



**Support Process Guide for
Oracle Cloud Support Customers**

Effective August 31, 2016

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Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. First time users must register on My Oracle Support. You can register at <https://support.oracle.com> using your email address.

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Open a Service Request in My Oracle Support

1. Go to My Oracle Support (<https://support.oracle.com>). Select the "Cloud Support" radio button in the upper-right corner and sign-in.
2. From the Dashboard or the "Service Requests" tab, Click **Create Service Request** button
3. Complete the Problem Description and click "**Next**"
4. Enter any Additional Details and attach files as desired, then click "**Next**"
5. Review the information you have entered. If necessary, click on the Back button to adjust, update/edit your information. Once you are satisfied with the information on each of these screens, click "**Submit**"

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Calling Oracle Support

Although it is Oracle's preference that you use My Oracle Support to log your SRs electronically, we understand that from time to time you may want to call Support. If you choose to call us regarding a new Service Request (SR), a support engineer will create a SR for your technical issue and assign it to a technical engineer. An individual who provides technical support for your product will then contact you. For **technical issues** of an urgent nature, you can either use My Oracle Support to submit a Severity 1 SR or you can call Oracle Support. If you need immediate assistance, the support hotline for your country or region can be found on the Oracle Support Contacts Directory page at:

<http://www.oracle.com/support/contact.html>.

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1. Register on My Oracle Support <https://support.oracle.com>

ORACLE® MY ORACLE SUPPORT

New to My Oracle Support?

- 1** [New user? Register here](#)
Create your account
- 2** [Watch](#)
Learn the basics in minutes
- 3** [Explore](#)
Sign in for more quick training videos

Welcome to the New My Oracle Support User Interface

Built on Oracle's own Application Development Framework (Oracle ADF), advantages of the redesigned UI include:

- Streamlined, three-step process for initiating new Service Requests
- Single, consistent workflow for both hardware and software incidents
- Enhanced personalization and filtering within the user interface
- New accessibility features (enabling screen readers, large fonts, etc.)

After signing in, please refer to document [1385682.1](#) for more information.

Sign In

Language: English

[Sign In...](#)

[Forgot User ID / Password?](#)
[New user? Register here](#)

Use of My Oracle Support is subject to the [My Oracle Support Terms of Use](#) and the [Oracle Privacy Policy](#)

FAQ & Support

- [Registration FAQ](#)
- [My Oracle Support FAQ](#)
- [Contact Support](#)
- [Accessibility Features](#)

Tell us about your experience with My Oracle Support

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ORACLE®

MyProfile - Create Account [Already have an account? Login here](#)

Please provide the following information to create your Oracle.com account and also indicate your e-mail communication preferences

Your Oracle.com account gives you access to a variety of online application and services like Oracle Store, My Oracle Support, Marketing Events, and the Oracle PartnerNetwork. If you are registering for one of these services, you will be redirected if more information is needed to complete the process.

* Indicates required field

Account Information

* E-mail: Please provide a valid e-mail address as your username. Your business e-mail address is preferred.

* Password: Passwords must be a minimum of 8 characters and must contain both upper and lower case letters and at least one number.

* Confirm Password:

Personal Information

Salutation:

* First Name (Given Name):

* Last Name:

* Country:

Yes, send me e-mails on Oracle Products, Services, and Events
To opt-out please click the Do Not E-mail link on the bottom of the page.

Subscription Center

You understand and agree that use of Oracle's web site is subject to the [Oracle.com Terms of Use](#) and [Oracle's Privacy Policy](#).

It is highly recommended that you register using an email address matching your company domain. You will be sent an email from Oracle Support after you click "Create."

In this email you will be asked to verify your registration. Please wait 5 minutes after you verify to move to the next step and ensure your registration is active.

If you do not receive an email with the link to continue registration, check your spam filters first. If you still do not receive the email, please call Oracle Support to have someone send the email directly (see page 9).

2. Sign in to MOS using the account you just created and validated.
3. Gain access to your products by adding your Support Identifier (SI) to your account. Simply type in your Support Identifier number and click Request Access.

4. The system will make sure this is a valid SI and add it to the table below. Click Next.

5. Provide your contact information and then click Next.

6. Please read the My Oracle Support Terms of Use and click the “I Accept” button to continue. Choosing “I do not accept” will terminate the registration process.

The screenshot shows the Oracle My Oracle Support registration process at the 'Accept Terms Of Use and Submit' stage. The page header includes the Oracle logo and 'MY ORACLE SUPPORT'. A progress bar at the top indicates the current step. The main content area is titled 'Accept Terms Of Use and Submit' and contains the following text:

(including Oracle employees) in any Forum. My Oracle Support may contain hyperlinks to web sites controlled by parties other than Oracle. Oracle is not responsible for and does not endorse the contents or use of these web sites.

5. Export Compliance
You agree that you will comply with all United States export laws and that none of the information in the Materials will be exported, directly or indirectly, in violation of such laws.

6. Materials and My Oracle Support Terms of Use Subject To Change Without Notice
The contents of the Materials are subject to frequent change without notice. As well, the My Oracle Support Terms of Use may change without notice, and you agree to abide by the My Oracle Support Terms of Use in effect each time that you access My Oracle Support.

7. Right to Revoke and Monitor Access
Oracle retains the right to revoke access to the Materials at any time for any reason. Access to My Oracle Support may be monitored by Oracle.

Oracle 500 Oracle Parkway Redwood Shores, CA 94065 USA Worldwide Inquiries: Phone (+1) 650.506.7000 Fax (+1) 650.506.7200

CLICK 'I accept the My Oracle Support Terms of Use' TO ACCEPT THESE TERMS AND REGISTER My Oracle Support.

At the bottom right, there is a checkbox labeled 'I Accept the My Oracle Support Terms of Use' and a 'Submit' button.

7. Upon acceptance, your registration request will be forwarded to the administrator of your SI. It may take some time for your administrator to approve your registration. You will have to wait until your registration is approved before you will be able to open a Service Request in My Oracle Support.

The screenshot shows the Oracle My Oracle Support registration process at the 'Registration Complete' stage. The page header includes the Oracle logo and 'MY ORACLE SUPPORT'. The main content area contains the following text:

Registration Complete

Your registration is pending approval. You will get an e-mail when your registration is approved. While you wait, consider learning more about My Oracle Support:

[My Oracle Support and Premier Support Benefits](#)

[Quick Training Videos](#)

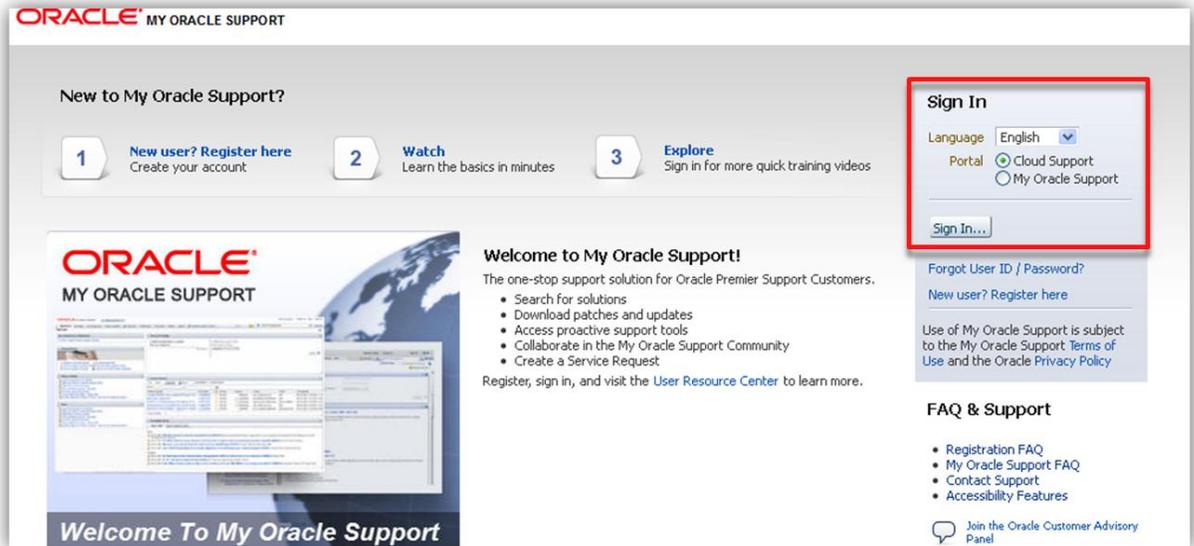
[Visit Oracle Technology Network](#)

A small plus sign (+) is visible in the bottom left corner of the page.

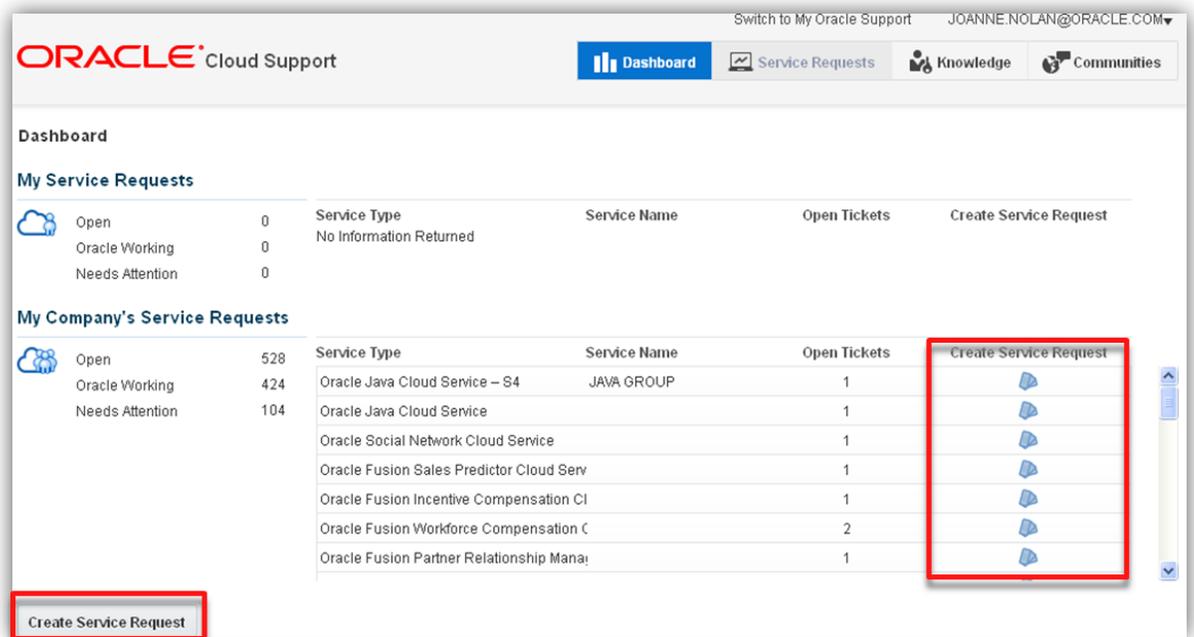
2

Open a Service Request in My Oracle Support

1. Go to My Oracle Support (<https://support.oracle.com>). Select the “Cloud Support” radio button in the upper-right corner and sign-in.



2. From the Dashboard or the “Service Requests” tab, click the **Create Service Request** button



3. Complete the Problem Description, which is step one of the 3-step SR creation process. Accurately describe the issue or concern by filling in fields, then progress onto the second screen by selecting the NEXT button.

The screenshot shows the 'Create Service Request' form at the 'Problem Description' step. The progress bar at the top indicates the current step. The form contains the following fields:

- Service Type:** Oracle Database Cloud Service – S20
- Service Name:** DB GROUP
- Problem Type:** General
- Problem Summary:** Problem Summary
- Primary Contact:** Joanne Nolan
- Phone Numbers:** 7817440715
- E-mail Address:** joanne.nolan@oracle.com
- Contact Method:** Web
- Severity:** 3 - Minor loss of service (selected)
- Description:** Description
- Time of Occurrence:** dd-mm-yyyy, hh:mm:ss
- Issue Details:** USER experiencing issues

4. The second step is to add any **Additional Details** that may assist in issue resolution. Attachments, if helpful, may also be uploaded at this time in the form of a screen shot, on-screen errors, or step-by-step instructions reproducing the problem that is occurring in your service. When satisfied, click Next.

The screenshot shows the 'Create Service Request' form at the 'Additional Details' step. The progress bar at the top indicates the current step. The form contains the following fields:

- Service Type:** Oracle Database Cloud Service – S20
- Service Name:** DB GROUP
- Problem Type:** General
- Problem Summary:** Problem Summary
- Primary Contact:** Joanne Nolan
- Phone Numbers:** 7817440715
- E-mail Address:** joanne.nolan@oracle.com
- Contact Method:** Web
- Severity:** 3-Standard
- Description:** Description
- Time of Occurrence:** dd-mm-yyyy, hh:mm:ss
- Issue Details:** USER experiencing issues
- Additional Information:** Please detail any information that may help us in assisting to resolve your issue.
- Attachments:** No Information Returned

- The third and final step of the SR creation process is to review the information you have entered. If necessary, click on the Back button to adjust, update/edit your information. Once you are satisfied with the information on each of these screens, click on the Submit button.

Create Service Request

Problem Description Additional Details **Confirmation**

Service Type Oracle Database Cloud Service – S20
Service Name DB GROUP
Problem Type General
Problem Summary Problem Summary

Primary Contact Joanne Nolan
Phone Numbers 7817440715
E-mail Address joanne.nolan@oracle.com
Contact Method Web
Severity 3-Standard

Description Description

- * 1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)
- * 2) USER experiencing issues
- 3) Please detail any information that may help us in assisting to resolve your issue.

Severity Levels

Severity 1

Your production use of the Oracle Cloud Services is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- Service crashes, and crashes repeatedly after restart attempts

Oracle will use reasonable efforts to respond to Severity 1 service requests within fifteen (15) minutes . Oracle will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made. You must provide Oracle with a technical contact during this 24x7 period to assist with data gathering, testing, and applying fixes. You are required to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2

You experience a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4

You request information, enhancement, or documentation clarification regarding the Oracle Cloud Services, but there is no impact on the operation of such service. You experience no loss of service.

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For **technical issues** of an urgent nature, you can either use My Oracle Support to submit a Severity 1 SR or you can call Oracle Support. If you need immediate assistance, the support hotline for your country or region can be found on the Oracle Support Contacts Directory page at:

<http://www.oracle.com/support/contact.html>

The US toll free number is **1-800-223-1711**

When you call, you will be asked to identify yourself and state the product line you are inquiring about.

Oracle Customer Satisfaction Survey Program

As part of our goal to achieve industry-leading customer satisfaction, Oracle is dedicated to improving the quality of the support that you receive. To this end, we regularly conduct customer surveys to learn about your experiences with Oracle support services. Our Customer Satisfaction Survey Program is one of the primary methods we use to measure success and drive quality-related initiatives within our Global Customer Support organization.

Oracle will begin administering the Customer Satisfaction Survey Program to our customers who close service requests. If you are invited to participate in the survey program, you will receive an invitation e-mail with a subject line that reads: **Oracle Wants Your Feedback for Service Request**.

We thank you in advance for taking a few moments to provide your feedback if contacted; this direct input is vital to helping us improve our support delivery and issue resolution processes. Also, please note that Oracle will ensure the confidentiality of your information in accordance with [Oracle's Privacy Policy](#).

Additional Questions?

We urge you to register for My Oracle Support (<https://support.oracle.com/>) today. Familiarizing yourself with the My Oracle Support site will make your transition to Oracle Support Services easier, faster, and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please contact Oracle Support if you need any assistance, the support hotline for your country or region can be found on the Oracle Support Contacts Directory page at: <http://www.oracle.com/support/contact.html>.