Oracle Fusion Applications
User Assistance
Executive Overview

User assistance can help your users get the most from their Oracle Fusion Applications and reduce your support costs. Use the demos linked in this document to learn how to add your own help to any page. See how users can provide instant feedback, ask questions, and provide their own tips through integrated discussion forums, ratings, and reviews.

Learn more about the help extensibility features and setup options.
Demos on Using and Customizing Help

Review these demos to learn more about using and customizing Oracle Fusion Applications Help.

Using Help
- Using embedded help and accessing help content.
- Using advanced search and the collaboration toolbar (for tagging, bookmarking, e-mailing, and discussing help).
- Exploring help for a sales opportunity.

Customizing Help
- Collaborating with users to improve custom help for managing performance reviews.
- Customizing predefined help and adding a desktop file as new help content.
- Adding a web site and a new text document as custom help.
- Creating custom help for sales opportunities.
Help Extensibility Features

Enable the Help Customization feature choice so you can:

- Add documents, links to web pages, UPK demos, or text files created directly in the Create Help page.
- Copy and edit supplied application help files. The original versions are hidden and replaced with your own.
- Apply patches confident in the knowledge that application help files will be updated but your custom help will be unaffected.
- Secure custom help to specific roles, if required.

You enable the Help Customization feature choice on the Configure Offerings page in the Setup and Maintenance work area.
Help Setup Options

Use the Define Help Configuration task list in the Setup and Maintenance work area to:

- Control the ability to customize help using a duty role (Application Help Text Administration).
- Enable help security, if required, and create the security groups you need based on job or abstract roles.
- Enable announcements and discussions within Oracle Fusion Applications Help.
- Provide a link on the help pages to your User Productivity Kit library.

For more information about help setup and extensibility, see the Define Help Configuration chapter in your implementation guide.

Frequently Asked Questions

**Who can add and manage custom help?**

Users with the Application Help Text Administration duty role have access to customize help in Oracle Fusion Applications Help. This duty is assigned by default to various job roles, in particular the administrators for product families.

You can assign the duty role to other users who need access to customize help. Use the Manage Duties task in the Setup and Maintenance work area to search for the Application Help Text Administration duty role on the Role Catalog page, and map additional job roles to this duty role.

**How can I restrict help content to specific user roles?**

When you create or edit help, select a help security group that represents the set of roles that you want to have access to the help. If you do not see the Security Group field, then your administrator has not selected the Custom Help Security feature choice. The Unsecured group has no associated roles, so anyone can view the help. The predefined Secured group includes all internal employees and contingent workers, unless this group has been edited.

You can create security groups and associate roles using the Manage Help Security Groups task in the Setup and Maintenance work area. Your new security groups are immediately available for use to secure new or edited help files.
What happens to custom help when a help patch is applied?

Oracle Fusion Applications Help patches update all help files, both active and inactive, except custom help. Custom help files are not affected by patches. Consider reviewing inactive files to see if you want to activate the updated version, or to make similar edits to the custom versions of those files, if any.

Can I hide embedded help, such as hints and help windows?

You cannot hide or disable embedded help for yourself. On-premise administrators who customize the application can change and remove embedded help using developer tools, but such changes apply to everyone. See the Customizing Help chapter of the Extensibility Guide.

How can I find help for my country and language?

Currently the help is not translated. Use the advanced search in Oracle Fusion Applications Help to specify the country you want help for. When you access help from an application page, the territory in your Oracle Fusion Applications preferences determines the help that you see by default. You see generic help plus help specific to your country.

Who can post announcements on the Help home page?

Users with the Create Announce privilege in the Fusion Applications Help Portal Announcement forum in Oracle Web Center can create and edit announcements.

Other Documentation Links

- Oracle Fusion Application Documentation (for links to release notes, guides, licensing information, and more)
- Oracle Fusion Applications Technology Library (for technical guides such as install, patching, implementation, and extensibility)
- Oracle Enterprise Repository (for technical information about integrating with other applications, including services, operations, composites, events, and integration tables)
- Oracle Fusion Applications Documentation Info Center (for white papers, release notes, What’s New and other resources) -- on My Oracle Support; support contract required