

## Getting Started with Oracle Support

### Welcome to Oracle Support

As an Oracle Premier Support customer, you have access to a Global Support Organization of more than 18,000 Oracle System and Software experts as well as to a wealth of support tools, My Oracle Support Community resources and Oracle best practices.

Are you ready to tap into this wealth of resources?

### Access My Oracle Support today

- Have your Support Identifier ready
  - Your Support Identifier (SI):
    - Verifies your eligibility for Support Services
    - Identifies supported products
    - Is necessary to access My Oracle Support portal
  - Where to find your SI?
 

It is included in the welcome letter sent from Oracle to the technical contact listed in your company's contract.
  - Having questions about your SI?
 

Please call Oracle Support for any issue with your SI – Click here to find your local Support number: [Oracle Support Contacts](#)
- Register and Sign in

Prior to registering to My Oracle Support, you must create an Oracle Single Sign On (SSO) account and register at least one Support Identifier (SI) with My Oracle Support.

*Note: If you have an Oracle.com account, login to complete your registration process for My Oracle Support*

To create an SSO account:

- Go to: <http://support.oracle.com>
- Click on [New user? Register here](#)
- Once on the registration page, you should complete all mandatory information. Please select “Yes, send me emails on Oracle Products, Services and Events” if you want to receive information from Oracle. You may also want to review the Subscription center Information at the bottom of the page.
- Click ‘Create’, then ‘Continue’ on the ‘Verify Your Oracle Account’ page.
- Click ‘Sign in’ on the My Oracle Support Home page and enter your SSO credentials.
- Register your My Oracle Support account using your Support Identifier.

*Note: If you are the first user to register for your Support Identifier, you are prompted to accept the Customer User Administrator (CUA) role.*

The **CUA** manages support identifiers and user access to My Oracle Support for your organization.

For more information on how to register, please review the Registration FAQ on My Oracle Support Sign in page. To learn more on Customer User Administration, [Discover CUA role and responsibilities](#) (Document ID 1544004.1\*). You may also want to review the [Guide for new CUAs](#) (Document ID 1098714.1) or attend a 30 minute Get Essentials webcast on this topic: [Customer User Administration \(CUA\)](#) (Document ID 1540337.1).

### Now that you have registered to MOS

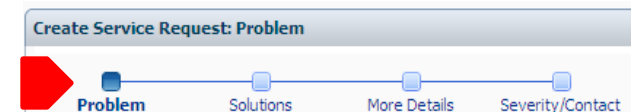
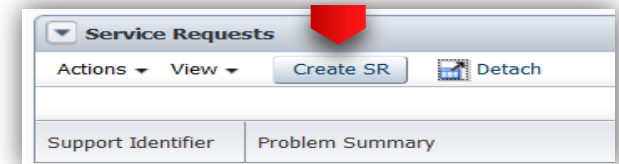
- Get familiar with [My Oracle Support - User Resource Center](#) – New User tab (Document ID 873313.1).
- If you prefer reading, take time to work through the [My Oracle Support Help Menu](#)
- If you like to interact with a My Oracle Support Expert, then a 30-minute webcast will help you learn the essentials and allow you to ask questions: [My Oracle Support Essentials Series](#) (Document ID 553747.1).

- New users often have questions about how to use My Oracle Support. Using My Oracle Support Community is a great way to ask questions, share solutions, and interact with subject-matter experts. Please post any questions into the [Using My Oracle Support Community](#).
- Any issues with MOS? Please use the [Contact Us](#) link to open a **non-technical Service Request (SR)**.

\*All Document IDs refer to articles accessible via My Oracle Support.

### If you encounter a problem with your Oracle supported product

- Explore the **Knowledge Base** in My Oracle Support – an answer or solution may already exist for your issue.
- Visit **My Oracle Support Community** – ask questions, review popular answers and engage with your peers and Oracle subject matter experts.
- Access Oracle's [Get Proactive Portfolio](#) (Document ID 432.1) to find available diagnostic tools and other resources to aid in problem resolution.
- Unable to locate a solution? **Log a Technical Service Request** via My Oracle Support.
  - Creating a Service Request in just... four steps



Hardware and Software, Engineered to Work Together

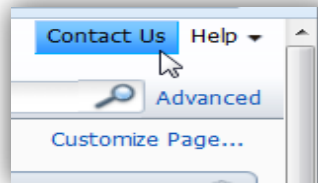
Tips when working an issue with Oracle Support:

- ✓ Create a well documented Service Request.
- ✓ Make sure the severity level accurately translates the business impact
- ✓ Monitor the Status code
- ✓ React quickly when asked for information
- ✓ Communicate when a change in Severity becomes necessary

For more information, attend the [Service Request Flow and Best Practices](#) session for detailed instruction [Document ID 1540335.1].

Review the [Working Effectively With Support](#) information (Document ID 166650.1).

Use the **Contact Us** link to open a **non-technical SR** if you have issues creating your Service Request, questions about your SI or privileges, or to provide feedback to Oracle\_Support . You can also call the Support hub by dialing your local Support number: [Oracle Support Contact](#) .



## Patch Search

As part of your interactions with Oracle Support, you may be requested to download patches to help fix the issue you are encountering.

To search for and download patches, please go to the **Patches & Updates** tab in My Oracle Support. You can search for patches:

- ✓ **By name, number or bug number (Simple Search).** If you already know the patch number, this is the fastest way to retrieve the corresponding patch.

- ✓ **By product or product family (Advanced).** If you do not know the patch number, patch name or bug number, you can search for patches that are specific to a particular release of a product or product family.

*Tip: Use the **Description** filter to limit the results to patches with a description. For example: "Firmware".*



## Does your Service Request need Management Attention? Engage the Escalation Process

Escalation is a positive, collaborative process that should be used when:

- ✓ You encounter implementation/upgrade plan showstoppers
- ✓ Your SR has not shown progress for a long time

Severity increases and raising an SR to Severity 1 are not to be confused with escalating an issue to Support management. To escalate, please first update the SR and provide thorough explanation about why you are escalating. Then call your local Support number: [www.oracle.com/support/contact.html](http://www.oracle.com/support/contact.html).

For more information, please review the [Escalation Process](#) document [Document ID 199389.1].

## Get Proactive!

As an Oracle Premier Support customer, your organization has access to a wealth of support tools, community resources and Oracle best practices. Oracle's [Get Proactive Portfolio](#) (Document ID 432.1) initiative helps you discover Oracle product best practices based on available tools.

- ✓ Help **prevent** problems, keep your Oracle software and systems healthy, and keep your resources focused on business goals.
- ✓ If issues do occur, discover available Oracle best practices, capabilities and tools to help you **resolve** issues and get your business back on track.
- ✓ Oracle support integrated methodology provides best practices, capabilities, and tools to help guide you through the **upgrade** process.

## Ready to learn more?

### Check Oracle Support Policies

The Oracle [Technical Support Policies](#) documents are the primary document used to communicate Oracle's support policies. These policies include Oracle's support terms, as well as a description of Oracle's technical support and severity levels.

You want to know how long your Oracle products are supported for? Please refer to the [Lifetime Support Policy](#) for your products.



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