ORACLE STORE

Supplement to the User Guide:
Support Service Renewals on Oracle Store

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# New Oracle Store Function: the User Group

Collaborate through the Support Service User Group

Support Service User Group provides you the ability to invite multiple users to collaborate on your Support Services Renewals and to share with them all of the Support Services information in your account.

As the Support Service Renewal owner, the individual to whom the support service renewal is published, you have the ability to start your own User Group, invite members to your User Group as Participants or Viewers as well as remove members from your User Group, as needed. You can also create and save carts on the Oracle Store for other members of the User Group to review and action as appropriate.

Create and Manage a User Group

After signing in, you can navigate to the User Group from the Oracle Store Home Page to proceed with the creation and to manage User Groups
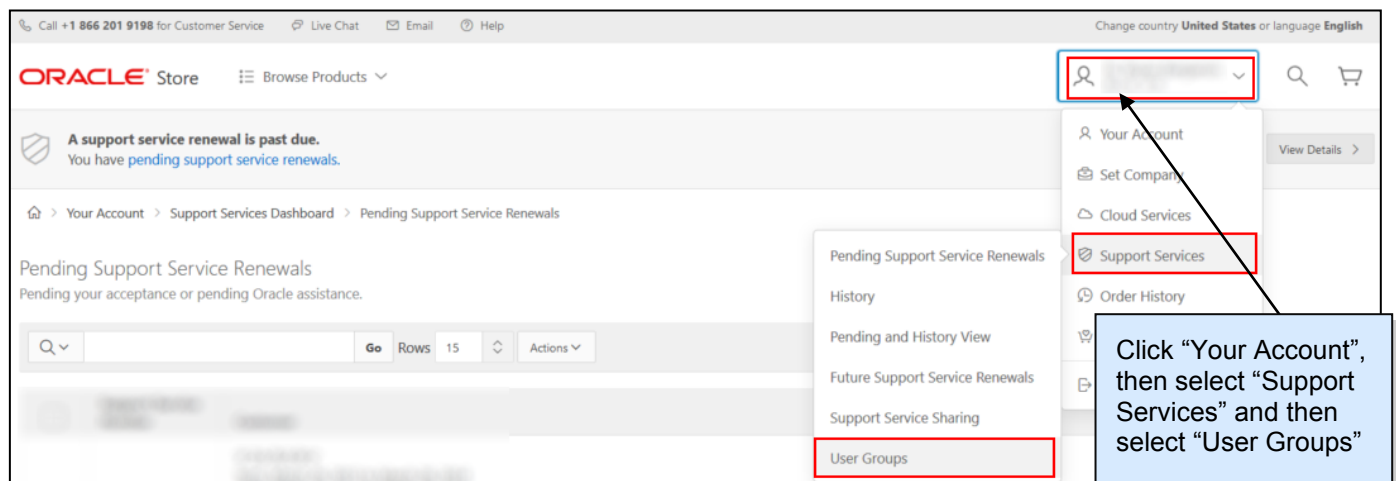
As the Support Service Renewal owner, the individual to whom the support service renewal is published, you can start your own User group.
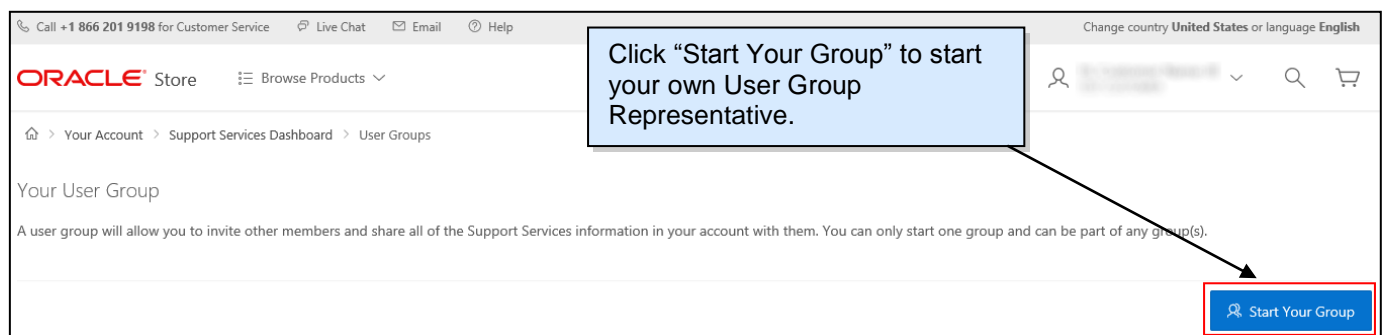
Then proceed with the invitation of the members you would like to add to your User Group

You will be prompted to add the user's email address and select the appropriate role. You can add users in either a Participant role or a Viewer role, based upon the access required:

Participant Role: View, Accept Renewal and Request Assistance

Viewer Role: View Renewal and Request Assistance

An invitation is sent to the user's email address.

The system will display the user's email address under the column Username and the Status **Invited**. From that page you can proceed with the management of the users by adding further users (click on "Invite Members") and by removing users (click on the red **X**).
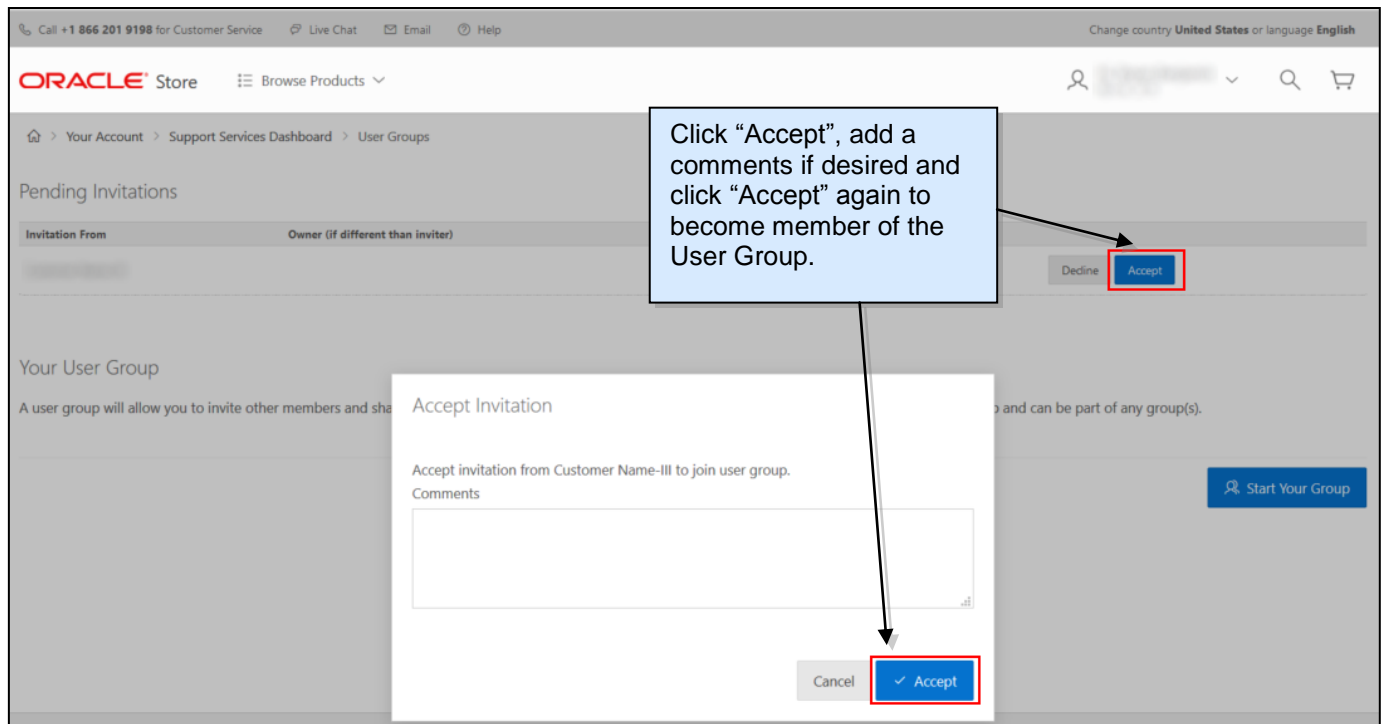
Become member of a User Group

Upon reception of an invitation to join a User Group, which allows you to access the Support Services Renewals of the User Group owner, navigate to the Oracle Store Home Page and sign in to proceed with the acceptance.
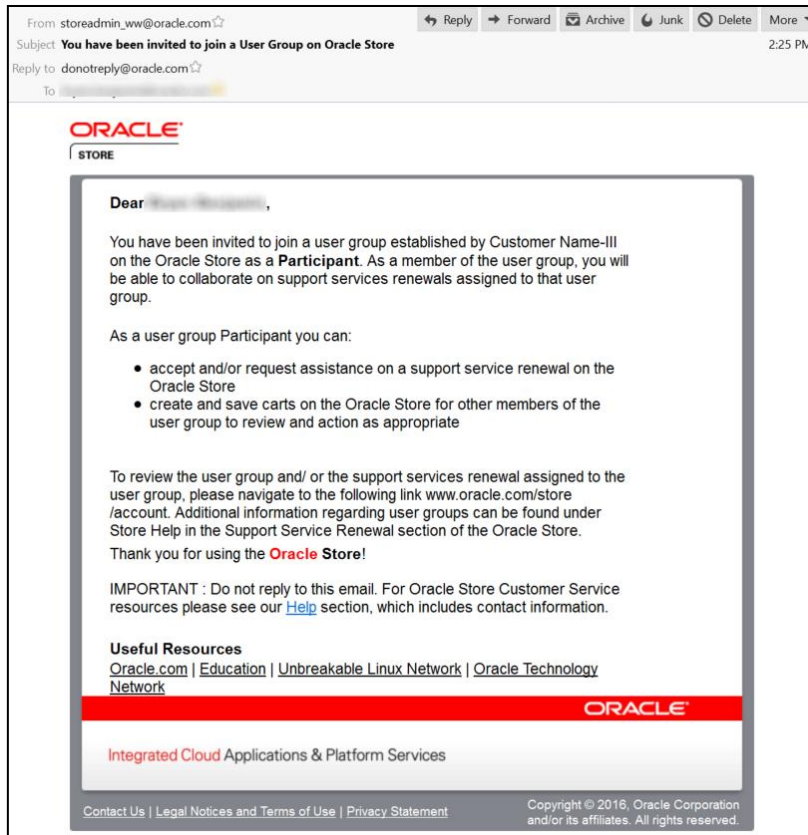
From the Oracle Store home page navigate to the User Group.
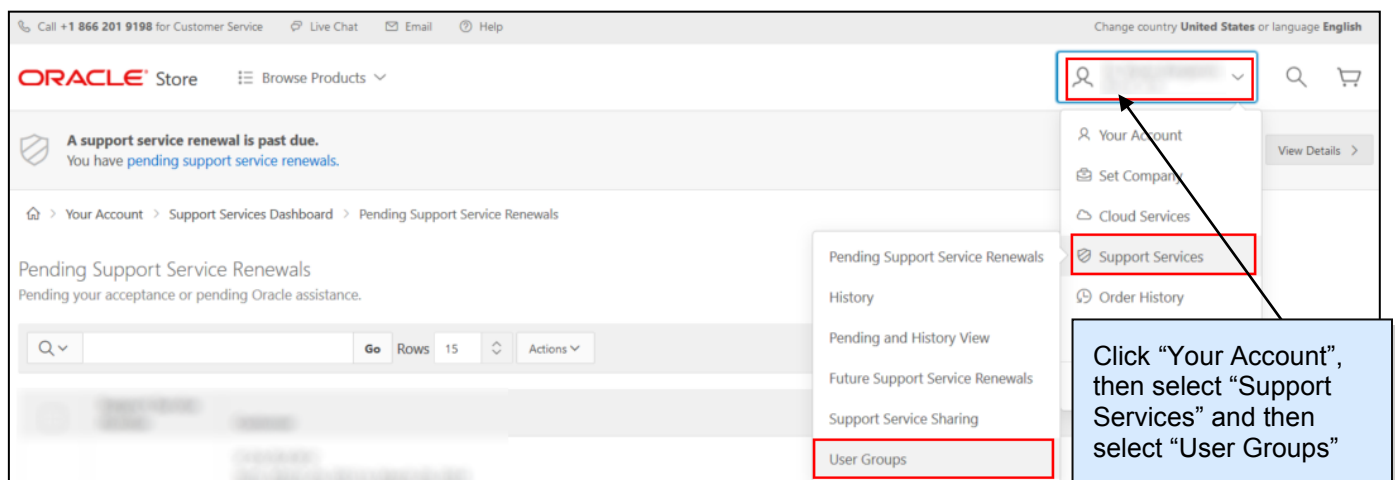
Proceed with the acceptance of the invitation.

You will now have access to the Support Service Renewals and further Support Services information of the Owner of the User Group

Access Help Topics

You can also access the Oracle Store Renewing my support service renewal Help page at the bottom of the screen.
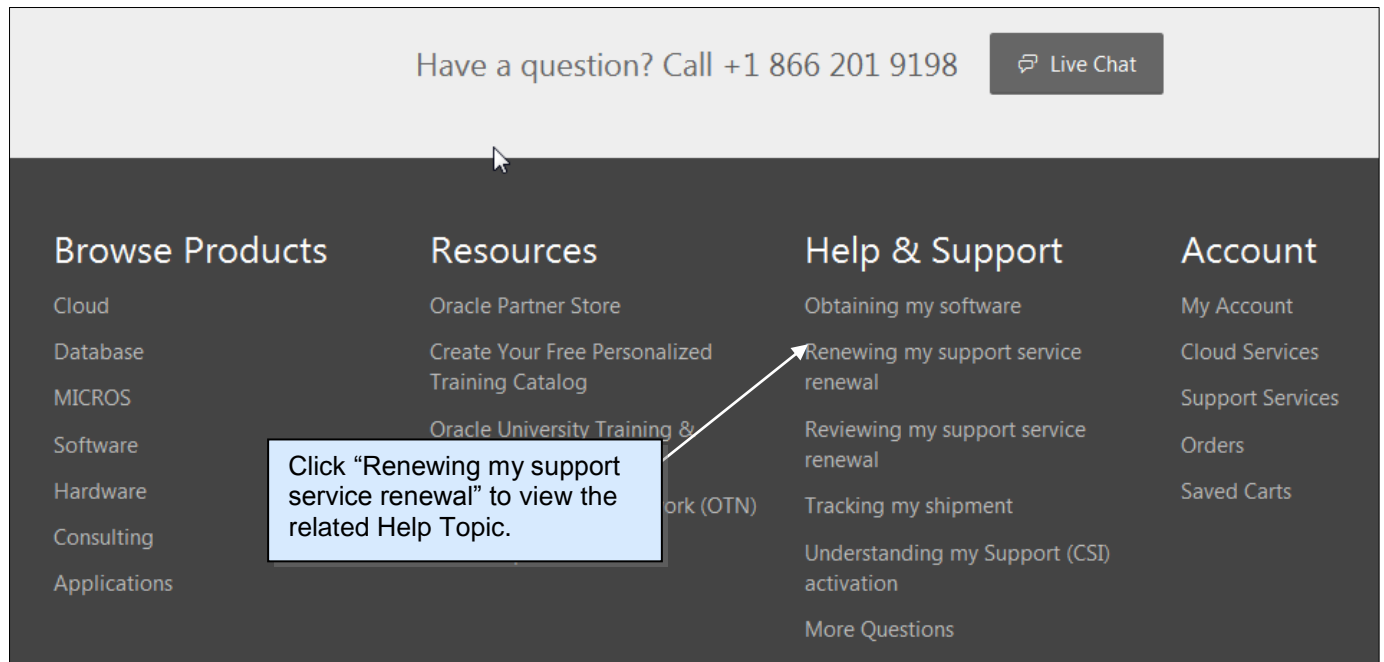
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