

My Oracle Support

Registration Frequently Asked Questions

Release 15.3 E63697-02

July 2015

This document provides frequently asked questions about My Oracle Support registration. It contains the following questions:

- How can I proceed with the registration process if I know my SI but the company name entered is not correct when requesting access for an SI?
- I have an issue with registering for My Oracle Support and I can't find a solution. Who should I contact in my company and Oracle?
- What does being assigned as the CUA imply?
- How do I create a new user account in My Oracle Support?
- How can I add an SI to a user account in My Oracle Support?
- How do I change my user name and password in My Oracle Support?
- How do I reset my password in My Oracle Support?
- Why haven't I received the My Oracle Support reset password e-mail?
- Why do I receive the 'Error: Cannot Add Support Identifier, SI is not valid or does not allow registration' message when I try to add a SI?
- Why do I receive the 'Error: Your access to My Oracle Support is restricted because you currently do not have any active SI in your profile' message when I log in to My Oracle Support?
- What can I do if my request hasn't been processed?

See Also: For more information about the My Oracle Support registration process, see the "Registration, Sign In, and Accessibility Options" chapter of the My Oracle Support help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSH101

How can I proceed with the registration process if I know my SI but the company name entered is not correct when requesting access for an SI?

There can be changes to the company name used by Oracle Support. You can find the company name used by Oracle Support on the Welcome Letter, which resides with the technical contact or Customer User Administrator (CUA) for your company.

I have an issue with registering for My Oracle Support and I can't find a solution. Who should I contact in my company and Oracle?

Try to find out who your CUA is for your company. If you need assistance from Oracle, contact your local support representative. Find your product, country, or area at the following URL:

<http://www.oracle.com/us/support/contact-068555.html>

What does being assigned as the CUA imply?

If your company or the registration process asked you to be the CUA you should:

- Review the My Oracle Support Frequently Asked Questions at the following URL:
http://docs.oracle.com/cd/E25290_01/doc.60/e28848/toc.htm
- Watch the How To video series at the following URL then select CUA Tasks to launch the short videos which talk about the responsibilities of a CUA and how to perform its associated tasks:
https://support.oracle.com/epmos/faces/DocumentDisplay?_afLoop=393891487080675&id=603505.1&_afWindowMode=0&_adf.ctrl-state=vu7nazmtk_4
- Register for the My Oracle Support Essentials Webcast series at the following URL then select the Customer User Administration topic:
https://support.oracle.com/epmos/faces/DocumentDisplay?_afLoop=394119482581260&id=553747.1&_afWindowMode=0&_adf.ctrl-state=vu7nazmtk_45

The My Oracle Support Essentials Webcast is a series of interactive live events where you can ask questions. See the schedule for this month at the following URL:

https://support.oracle.com/epmos/faces/DocumentDisplay?_afLoop=394244317310994&parent=DOCUMENT&sourceId=603505.1&id=1676694.1&_afWindowMode=0&_adf.ctrl-state=vu7nazmtk_86

How do I create a new user account in My Oracle Support?

To create a new user account in My Oracle Support:

1. Navigate to:
<http://www.oracle.com>
2. Select **Step 1: New User? Register here.**
3. Enter the required fields then select **Create.**
A verification e-mail is sent. Follow the steps in the e-mail to verify your account.
4. Enter the following URL in a browser then sign in to My Oracle Support:
<http://support.oracle.com>
5. Enter your Support Identifier (SI) then add an optional note to the approver.
6. Click **Next.**
7. Enter the required fields then select **Submit.**

The status of your request is Pending until you receive the approval from the CUA.

How can I add an SI to a user account in My Oracle Support?

To add an SI to a user account in My Oracle Support:

1. Enter the following URL in a browser then sign in to My Oracle Support:
<http://support.oracle.com>

2. On the right top of the page, select your name to see the menu.

3. Select **My Account**.

The SI section opens. If you are not able to see this section, expand the navigation tree using the center arrow.

4. Select **Request Access**.

5. Do one of the following:

- If you know your SI, add an optional note to the approver and the SI. If prompted, enter your company name.
- If you do not know your SI, use the **Find your Support Identifier** tab, enter the serial number, and select your company name from the list to find it.

6. Click **Request Access**. If this is the first user requesting to use the SI, a prompt asking for acceptance of the CUA role may appear.

How do I change my user name and password in My Oracle Support?

To change your user name and password in My Oracle Support:

1. Enter the following URL in a browser then sign in to My Oracle Support:
<http://support.oracle.com>

2. On the top right corner, select your name to access the menu.

3. Select **My Account**.

4. On the Personal Information section, click the pencil icon next to **User Name/E-mail** or **Password** to edit it.

You are redirected to your Account page.

5. Click **Change User name** or **Change Password** to save the changes.

How do I reset my password in My Oracle Support?

To reset your password in My Oracle Support:

1. Navigate to:

<http://www.oracle.com>

2. Select **Forgot User ID/Password?**

3. Enter your user name then select **Submit**.

You will receive an e-mail with directions about how to reset your password.

Why haven't I received the My Oracle Support reset password e-mail?

If you tried to reset your password in My Oracle Support and you have not yet received the e-mail:

1. Navigate to:
<http://www.oracle.com>
2. Log in with your credentials.
3. Go to **Account** then select **Profile**.
4. Select **Edit**.
5. Enter information in the requested fields.
6. Select **Save Update**.
7. Navigate to:
<http://support.oracle.com>
8. Click **Login**.
9. Select **Password Finder**.
10. Enter your e-mail account.
11. Click **Submit**.

The password reset e-mail may not be under the safe sender list. This may interfere with you receiving Oracle generated password e-mails.

To mark the password reset e-mail as safe:

1. Check your e-mail spam or junk folder.
2. Search for the following e-mail address:
`oracle-acct_ww@oracle.com`
3. Mark the e-mail as safe.
4. If you do not find the e-mail, contact your IT department and ask them to include `oracle-acct_ww@oracle.com` under the Safe Sender list.

Why do I receive the 'Error: Cannot Add Support Identifier, SI is not valid or does not allow registration' message when I try to add a SI?

You may be getting the error for one of the following reasons:

- The SI you are entering does not exist. Verify the number on your contract or check your Welcome Letter. For additional help, call the Support Sales hotline. You can find the number at the following URL:

<http://www.oracle.com/us/support/contact/index.html>

If you are an Oracle Partner contact OPN at the following URL:

<http://www.oracle.com/partners/en/most-popular-resources/partner-business-center-1954023.html>

See Also: For more information about the My Oracle Support registration process, see the "Registration, Sign In, and Accessibility Options" chapter of the My Oracle Support help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSHSP101

- Your Service Start Date is in the future. You are only able to add the SI on or after your start date. Verify the service start date in your Welcome later.
- 'No support' status. Either your contract is on hold, terminated, suspended, expired, or the SI belongs to a support level which is not supported through My Oracle Support.
- The SI has been created recently. If your SI has been created recently try again after 24 hours.

See Also: For information about the recently created SI, see the Knowledge Document ID 1070417.1, "Activation Delay May Prevent Customer to Add New Support Identifier (SI) to their My Oracle Support Account immediately".

https://support.oracle.com/epmos/faces/DocumentDisplay?_afzLoop=214539888712284&parent=DOCUMENT&sourceId=1102559.1&id=1070417.1&_adf.ctrl-state=ogtttdym1r_4

- The SI was created for CRM OnDemand. The CRM On Demand Support Identifiers are automatically added to your CRM account by the CRM team.

See Also: For more information about your CRM OnDemand Support Identifier, log a Service Request (SR) in <http://support.oracle.com> under the CRMOD tab, or contact CRMOD Customer Care.

- The SI does not have a product mapped to the license, or the product is mapped but have not been setup in My Oracle Support. For additional information, call the Support Sales hotline. You can find the number at the following URL:

<http://www.oracle.com/us/support/contact/index.html>

- The SI has a product mapped to the license which is past Sustaining Support. For additional information, see Oracle Lifetime Support Policies at the following URL:

<http://www.oracle.com/us/support/lifetime-support/index.html>

Or call the Support Sales hotline. You can find the number at the following URL:

<http://www.oracle.com/us/support/contact/index.html>

Why do I receive the 'Error: Your access to My Oracle Support is restricted because you currently do not have any active SI in your profile' message when I log in to My Oracle Support?

You may be getting the error for one of the following reasons:

- You do not have a valid or active SI on your profile.

To add a valid SI:

1. Navigate to **Settings**.
2. Select **My Account**.
3. Add a valid and active SI to your profile.

- You do have valid SI on your profile, but mandatory fields on your profile are empty.

To fill the empty mandatory fields:

1. Navigate to **Settings**.
2. Select **My Account**.
3. Fill mandatory fields in your profile. Mandatory fields are marked with an asterisk (*).
4. Select **Save**.
5. Refresh the page or log out and log in again.

What can I do if my request hasn't been processed?

To facilitate approval, you can send a notification from My Oracle Support.

If a CUA has not responded to your request after three days, you will receive another e-mail that shows the e-mail addresses of the CUAs so you can contact them directly.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

My Oracle Support Registration FAQ, Release 15.3
E63697-02

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