

# Hey, Hello!

We are thrilled to welcome you as one of our newest Oracle CrowdTwist customers. You, your team, and your implementation partner all have a wealth of resources available to help you ensure success as you implement your new services. To help you fast track your way through the documentation, here are the important areas you should examine first.

## THREE THINGS TO DO FIRST

1. **Forward this to all team members** who will be using this product and supporting the implementation.
2. **Activate your My Oracle Support account**  
Visit [My Oracle Support \(MOS\)](#) and create a new account, or sign into your existing account. If you already have a MOS account, add your new Customer Support Identifier (CSI) for your new services.
3. **Leverage these Getting Started Guides**  
Learn more about utilizing CrowdTwist features from these CrowdTwist Help Center Getting Started Guides:
  - [Getting started with Programs](#)
  - [Getting started with Activities](#)
  - [Getting started with Rewards](#)
  - [Getting started with Segmentation](#)
  - [Getting started with CrowdTwist Data](#)
  - Help Center for [Developers](#)



## Quick Links to Resources

- [Oracle Help Center](#)
- [Oracle Help Center Videos](#)
- [My Oracle Support \(MOS\)](#)
- [Oracle University](#)
- [Topliners CrowdTwist Insiders](#)
- [Oracle Modern Marketing Blog](#)
- [Cloud Marketplace](#)

## Other Helpful Links

- [Oracle Cloud Readiness](#)
- [Customer Connect](#)

## THREE RESOURCES TO GET INTO EVERYONE'S HANDS

- 1. Access CrowdTwist product documentation.**

The Oracle Help Center is your gateway to robust documentation and additional resource links. Access the online [Oracle Help Center](#) to gain access to the full documentation library and links to get you started.
- 2. Watch the Help Center Videos.**

[Oracle CX Marketing Help Center Videos](#) offer a variety of short videos to help you use important Oracle CrowdTwist features.
- 3. Stay up to date on what's new.**

[Oracle Cloud Readiness](#) is your knowledge base to stay on top of product updates and innovations and ensure you're always using Oracle CrowdTwist to its fullest potential.



## TWO WAYS TO CONNECT WITH THE EXPERTS

- 1. Ask your team members to join Topliners CrowdTwist Insiders.**

You will thank us for it later. [CrowdTwist Insiders](#) is an amazing resource where you can collaborate and connect with other customers and Oracle Product experts to share techniques, ideas and experiences using CrowdTwist. On your first visit, simply request to join and state you are a new CrowdTwist customer to justify your access.
- 2. Use My Oracle Support** when you need it.

Contact My Oracle Support to get help with Oracle CrowdTwist. Search the Support Knowledge Base to learn more about CrowdTwist and submit a Support Request (SR) to get help with resolving issues.

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Hey, Hello! 1.0

