



**Support Process Guide for  
Oracle Cloud Customers**

**Effective June 5, 2019**

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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 "Cloud Support" radio button in the upper-right corner and sign in.
3. From the Dashboard or the "Service Requests" tab, click the **Create Technical SR** button.
4. 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.

5. Review the information you have entered. If necessary, click **Back** to edit your information.
6. 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 technical issues of an urgent nature, you can either use [MOS](#) to submit a Severity 1 SR or you can call Oracle Support.

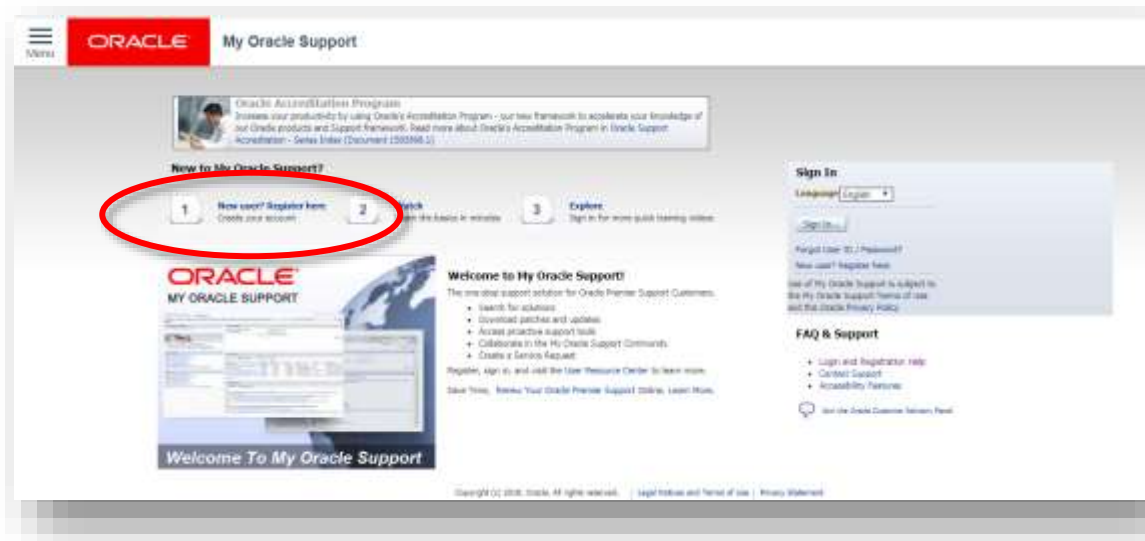
The support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).

### 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](#).



The screenshot shows the 'Create Your Oracle Account' registration form. The form is titled 'ORACLE My Oracle Support Create Your Oracle Account' and includes a sub-header 'Already have an Oracle Account? Sign In'. The form fields include: Email Address (with a dropdown for 'My Oracle Support Account'), Password (with a strength indicator), Repeat password, Country (USA), State (dropdown), City (dropdown), Phone Number (with a dropdown for '+1 800-455-0200'), Company Name, Address (Street, City, State, Zip), and Specialized User (dropdown). At the bottom of the form is a 'Create Account' button. Below the form, there is a small disclaimer: 'By clicking on the "Create Account" button, you acknowledge that you are the user of the Oracle cloud service and you agree to the Oracle Cloud Service Terms of Use and the Oracle Cloud Service Privacy Policy.' At the very bottom, there is a footer with links: 'Account Help | Accessibility | Feedback | Terms of Use and Privacy | Contact Us'.

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 10](#)).

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

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 prod

\* Support Identifier: 2000945

**Request Access...**

#### Access Requests

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

4. 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

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
2000945	Please approve me as Admin		

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

The screenshot shows the Oracle My Oracle Support registration process at the 'Provide Contact Information' step. The page title is 'ORACLE MY ORACLE SUPPORT'. The navigation bar includes 'Add Support Identifiers', 'Provide Contact Information', and 'Accept Terms Of Use and Submit'. The main heading is 'Provide Contact Information' with 'Back' and 'Next' buttons. A red arrow points to the 'Next' button. The form contains the following fields:

- \* First Name: Kate
- \* Last Name: Mosauer
- \* Street Address 1: 123 My Oracle Support Way
- Street Address 2: (empty)
- \* City: San Francisco
- \* Country: United States (dropdown)
- \* State/Province: California (dropdown)
- Zip Code or Postal Code: (empty)
- \* Time Zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana (dropdown)
- \* Home: 555-555-5555
- Phone: (empty)

\* Required Field

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.

The screenshot shows the Oracle My Oracle Support registration process at the 'Accept Terms Of Use and Submit' step. The page title is 'ORACLE MY ORACLE SUPPORT'. The navigation bar includes 'Add Support Identifiers', 'Provide Contact Information', and 'Accept Terms Of Use and Submit'. The main heading is 'Accept Terms Of Use and Submit' with 'Back' and 'Submit' buttons. A red arrow points to the 'I Accept the My Oracle Support Terms of Use' checkbox. The form contains the following text:

**Accept Terms Of Use and Submit**

(including Oracle employees) in any form. My Oracle Support may contain materials to which access is 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 reserves 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) 800.505.7000 Fax: (+1) 800.505.7200

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. You will have to wait until your request is approved before you will be able to open a Service Request in [MOS](#).



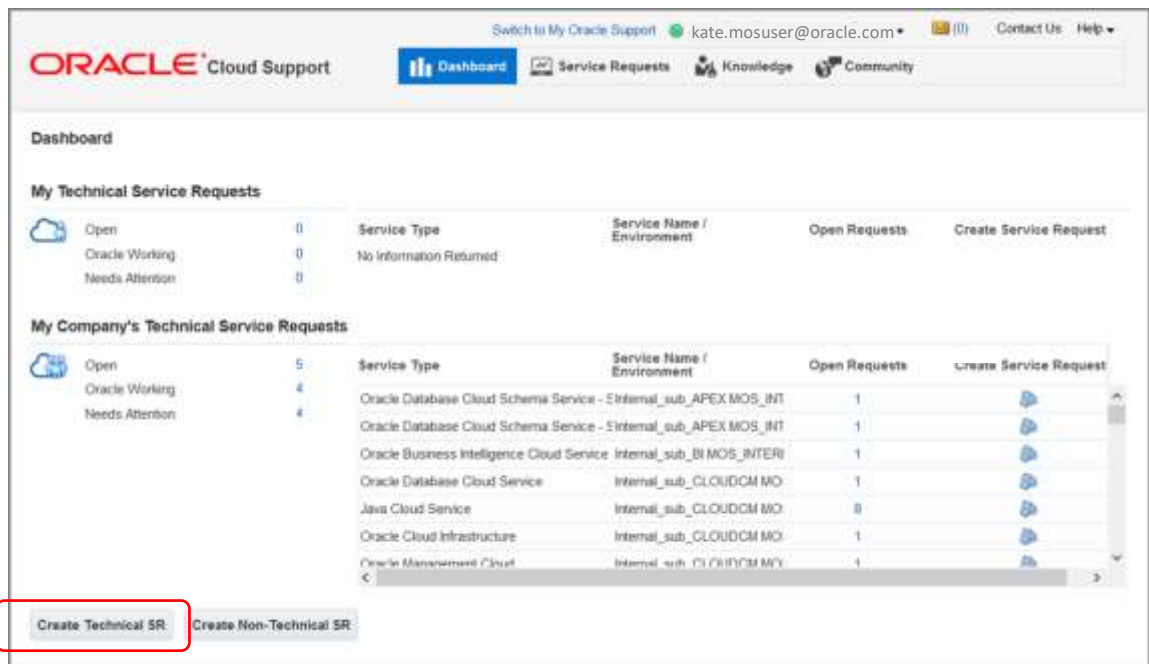
## 2

### Open a Service Request in MOS

1. Go to [MOS](#). Select the “Cloud Support” radio button in the upper-right corner and sign in.



2. From the Dashboard or the “Service Requests” tab, click the **Create Technical SR** button.



3. 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.

The screenshot shows the 'Create Service Request' form at the 'Problem Description' step. The progress bar at the top indicates the current step. The form contains the following fields and options:

- 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 - Minor loss of service (selected)
- Description:** Description
- Instructions:**
  - 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)
  - 2) USER experiencing issues

4. If you clicked on **Next** in the previous step, you can now add any **Additional Details** that may assist in issue resolution. Attachments, if helpful, 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**.

The screenshot shows the 'Create Service Request' form at the 'Additional Details' step. The progress bar at the top indicates the current step. The form contains the following fields and options:

- 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
- Instructions:**
  - 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)
  - 2) 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)
- 2) USER experiencing issues
- 3) Please detail any information that may help us in assisting to resolve your issue.

## 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.

## 3

### 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 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](#).