

Quick Reference Guide

Request an Account

1. Navigate to <https://support.oracle.com>
2. Click 'New User/ Register here'
3. Use your employee email address to register and complete the form
4. Click Create Account

Register the Account

1. Once an account has been requested you will receive an email to the address used to create the account. Follow the instructions contained in this email to register your account.
2. **Add** your Customer Support Identifier (CSI). The CSI groups the products against which you can log a Service Request in My Oracle Support (MOS).
Note: The CSI can be obtained from your Customer User Administrator (CUA). If your CUA is not known, please phone [My Oracle Support](#) who will be able to assist you.

What is a CUA? The Customer User Administrator controls which employees have access to the CSI and what access each user has for that CSI.

5. Add your Organization Name associated with the CSI
6. Click Validate
7. Click Next
8. **Validate** your information, **update** your time zone.
9. **Accept** the terms of Use and **Click** Submit

Registration is complete – Access will be available once your CUA has approved your request (approval will take a maximum of 48 hours).

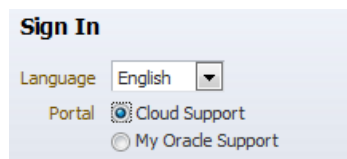
If you are the first person to register in your organization then by default you will be the CUA. The CUA role may be assigned or reassigned to additional users.

If you're not able to access the product(s) that you're required to create an SR against, a new CSI will need to be associated to your account, which includes the required product(s).

To associate an additional CSI navigate to My Oracle Support, **Click** the drop down menu next to your name and **Click** My Account.

Creating Service Request (SR)

1. Access the My Oracle Support through the 'Cloud Support' Portal.
 - a. Before signing in: **Select** the 'Cloud Support' radio button



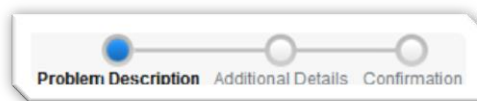
- b. After signing in: **Click** the 'Switch to Cloud Support' link in the top right hand corner of the screen. If this link states 'Switch to My Oracle Support' you're already in the 'Cloud Support' portal

2. From the 'Dashboard' landing page.....



....**Click** the 'Create Service Request' button

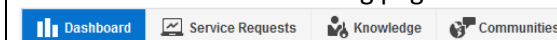
3. Complete the three stage form



Monitoring your SR

Option 1

From the 'Dashboard' landing page.....



My Service Requests

	Open	0
	Oracle Working	0
	Needs Attention	0

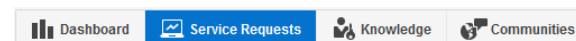
My Company's Service Requests

	Open	0
	Oracle Working	0
	Needs Attention	0

.....**Click** the number next to any status to view the SR.

Option 2

From the 'Service Requests' landing page.....



.....**Select** your SR from the 'Problem Summary' column.

Exporting Report on SRs

Please refer to the MOS knowledge article Doc ID 1058974.1, that covers 'How Do I Create and Export a Report for My Service Requests'.