Knowledge Without Borders
Exploring Knowledge and Learning with the
JD Edwards Resource Library

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Agenda

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3. Test Your Knowledge
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Overview
Great Quotes

“The more that you read, the more things you will know. The more that you learn, the more places you'll go.”

“You’ll miss the best things if you keep your eyes shut.”

— Dr. Seuss, I Can Read With My Eyes Shut!
Oracle Learning Library
JD Edwards Resource Library

JD Edwards Resource Library is Now Available!

Make the right move! Access important information about JD Edwards using the new JD Edwards Resource Library.

Check it out today!

Hardware and Software, Engineered to Work Together
Oracle Learning Library

Benefits

- **One location**: Provides a single location to access content residing in multiple locations.
- **JDE 5G**: Models the easy-to-use philosophy driving JD Edwards development.
- **Content**: Restrictions are identified while still advertising the content.
- **Feedback**: Includes a method of providing ratings and feedback.
- **What’s New**: Provides information on newly released products and features.
- **My Interest Is**: Groups information by product and technical areas, such as Supply Chain Management and One View Reporting.
- **Easy to Access**: All you need is an Oracle account to access much of the information, such as tutorials, knowledge paths, demos, and TOIs. Content that resides on My Oracle Support requires a support login.
- **Easy to Locate**: All you need to know is learnjde.com!
Demonstration
JD Edwards Resource Library

Welcome

Welcome to the JD Edwards Resource Library on the Oracle Learning Library. The Oracle Learning Library is home to resources that support the JD Edwards product line. This site connects you with JD Edwards content available on the Oracle Learning Library as well as provides access to important information for both EnterpriseOne and World products available worldwide.

Oracle’s JD Edwards EnterpriseOne is an integrated applications suite of comprehensive enterprise resource planning (ERP) software solutions that help you to improve your profitability and reduce your total cost of ownership. EnterpriseOne is the first ERP solution to run all applications on Apple iPad. JD Edwards EnterpriseOne software allows you to turn your business experience into a business solution with a low total cost of ownership.

Here’s a brief description of what you can expect to find in this library:

- Get Started: If you are new to JD Edwards EnterpriseOne, or just new to the latest software releases, begin at the Getting Started section of this library.
- What’s New: View the latest additions and updates to the JD Edwards Resource Library. Use the latest JD Edwards and World features and enhancements. Discover how to compare product changes that were introduced since your last upgrade.
- I am using…: custom environments to support the high-level needs of administrators, business users, and end users.
- My interests…: review resources organized by location and areas.
- I want to…: Review recently added features that are described in content available on the Oracle Learning Library.
- I want to learn…: Learn about training options available for expanding your knowledge of the JD Edwards product.
- I need to upgrade…: Learn the benefits of upgrading your JD Edwards edition and review resources to support your upgrade.
- My Community…: Learn about user communities, conferences, webinars, social media, and user groups.

Use the Tag Cloud below to view JD Edwards Oracle Learning Library content that is associated with each tag.

Note that to view a specific tag, you must have a JD Edwards Account or a JD Edwards Support login, which is available with a signed support agreement.

Click on the graphic below to read Lyn Edgerton's interview.
Test Your Knowledge

Where Can I Find.....?
Question 1

You visit the JD Edwards Resource Library (learnjde.com) once a week to look for information that supports your job role. How can you find out what has been added or revised since the last time that you visited?

• Answer:
  – Access the *What’s New on the Resource Library* page under the *What’s New* tab.
  
  *Remember you can scroll down to see what’s new in the last 60 days!*
Question 2

You heard that a new JD Edwards EnterpriseOne product has been released and want to learn more about it. Where do you look for an announcement about the new product and see associated resources?

• Answer: Access the **General** page under the **What’s New** tab to view announcements of new products and features. If it is a new product, you might also find a page for that product listed under the **What’s New** tab...for example **Rental Management**.
Question 3

You want to follow JD Edwards on a social media site. How can you find out, and access, the social media sites in which JD Edwards participates?

- Answer: Access the Social Media page under the My Community tab to view and access the social media sites in which JD Edwards participates.
Question 4

You have just been hired as a software administrator at a company that uses the JD Edwards EnterpriseOne product. Where can you find resources that will help you understand the expectations of your new job role?

• Access the **Administrator / IT** page under the **I am a(n)...** tab (resources that support JD Edwards roles) to view and access resources that support the JD Edwards administrator role.
Question 5

You’ve heard about an end-user reporting feature available for JD Edwards EnterpriseOne called One View Reporting. Where can you go to learn more about One View Reporting?

• Answer: Access the One View Reporting page under the My interest is... tab (resources that support product areas) to view and access resources that support One View Reporting.
Summary
Summary – JD Edwards Resource Library

• **One location.** Centralized place to access all types of helpful resources based on job function/role, user type, what’s new, interest is, and so on!

• **Content.** All kinds of content (tutorials, white papers, demos, documentation, TOIs, Knowledge Paths, etc.) grouped logically by product/technology area, release, content type.

• **Feedback.** Ability to provide feedback on a specific content resource and the JD Edwards Resource Library

• **Easy to Access.** Only need an Oracle account and MOS support login.

• **Easy to Locate:** All you need to know is learnjde.com!
Supplemental Information
Quicker Service Request (SR) Resolution

*My Oracle Support enhancements for quicker issue resolution*

- Find targeted solutions while logging SRs with NEW **Guided Resolutions**
  - Narrows down the issue and guides you to a recommended solution when creating an SR.

- Reduce SR resolution times with NEW **SR Data Collection (SRDC)**
  - Provides a consistent set of required data (e.g. logs, screenprints) to help shorten the time it takes to clarify issues and resolve SRs.

- Increase solution collaboration by leveraging the NEW **Chat Feature**
  - In My Oracle Support, a support engineer can now instant message you about your SR.
NEW! EnterpriseOne and World Support blogs

Stay in the loop! *Get real-time information*

- Located on My Oracle Support Community in the Support Blogs
  - *Or, locate them using your favorite search engine such as Google, Yahoo, Bing...*
- Learn more about following the blog and getting notifications on doc [1939031.1](#)

**JDE EnterpriseOne Support Blog**

- **Spaces You Follow**
  - Spaces
  - Find Space
- **Most Recent Blogs**
  - [More Guided Resolutions Added in My Oracle Support Service Request Creation Process for JD Edwards](#)
    - by Christy H. Oracle in JDE EnterpriseOne Support Blog on Nov 11, 2014
    - "Seeing something different when creating JD Edwards Service Requests? When release 14.3 of My Oracle Support was launched in July we introduced the "Guided Resolution feature" for some specific more...
  - [Coming Soon! Live Demonstration on How to Setup the Web Development Client - JD Edwards EnterpriseOne](#)
    - by Christy H. Oracle in JDE EnterpriseOne Support Blog on Oct 31, 2014
    - "The Web Development client is required to develop and create custom EnterpriseOne Applications and UBE's. On November 13th we will deliver a live Interactive Webcast titled JD Edwards more..."
Save the Date

March 25–27, 2015
The Gaylord National Resort
and Convention Center

oraclehcmworld.com
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- **What's New:** View the latest additions and updates to the JD Edwards Resource Library. View the latest JD Edwards product features and enhancements.
JD Edwards Resource Library: Get Started Tab

Links to resource pages for:
- Need Help?
- Fundamentals of JD Edwards EnterpriseOne
- Frequently Used Terms/Acronyms
JD Edwards Resource Library: What’s New Tab

View information on recently-released products and technology, as well as upcoming, planned Features.
JD Edwards Resource Library: I Am (An) Tab

View resources available for:
- Executives
- Business Users
- Administrators/IT

There are several types of JD Edwards users. From this page you can access key resources for three high-level user roles. Click on the appropriate graphic below to review the related resources.

If you are familiar with the www.nanjoe.com site, you will find the content from that site incorporated into this JD Edwards Resource Library (www.learnde.com). The goal is to provide you a single location for accessing valuable resources.

Executive
Business User
Administrator / IT
View information on how to use the latest features.
JD Edwards Resource Library: I Want To Learn Tab

Access Knowledge Paths and other helpful training Resources.
View information related to press releases, analyst reports, customer programs, and partners as well as a few JD Edwards industry solution presentations.
JD Edwards Resource Library: My Community Tab

View information on communities, Conferences/events, user groups, and presence in social Media.
Connect with Oracle's JD Edwards Experts

Welcome to the JD Edwards Resource Library on Oracle's Learning Library. This is the place to get detailed information on JD Edwards EnterpriseOne and JD Edwards World products.

Current or prospective Oracle customers or partners, Welcome to Oracle.

The Oracle's JD Edwards team can provide you with answers to your JD Edwards questions. Contact us at... JDE Info Dev - Contact Us.
Hardware and Software
Engineered to Work Together