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?

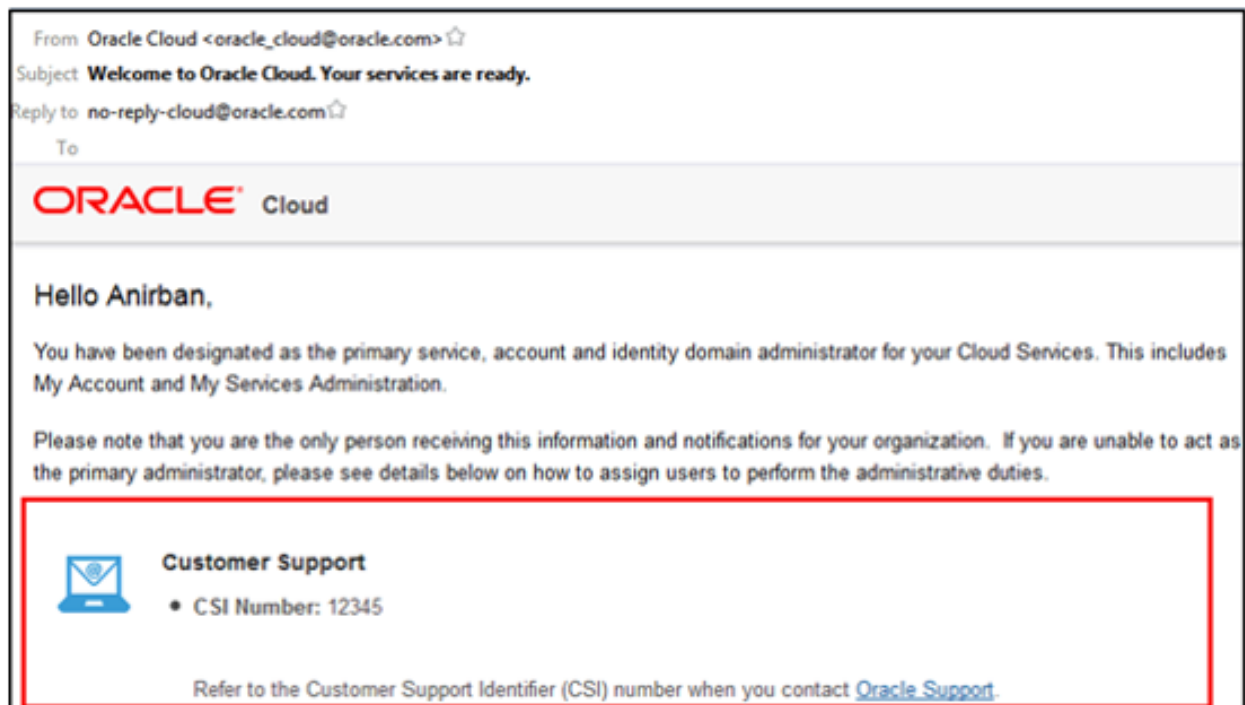From the Oracle Cloud website, you can learn about the available Oracle Cloud services.

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.

- Using Oracle Cloud Portal – My Account:

  1. 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 ⑦ located at the bottom right of the dashboard page or select Contact from the dashboard menu: