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Support Process Guide for

Oracle Cloud Support Customers

Effective August 31, 2016

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1

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.

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 **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**"

3

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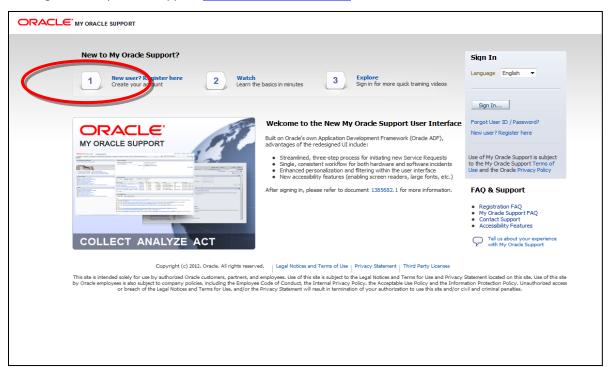
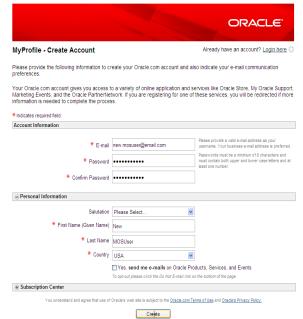http://www.oracle.com/support/contact.html.

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

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.
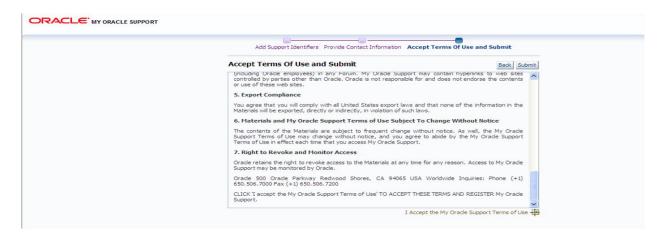

5. Provide your contact information and then click Next.

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.
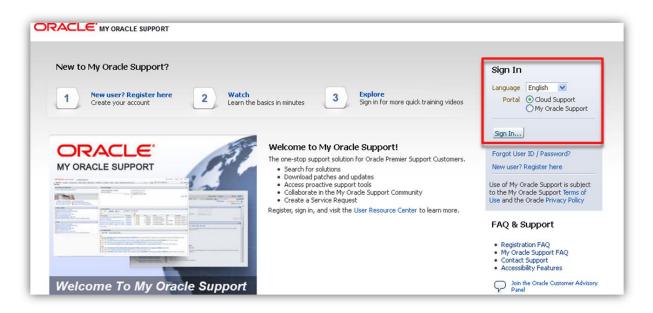

7. Upon acceptance, your registration request will be forwarded to the administrator of your SI. It may take some time for your administrator to approve your registration. You will have to wait until your registration is approved before you will be able to open a Service Request in My Oracle Support.
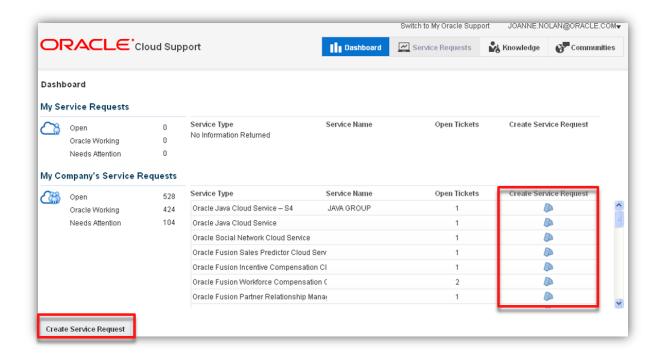
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2

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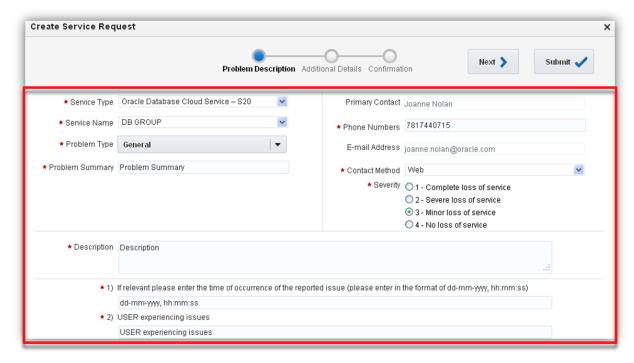

2. From the Dashboard or the "Service Requests" tab, click the **Create Service Request** button
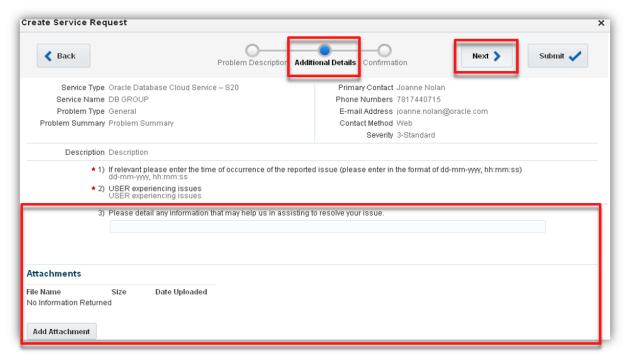
![ORACLE]

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.
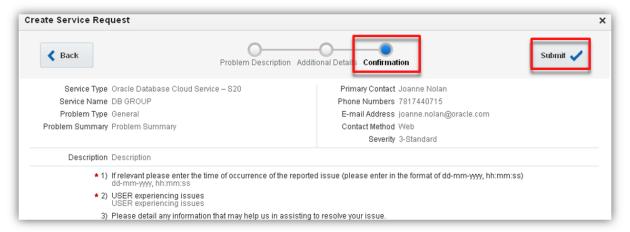

4. The second step is to add any **Additional Details** that may assist in issue resolution.   Attachments, if helpful, may also be uploaded at this time in the form of a screen shot, on-screen errors, or step-by-step instructions reproducing the problem that is occurring in your service.   When satisfied,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

5. 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.

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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3

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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.