

My Oracle Support Innovation in Action



As an Oracle Premier Support customer, your investment includes access to specialized Oracle support tools and resources through the [My Oracle Support](#) customer portal. When you leverage My Oracle Support, you can expect a superior support experience. This exclusive portal is the industry leader in providing comprehensive support resources.

OUR GOAL

Provide customers with a robust support portal experience. My Oracle Support is your key to getting the most value from Oracle Premier Support.

KEY BENEFITS

“The My Oracle Support team is committed to providing one of the best portal experiences in the industry, by driving improvements for ease of use, faster navigation and valuable content for both our software and systems customers.”

Dennis Reno
Oracle Vice President
Customer Portal Experience

GO MOBILE!

Learn about [Mobile My Oracle Support](#) to keep tabs when you are away from your office or desktop. Check the status of Service Requests, search knowledge or bugs and perform CUA actions. Visit [Support.Oracle.mobi](#) on your mobile device to log in.

PARTICIPATE


My Oracle Support Community is an exclusive group of IT professional peers and Oracle Support experts. Join the [Community](#) to participate in discussions, exchange documents, and gain access to many more resources

My Oracle Support

My Oracle Support is a vast repository of useful information, handbooks, catalogues, diagnostic tools, best practices, patches as well as many more resources. The portal provides a simplified and customizable dashboard for you to keep tabs on all your systems activities and Oracle Support interactions.

My Oracle Support offers an extensive knowledge base to search for known solutions. Chances are good that an answer or solution exists for your issue. The portal also offers proactive and preventive tools to help keep your systems, software, and applications running smoothly. The My Oracle Support Community opens the way to collaborate real-time with industry peers and Oracle experts. When needed, My Oracle Support is your conduit to log a Service Request with Oracle Support. To register for your account, go to [My Oracle Support](#) at [support.oracle.com](#).

LET'S GET STARTED

Steps	
Register	<p>You will need your Support Identifier number, a unique number identifying your organization, a specific set of Oracle products, and the level of service you ordered for those products.</p> <p>If you are the first user to register a Support Identifier, you will see a prompted to accept the Customer User Administrator (CUA) role. You must accept the Customer User Administrator (CUA) role to continue. Next, you will be asked to enter the first five characters of the organization's name that owns the Support Identifier. The last step to complete your registration requires you to check your email for confirmation.</p>
Explore	<p>To get answers to My Oracle Support 'how to' questions. From the Dashboard go to :</p> <ul style="list-style-type: none"> • <i>Getting Started then go to the User Resource Center</i> • <i>Use page contextual  documentation</i>

WATCH THIS!

[My Oracle Support: Year Of Innovation](#)

LEARN FROM AN EXPERT

Complimentary [My Oracle Support Training on Demand](#) offered through Oracle University explains features and functionality basics.

Personalize


Personalize your pages using the Customize Page link to:

- Add Content or Remove unused regions
- Use the arrows to expand or collapse regions
- Move a region on the page with drag and drop

- Use the Customize Page Edit tools 

Go to My Account/Settings to further personalize your experience.

QUICK TIPS FOR NEW USERS**Tips****Build PowerViews**

-  PowerView puts you in control of information you want to see in the Service Request, Knowledge, Patches and Updates, and System tabs. Create multiple PowerViews to see information through filters you define by:
- One or more Support Identifier(s)
 - A Product or Product Line
 - Platform, Favorite, Lifecycle and more
 - Use condition combinations for job responsibilities and areas of interest

Search Knowledge

Search the extensive knowledge base using tailored and guided search capabilities. Refine your searches by using

Simple Search:

- Entering a product name or using the product menu
- Turning PowerView ON, or OFF to use regional filters

Advanced Search

- A specific Source: BUG Database, Communities, Sun Systems Handbook and more
- Phrases and other search refinement options

Create Service Requests

Create Service Requests using a short guided process. Ease of use also includes ability to:

- Copy and reuse previously created Service Requests
- Use a Service Request profile to auto-fill sections
- Detach the Service Request region for full window view
- Sort Service Requests data using display header menus
- More Information for Hardware: [Learn about Auto Service Request \(ASR\)*](#)

Download Patches and Updates

Here you find patches and updates and also find product based diagnostics to help expedite troubleshooting and resolutions.

- Use Simple and Advanced Search capabilities
- Learn about Patch Recommendation and Update Planner

More Information for Hardware: [Sun Patches and Updates Resource Center.*](#)

Research Certifications

Certification functionality helps you identify databases, systems and platforms that are intended to work together. The information here helps you strategize and plan systemic upgrades over the course of your product lifecycles.

For more Information:  [Watch the Certification viewlet*](#)

*You will need to register for your My Oracle Support account to view these resources.

My Oracle Support is moving forward!

We continue to innovate based on what our customers need.



[Join the Oracle Customer Advisory Panel and tell us what you think.](#)


For digital copy of this Oracle DATA SHEET go to:

<http://www.oracle.com/us/support/innovation-in-action-1905768.pdf>

**CONTACT US**

For more information about My Oracle Support, visit oracle.com/support or call +1.800.ORACLE1 to speak to an Oracle representative.

CONNECT WITH US

-  blogs.oracle.com/oracle
-  facebook.com/oracle
-  twitter.com/oracle
-  oracle.com

Hardware and Software, Engineered to Work Together

Copyright © 2014, 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. 1114

