



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

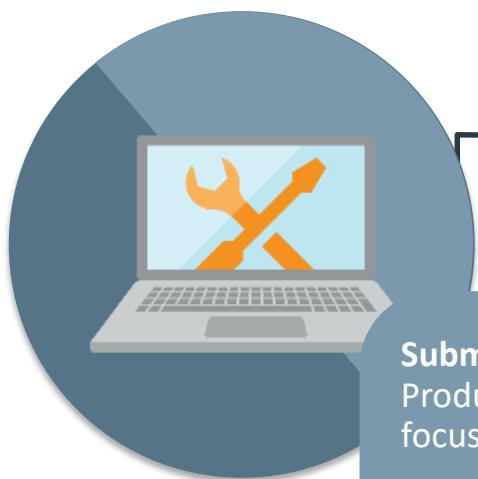
ORACLE SUPPORT PORTAL LOGIN

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

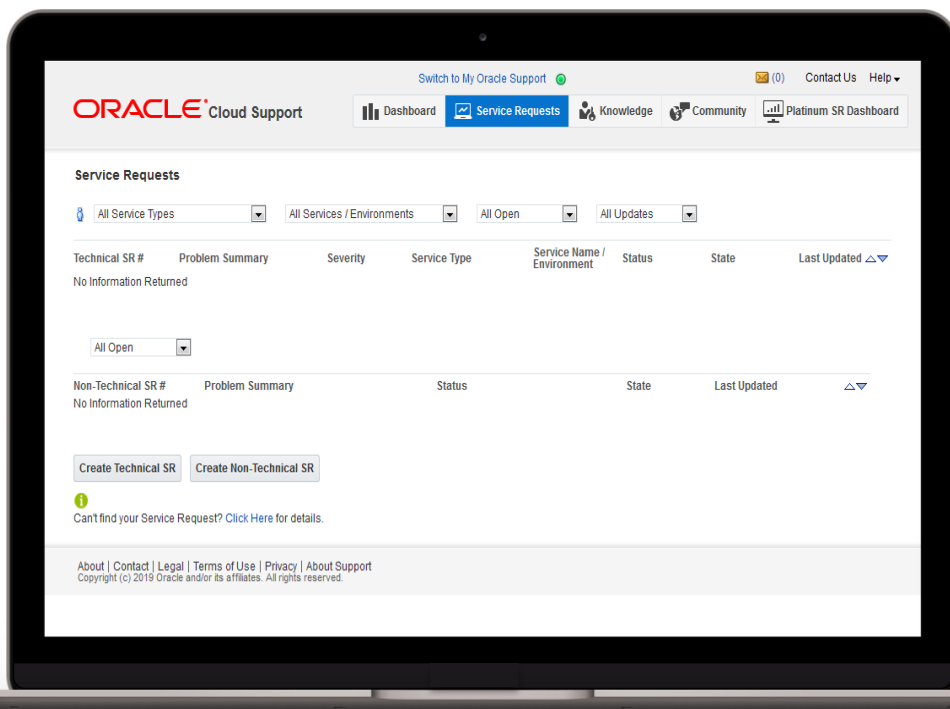


Submit non-technical SRs
Qs/issues with portal, licensing, administration or login

- 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



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](#)