ORACLE®

WELCOME TO
ORACLE SUPPORT PORTAL

A centralized portal for Oracle SaaS customers to quickly and conveniently connect with technical and non-technical support and resources

FEATURES AND ENHANCEMENTS

Extensive Knowledge Base

Technical Support

Non-technical Support

Training and Best Practices

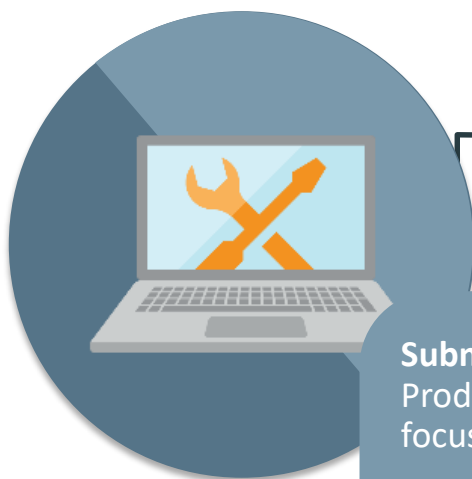## HOW TO USE ORACLE SUPPORT PORTAL

ORACLE SUPPORT PORTAL LOGIN

support.oracle.com

*Oracle Single Sign-On Required

SUBMIT TECHNICAL SERVICE REQUESTS

Submit technical SRs
Product/Cloud Service focused

- In the SR dashboard, select "Service Requests" tab and click "Create Technical SR"

SUBMIT NON-TECHNICAL SERVICE REQUESTS

Submit non technical SRs
Qs/issues with portal, licensing, administration or login

- In the SR dashboard, select "Service Requests" tab and click "Create Non technical SR"

OR

- Select "Contact Us" from either My Oracle Support or the Cloud Support interface

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ORACLE® Cloud Support

Service Requests

Create Technical SR   Create Non-Technical SR
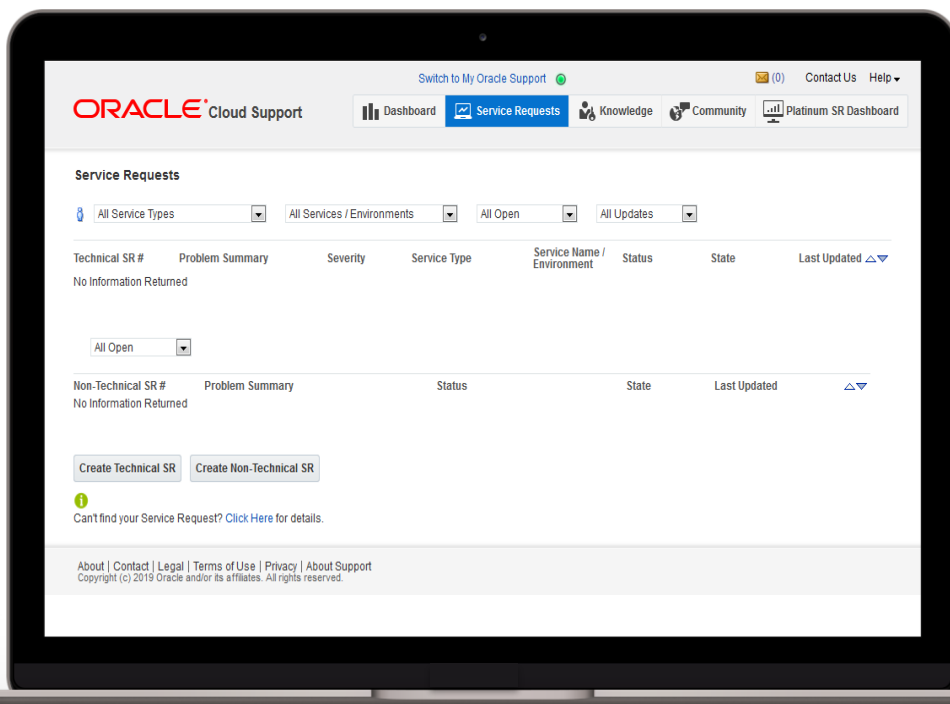
New to the Oracle Support Portal?

1. If you do not have a My Oracle Support account, follow the instructions for obtaining a My Oracle Support account by clicking on the "New user? Register here" link.

2. You will need your organization's unique Support Identifier (SI). To obtain your organization's SI, please contact your company's Cloud Service Administrator. Once you have your SI, please follow these steps to submit a request to access your organization's SI.

HELPFUL LINKS

➤ Oracle Support Video Training

➤ Oracle Support Essentials Series

➤ Oracle Support Contacts Global Directory

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