

Frequently Asked Questions for Oracle Guided Learning with Oracle JD Edwards EnterpriseOne

List of Frequently Asked Questions and
Answers about Oracle Guided Learning with
Oracle JD Edwards EnterpriseOne

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Purpose statement

This document provides answers to frequently asked questions about Oracle Guided Learning with Oracle JD Edwards EnterpriseOne. It is intended solely to help you assess the business benefits of upgrading to Oracle JD Edwards Applications Release 9.2, Release 23(Tools Release 9.2.7.3), Oracle Guided Learning, and to plan your I.T. projects.

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Table of contents

Purpose statement	2
Disclaimer	2
General Queries on Oracle Guided Learning	4
What is Oracle Guided Learning?	4
What are the benefits of using Oracle Guided Learning with JD Edwards?	4
Does JD Edwards need to be on Oracle Cloud Infrastructure to leverage Oracle Guided Learning, as it is a cloud offering?	4
What type of content can I create using Oracle Guided Learning, and how do I do it?	4
Is Oracle Guided Learning license included in my current JD Edwards licensing?	5
Integrating JD Edwards with Oracle Guided Learning	5
What JD Edwards Applications and Tools release is supported for Oracle Guided Learning?	5
What browsers are supported for Oracle Guided Learning?	5
Can my existing JD Edwards installation be integrated with Oracle Guided Learning?	5
I have an existing JD Edwards installation on premises. Can I integrate with Oracle Guided Learning which is available on Oracle Cloud Infrastructure, or should I migrate to Oracle Cloud Infrastructure?	5
I have an existing license for User Productivity Kit (UPK) with JD Edwards, is it possible to use it to move to Oracle Guided Learning?	5
I have existing content that has been created for User Productivity Kit (UPK) with JD Edwards, can they be migrated to Oracle Guided Learning?	6
Where can I leverage content created with Oracle Guided Learning within JD Edwards?	6
Can I control the content displayed to end users?	6
Can I display content in different languages based on the language preference of the user?	6
Can I use Oracle Guided Learning with JD Edwards on tablet devices?	6
Can I use Oracle Guided Learning only with JD Edwards?	6

General Queries on Oracle Guided Learning

What is Oracle Guided Learning?

Oracle Guided Learning (OGL) is an enterprise cloud platform that supports the creation of personalized, guided, and contextual user onboarding visualizations to simplify and accelerate your adoption of web-based applications. OGL is an information and learning interface embedded in a host application. With OGL you can create in-application guidance to simplify and accelerate your adoption of any web-based application. For more details about the capabilities of Oracle Guided Learning, refer to the [Oracle Guided Learning Page](#).

What are the benefits of using Oracle Guided Learning with JD Edwards?

Oracle Guided Learning provides personalized, step-by-step guided, and contextual visualizations that empower users to be self-sufficient while navigating business processes. Oracle JD Edwards customers can confidently leverage the capabilities of Oracle Guided Learning to transform their organization by elevating the user experience, accelerating adoption, and realizing business value.

- **Improved user experience:** Oracle Guided Learning provides in-application guidance to end users at every step of the business process by anticipating their needs and providing them valuable information. This makes it easier for end users to utilize and understand the various business processes, which enables JD Edwards customers to achieve process standardization and adherence by driving desired behavior.
- **Improved user productivity and efficiency:** Oracle Guided learning provides timely access to information, which removes impediments for end users in the flow of their work. This improves user productivity and efficiency for JD Edwards customers.
- **Accelerates user onboarding and process adoption:** Oracle Guided Learning enables JD Edwards customers to optimize organizational roll-out and adoption of complex processes or changes to existing processes. This accelerates process adoption and improves productivity for both new and existing users as they gain a faster understanding of the processes.

Does JD Edwards need to be on Oracle Cloud Infrastructure to leverage Oracle Guided Learning, as it is a cloud offering?

No, JD Edwards customers with on-premise deployments can also integrate with Oracle Guided Learning.

What type of content can I create using Oracle Guided Learning, and how do I do it?

Oracle Guided Learning includes features and capabilities that enable content developers to develop various types of content based on the business processes and the target audience. Content developers can create process guides, display groups, message guides, smart tips, task lists, launchers, hotspots, analytics, rich media guides, and product tours. To know more, refer to [Oracle Guided Learning User Guide](#).

Is Oracle Guided Learning license included in my current JD Edwards licensing?

No. You will require a Oracle Guided Learning license to host the content and integrate it with JD Edwards. As Oracle Guide Learning is a cloud platform, it needs to be licensed separately in addition to your existing JD Edwards license. Please reach out to your Oracle Sales representative for your specific licensing requirements.

Integrating JD Edwards with Oracle Guided Learning

What JD Edwards Applications and Tools release is supported for Oracle Guided Learning?

Oracle JD Edwards supports Oracle Guided Learning starting with Release 23 (Tools Release 9.2.7.3). Oracle recommends customers should always adopt the latest tools release and the latest certified versions of the platforms running JD Edwards. For information about the latest certified platforms, refer to [My Oracle Support Certifications](#).

What browsers are supported for Oracle Guided Learning?

Oracle Guided Learning supports Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari. Content development is supported only on Google Chrome. For information about the latest certified and supported versions of browsers, refer to [Browser compatability with Oracle Guided Learning](#).

Oracle JD Edwards supports Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari to be used for Oracle Guided Learning within JD Edwards. Oracle recommends customers to use the JD Edwards certified latest versions of the browsers. For information about latest certified browser versions with JD Edwards, refer to [My Oracle Support Certifications](#).

Can my existing JD Edwards installation be integrated with Oracle Guided Learning?

Yes, if you are an existing JD Edwards customer either On-Premises or on Oracle Cloud Infrastructure, you can integrate with Oracle Guided Learning by updating your JD Edwards to supported application and tools releases. For detailed integration steps, refer to [Integrating Oracle Guided Learning \(OGL\) with JD Edwards EnterpriseOne \(Release 9.2.7.3\)](#).

I have an existing JD Edwards installation on premises. Can I integrate with Oracle Guided Learning which is available on Oracle Cloud Infrastructure, or should I migrate to Oracle Cloud Infrastructure?

Yes, you can integrate your on-premises JD Edwards installation with Oracle Guided Learning if you are on the supported application and tools releases. You do not need to migrate to Oracle Cloud Infrastructure. For detailed integration steps, refer to [Integrating Oracle Guided Learning \(OGL\) with JD Edwards EnterpriseOne \(Release 9.2.7.3\)](#).

However, you can consider migrating to Oracle Cloud Infrastructure and leverage its capabilities, which are similar to Oracle Guided Learning.

I have an existing license for User Productivity Kit (UPK) with JD Edwards, is it possible to use it to move to Oracle Guided Learning?

User Productivity Kit (UPK) for JD Edwards has been on sustaining support since December 2022, refer to [Oracle Lifetime support policy for Applications guide](#). Contact your Oracle sales representative for additional information and your specific licensing.

I have existing content that has been created for User Productivity Kit (UPK) with JD Edwards, can they be migrated to Oracle Guided Learning?

The UPK content cannot be migrated to Oracle Guided Learning. However, the UPK content can be used as a template reference for creating the content with Oracle Guided Learning. For details on how to create content, refer to [Oracle Guided Learning User Guide](#).

Where can I leverage content created with Oracle Guided Learning within JD Edwards?

Customers can leverage the content created with Oracle Guided Learning within JD Edwards web console. Oracle Guided Learning is currently not supported with Server Manager, Orchestrator Studio and Portal.

Can I control the content displayed to end users?

Yes, you can control the content displayed to the end users by user, role, application, form id, system code, URL, and so on, or a combination of these, so that only relevant information or guides are shown to users. This can be done through the Oracle Guided Learning user interface.

Can I display content in different languages based on the language preference of the user?

Yes, if you have created content for a specific language using Oracle Guided Learning, it can be displayed to users based on their language preferences.

Can I use Oracle Guided Learning with JD Edwards on tablet devices?

Oracle Guided Learning with JD Edwards is not supported on tablet devices.

Can I use Oracle Guided Learning only with JD Edwards?

Oracle Guided Learning can be integrated with other Oracle Applications or third-party applications to provide in-application guidance through various business processes in those applications.

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