Getting Started with Oracle Cloud

Frequently Asked Questions When Getting Started

This section lists the frequently asked questions (FAQ) related to Oracle Cloud Portal.

Where do I get information about Oracle Cloud services?

From the Oracle Cloud website, you can learn about the available Oracle Cloud services.

Open your web browser and go to the Oracle Cloud website:

http://cloud.oracle.com

Where do I find my Customer Support Identifier (CSI)?

You can find your CSI in the following ways:

 From the Welcome email that we sent you when your subscribed services were ready for use.

From Oracle Cloud Cloud@oracle_com
Subject Welcome to Oracle Cloud. Your services are ready.

Reply to no-reply-cloud@oracle.com
To

CRACLE* Cloud

Hello Anirban,

You have been designated as the primary service, account and identity domain administrator for your Cloud Services. This includes My Account and My Services Administration.

Please note that you are the only person receiving this information and notifications for your organization. If you are unable to act as the primary administrator, please see details below on how to assign users to perform the administrative duties.

Customer Support

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Refer to the Customer Support Identifier (CSI) number when you contact Oracle Support.

- Using Oracle Cloud Portal My Account:
 - Go to http://cloud.oracle.com.
 - 2. Click the Sign In link.
 - 3. Sign in to My Account.
 - 4. Click the **Orders** tab.
 - 5. Set the display filter to **Show: All**.
 - 6. Navigate to the particular service order entry.

You can find the CSI number displayed there.

How can I contact Oracle to get help on the Oracle Cloud services?

You can get help on the Oracle Cloud services by:

- Emailing to an Oracle. Enter your questions and get prompt answer from a CSC.
- To contact an Oracle Customer Success Consultant, click located at the bottom right of the dashboard page or select Contact from the dashboard menu:

