

ORACLE®

MY ORACLE SUPPORT

Accreditation Program Guide

My Oracle Support

How Does Accreditation Help Me

My Oracle Support accreditation builds on your current knowledge and helps you increase proficiency. By gaining a deeper understanding of My Oracle Support, you will more effectively utilize these capabilities for your business.

Accreditation results:

- Understand core features and functions of My Oracle Support
- Use your knowledge to find targeted information and solutions
- Focus your portal experience to your needs and interests
- Leverage use case examples to achieve maximum value from My Oracle Support tools

The bottom line – faster results, reduced frustration, less wasted time, and more time spent on your job.



Copyright © 2013 Oracle and/or its affiliates. All rights reserved. Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Accreditation process and framework

- Review the learning content to prepare for the exam. Pause the videos at any time to research or test functionality in My Oracle Support
- Complete the online exam:
 - ✓ Passing score is 80%
 - ✓ 60 questions – multiple choice, T/F
- Leverage this guide for topic summaries, useful tips, and resources to broaden your utilization of My Oracle Support
- Take the exam and receive notification about your accreditation status. The My Oracle Support accreditation is awarded for a 12-month period



Are you ready?

Before you begin the accreditation learning path:

- Complete the complimentary [My Oracle Support Training On Demand](#) content offered through Oracle University (optional):
 - ✓ http://ilearning.oracle.com/oukc/tod/akc_activation_util?okey=1LSGG1314223173&orgid=1001&lang=US
- Work with My Oracle Support (4-6 months recommended), with proven experience:
 - ✓ Navigating the portal
 - ✓ Aligning your access privileges with your role and tasks
 - ✓ Working with Service Requests
 - ✓ Searching for knowledge
 - ✓ Using My Oracle Support Community
 - ✓ Researching patches



Topics to Review

1. Customer User Administration and SI

The Customer User Administrator (CUA) can improve security and efficiency through allocating access and privileges. Support best practices guide you to better results, like freeing up technical staff by enabling end users to find “how-to” answers. Video (06:34)

Topics and Tips:

- Understand the role of your Customer User Administrator
- Recognize common My Oracle Support terminology
- Understand Support Identifier (SI) functionality. Ensure you are assigned to the correct SI to see all applicable Service Requests
- Know the benefits of enabling Auto Approve to manage users
- Understand process to enable SR Details in Email.



2. Introduction to Oracle Support

Learn to put core features of My Oracle Support to work for you. You'll save time and get answers more quickly when you take advantage of customization options and leverage best practices. Video (09:38)

Topics and Tips:

- Navigate My Oracle Support dashboard efficiently
- Customize the dashboard for your role and products
- Learn about features in the latest My Oracle Support release
- Modify ‘My Account’ using Oracle Support best practices
- Post questions in the [Using My Oracle Support Community](#)
- Stay informed with product support news (ID 222.1)

Resources to Help You Review for Accreditation

- My Oracle Support Information Center
- [Get Proactive Essentials Webcasts](#) provide a detailed look at My Oracle Support options (ID 553747.1)
- Getting Started region on My Oracle Support dashboard
- [My Oracle Support Quick Reference Guide](#)

Topics to Review

3. Knowledge Search and Browse

Find answers more quickly by leveraging the Search & Browse features in My Oracle Support. Tailor your search to target the right information and then use filters to further refine your results. Video (08:27)

Topics and Tips:

- Adjust your knowledge preferences under 'My Account' settings to get search term suggestions and search intent clarifications
- Global search box results display on the Knowledge tab – select source, product, task or other options to refine results
- Create PowerView filters to display only the information you need, such as the products, platforms, or Support Identifier
- Use Search to locate information centers and search helpers for your products
- Mark documents as Favorites to access them quickly
- Access context-sensitive help from the help menu



4. Product Certifications

The Certifications tab in My Oracle Support helps you understand how a product upgrade may affect other products or what product release you need for a new hardware platform. Video (06:49)

Topics and Tips:

- Search by product name on Certifications tab to locate content
- Compare multiple products by release to determine compatibility or check a release on a specific platform
- Leverage release date information to ensure your products are supported through your planned upgrade cycle
- Download software release for a certification after accepting the license
- If a product certification is not shown for your configuration, use global search to find additional information. The relevant product community is often a good source

Resources to Help You Review for Accreditation

- [Certify in My Oracle Support](#) Video (10:21)
http://www.youtube.com/watch?v=0_wpqz7FJg4

Topics to Review

5. Patches and Updates

Use the Oracle Support tools to help keep your software and systems current with patches and updates. Staying up to date with patches helps you avoid known issues, and you can benefit from new functionality that an update can deliver. Video (09:42)

Topics and Tips

- Access step-by-step guidance from the Patching and Maintenance Advisor as a support best practice
- Use the patch number and platform configuration to search for the relevant patch set
- Post your questions in My Oracle Support Community's product-specific patching communities and read comments and questions from other users
- Use the Collector to send configuration data to Oracle if you plan to leverage the Patch Plans or Upgrade Planners
- Patch Plans let you review patches against a specific configuration



6. My Oracle Support Community

Participate in My Oracle Support Community. Leverage the experience of peers and Oracle experts to find real-world answers and advice. Interact with members who face similar situations and find out what they recommend. Video (07:00)

Topics and Tips:

- Update the default profile with your name and picture to build relationships within the community
- Search for existing answers; read correct or helpful replies first
- Get your question to the right expert by posting in a community that matches your topic
- Indicate if your question was answered by marking a reply correct and thank the member who posted
- Help other members and watch your reputation increase along with your level in Community. Members who participate often mention they gain new knowledge
- Find additional resources in the Getting Started region of My Oracle Support Community (right-hand column)

Resources to Help You Review for Accreditation

- [Access](#) My Oracle Support Community
<https://communities.oracle.com>
- [Watch](#) My Oracle Support Community 2-minute introduction

Topics to Review

7. Best Practices for Hardware & Software

The tools that leverage your configuration data help you avoid or resolve known issues. You can help resolve issues more quickly by creating fully qualified Service requests. Video (07:21)

Topics and Tips:

- Software collector mechanisms, like Oracle Configuration Manager and Oracle Enterprise Manager-Harvester, gather data for faster SR resolution and Health Recommendations
- Collected configurations give you the ability to look at past configurations or compare two points in time to see changes
- The Configuration tab on the first Service Request screen allows you to add collected data for a system.
- Hardware tools from Oracle Service Tools Bundle (STB) gather system configurations, snap-shots, and current state
- Oracle Solaris Crash Analysis Tool enables you to investigate what happened and the current hardware state
- Understand if Auto Service Request is right for your business

Resources to Help You Review for Accreditation

- Learn more about [Oracle Auto Service Request](#)

8. Create and Manage Service Requests

Put recommended best practices to use as you review the simple steps to create and manage Service Requests. Video (08:28)

Topics and Tips:

- Understand the concept of a Fully Qualified Service Request
- Know the standard steps in the Service Request creation flow
- Know how to check (and update) your access to My Oracle Support to ensure it aligns with your needs (i.e., ability to create a Service Request)
- Understand how to effectively set Severity for your Service Request
- Make sure you have access to the correct Support Identifier when you want to log a Service Request
- Take advantage of Suggested Solutions in the SR workflow



Topics to Review

9. Mobile My Oracle Support

You aren't always at your desk when you need information or an update on your Service Request (SR). Get access when you need it, regardless of your location or device. Video (03:48)

Topics and Tips:

- Get Mobile My Oracle Support at <https://support.oracle.mobi>
- Being able to respond quickly to SR updates while on the go can help Support to continue making progress on a solution
- Create filters for your SRs to focus on those you care most about monitoring
- View, approve, or deny user access requests if you are a Customer User Administrator

Resources to Help You Review for Accreditation

- Mobile Help & FAQs available under the "...More" section in Mobile My Oracle Support
- My Oracle Support context-sensitive help menu available on full application
- How-to guide within My Oracle Support

10. Oracle Support Policies

Make sure you can locate your support policies and are effectively applying this information to your products and your planning process. Quickly and easily confirm you have the coverage you need. Video (04:21)

Topics and Tips:

- Locate key Support Dates associated with your products
- Understand what is covered in Premier, Extended, and Sustaining support and align this knowledge to your product planning cycles
- Locate Support Policies from My Oracle Support or from www.oracle.com and quickly find these resources when you need to review your coverage

Resources to Help You Review for Accreditation

- Access [Oracle Lifetime Support Policies](#)
- Access [Oracle Technical Support Policies](#)



ORACLE®

MY ORACLE SUPPORT