

Hey, Hello!

We are thrilled to welcome you as one of our newest Oracle Infinity 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.

FOUR 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. **Access Infinity for the first time**
Look out for an email invitation to [sign into your account](#) from your Infinity Administrator. Follow the steps to create and activate your Oracle Cloud User Account. You will then be able to access your Infinity account by clicking “Access Your Account” in the email invitation.
4. **Leverage these Getting Started Guides**
Learn more about utilizing Infinity features from these Infinity Help Center Getting Started Guides:
 - [Welcome to Oracle Infinity](#)
 - [Data Privacy and Security Features](#)
 - [Navigating – Signing In](#)
 - [Settings](#)
 - [Overview of Analytics Reports](#)
 - [Oracle Infinity System Requirements](#)



Quick Links to Resources

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

Other Helpful Links

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

THREE RESOURCES TO GET INTO EVERYONE'S HANDS

1. Access Infinity product documentation.

The Oracle Help Center is your gateway to robust documentation and additional resource links. Access it via the contextual Help, built right into the product, or through the online [Oracle Help Center](#), when you're not logged in. Either way you get there, you have 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 Infinity 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 Infinity to its fullest potential.



TWO WAYS TO CONNECT WITH THE EXPERTS

1. Ask your team members to join Topliners Infinity Insiders.

You will thank us for it later. [Infinity 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 Oracle Infinity. On your first visit, simply request to join and state you are a new Infinity customer to justify your access.

2. Use My Oracle Support when you need it.

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

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Hey, Hello! 1.0

