Support Process Guide for
Oracle Cloud Customers

Effective September 18, 2020
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.

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.

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.
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.

![My Oracle Support Portal](image)
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.

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

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

6. 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.
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.
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".

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Oracle Customer Support
3. From the Cloud Support dashboard click on the **Service Request** box.

4. From the “Service Requests” page, click the **Create Technical SR** button.
5. 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.

6. 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.
7. 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.
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.
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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.