is approved, you will be able to open a Service Request in [MOS](#).



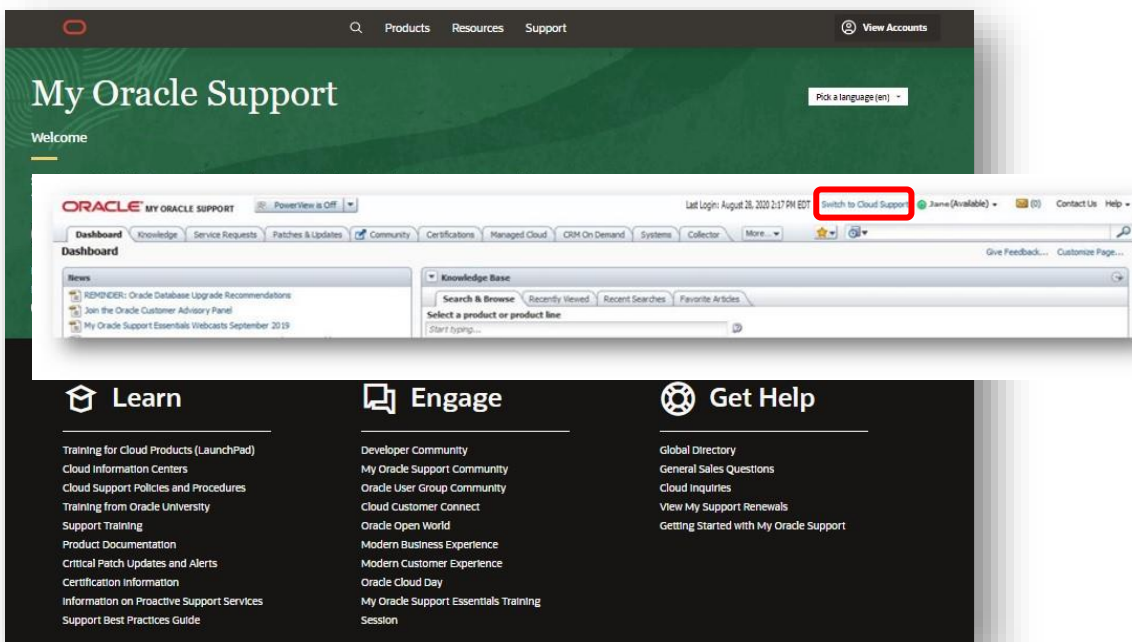
## 2

## Open a Service Request in MOS

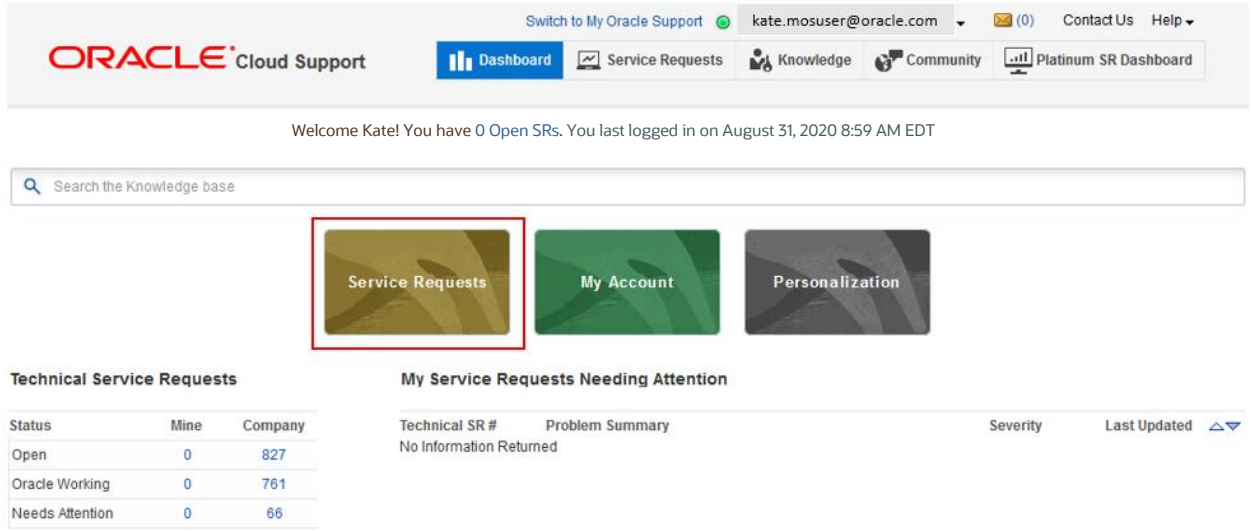
1. Go to [MOS](#) and sign in.



2. If you need to switch portals, select "Switch to Cloud Support".



- From the Cloud Support dashboard click on the **Service Request** box.



Switch to My Oracle Support 🟢 kate.mosuser@oracle.com 📧 (0) [Contact Us](#) [Help](#)

**ORACLE® Cloud Support** [Dashboard](#) [Service Requests](#) [Knowledge](#) [Community](#) [Platinum SR Dashboard](#)

Welcome Kate! You have 0 Open SRs. You last logged in on August 31, 2020 8:59 AM EDT

**Service Requests**

**My Account**

**Personalization**

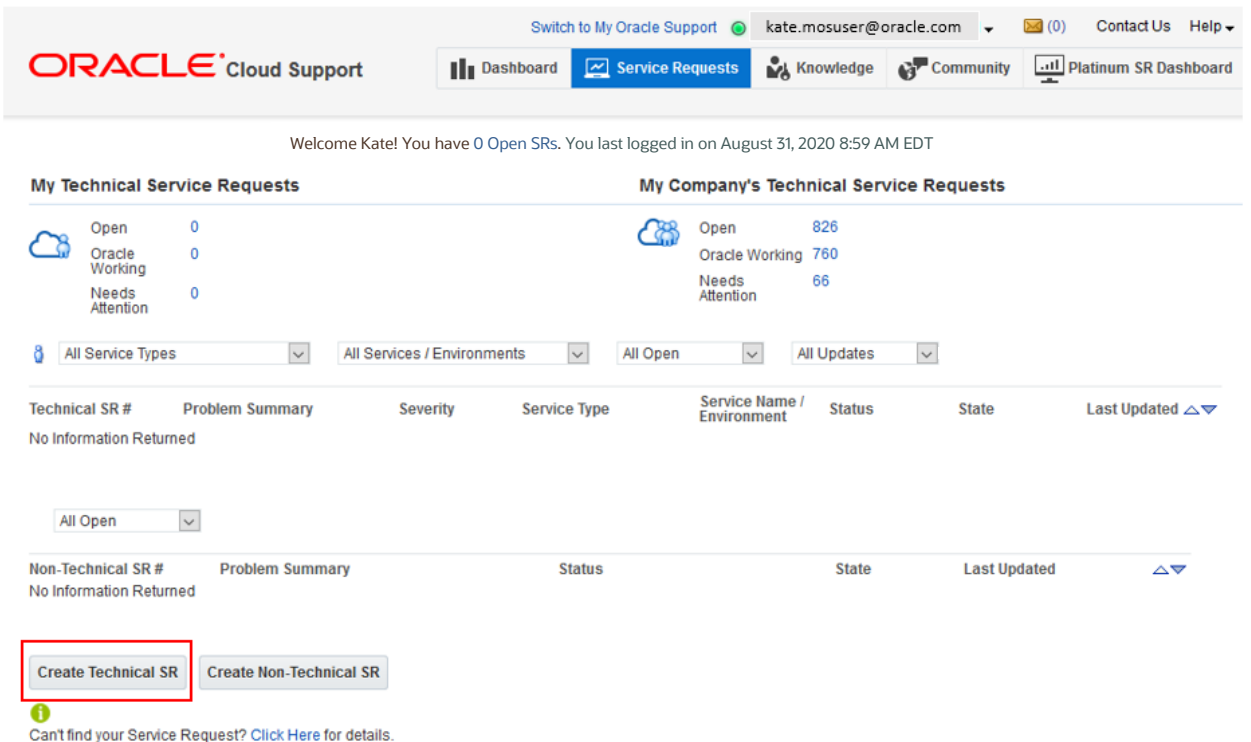
**Technical Service Requests**

Status	Mine	Company
Open	0	827
Oracle Working	0	761
Needs Attention	0	66

**My Service Requests Needing Attention**

Technical SR #	Problem Summary	Severity	Last Updated
No Information Returned			

- From the “Service Requests” page, click the **Create Technical SR** button.



Switch to My Oracle Support 🟢 kate.mosuser@oracle.com 📧 (0) [Contact Us](#) [Help](#)

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Welcome Kate! You have 0 Open SRs. You last logged in on August 31, 2020 8:59 AM EDT

**My Technical Service Requests**

Open	0
Oracle Working	0
Needs Attention	0

**My Company's Technical Service Requests**

Open	826
Oracle Working	760
Needs Attention	66

Technical SR #	Problem Summary	Severity	Service Type	Service Name / Environment	Status	State	Last Updated
No Information Returned							

Non-Technical SR #	Problem Summary	Status	State	Last Updated
No Information Returned				

**Create Technical SR**

Create Non-Technical SR

📘 Can't find your Service Request? [Click Here](#) for details.



- Complete the Problem Description, which is step one of the 3-step SR creation process. Accurately describe the issue or concern by filling in fields, then progress onto the second screen by clicking the **Next** button. Alternatively, click **Submit** if you have no other information to enter.

**Create Service Request**

Problem Description Additional Details Confirmation

Next Submit

Service Type: Oracle Database Cloud Service – S20

Service Name: DB GROUP

Problem Type: General

Problem Summary: Problem Summary

Primary Contact: Jane Doe

Phone Numbers: 5555555555

E-mail Address: kate.mosuser@oracle.com

Contact Method: Web

Severity: 3 - Minor loss of service

Description: Description

1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)

dd-mm-yyyy, hh:mm:ss

2) USER experiencing issues

USER experiencing issues

- If you clicked on **Next** in the previous step, you can now add any **Additional Details** that may assist in issue resolution. Attachments may also be uploaded at this time in the form of a file with screen shots, on-screen errors, or step-by-step instructions reproducing the problem that is occurring in your service. When satisfied, click **Next**.

**Create Service Request**

Problem Description Additional Details Confirmation

Back Next Submit

Service Type: Oracle Database Cloud Service – S20

Service Name: DB GROUP

Problem Type: General

Problem Summary: Problem Summary

Primary Contact: Kate Mosuser

Phone Numbers: 5555555555

E-mail Address: kate.mosuser@oracle.com

Contact Method: Web

Severity: 3-Standard

Description: Description

1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)

dd-mm-yyyy, hh:mm:ss

2) USER experiencing issues

USER experiencing issues

3) Please detail any information that may help us in assisting to resolve your issue.

Attachments

File Name	Size	Date Uploaded
No Information Returned		

Add Attachment

- The third and final step of the SR creation process is to review the information you have entered. If necessary, click on the **Back** button to edit your information. Once you are satisfied with the information on each of these screens, click on the **Submit** button. A confirmation with the SR number will be displayed on your screen. This SR will then be displayed in your SR list.

Create Service Request

Back

Problem Description

Additional Details

Confirmation

Submit

Service Type

Oracle Database Cloud Service – S20

Service Name

DB GROUP

Problem Type

General

Problem Summary

Problem Summary

Primary Contact

Kate Mosuser

Phone Numbers

5555555555

E-mail Address

kate.mosuser@oracle.com

Contact Method

Web

Severity

3-Standard

Description

Description

★ 1)

If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)

dd-mm-yyyy, hh:mm:ss

★ 2)

USER experiencing issues

USER experiencing issues

3)

Please detail any information that may help us in assisting to resolve your issue.

Oracle Customer Support

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## Severity Levels

### **Severity 1**

Your production use of the Oracle Cloud Services is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- Service crashes, and crashes repeatedly after restart attempts

Oracle will use reasonable efforts to respond to Severity 1 service requests within fifteen (15) minutes. Oracle will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made. You must provide Oracle with a technical contact during this 24x7 period to assist with data gathering, testing, and applying fixes. Use Severity 1 with care to ensure that resources are allocated appropriately.

### **Severity 2**

You experience a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

### **Severity 3**

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

### **Severity 4**

You request information, enhancement, or documentation clarification regarding the Oracle Cloud Services, but there is no impact on the operation of such service. You experience no loss of service.

## Calling Oracle Support

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For cloud customers calling to report a technical issue:

- The customer contact calling in will be asked to identify themselves, and they will need to be an approved user under their company SI before the SR can be created.
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For technical issues of an urgent nature, you can either use [MOS](#) to submit a Severity 1 SR or you can call Oracle Support. The support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).

The US toll free number is **1-800-223-1711**.

When you call, you will be asked to identify yourself and state the product line you are inquiring about.

### Oracle Customer Satisfaction Survey Program

As part of our goal to achieve industry-leading customer satisfaction, Oracle is dedicated to improving the quality of the support that you receive. To this end, we regularly conduct customer surveys to learn about your experiences with Oracle support services. Our Customer Satisfaction Survey Program is one of the primary methods we use to measure success and drive quality-related initiatives within our Global Customer Support organization.

Oracle will begin administering the Customer Satisfaction Survey Program to our customers who close service requests. If you are invited to participate in the survey program, you will receive an invitation e-mail with a subject line that reads: **Oracle Wants Your Feedback for Service Request**.

We thank you in advance for taking a few moments to provide your feedback if contacted; this direct input is vital to helping us improve our support delivery and issue resolution processes. Also, please note that Oracle will ensure the confidentiality of your information in accordance with [Oracle's privacy policies](#).

### Additional Questions?

We urge you to register for [MOS](#) today. Familiarizing yourself with the [MOS](#) 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 Support if you need any assistance, the support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).