Where to Get P6 EPPM Documentation, Training, and Support
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Introduction

This document provides links to resources that will help you use P6 EPPM.

Where to Get Documentation

Complete documentation libraries for P6 EPPM releases are available from: https://docs.oracle.com/en/industries/construction-engineering/

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

Help System Access

P6 EPPM is configured to access the versions of its help systems hosted by Oracle. For on-premises, downloadable versions of the help systems are also available if you need to download, deploy, and access a local copy.

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.

Where to Get Training

Learning Subscriptions offer online video-based training for P6.

P6 Learning Subscription

If you prefer classroom-training, click here for classes offered by Oracle University.

Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering our products. Content includes whitepapers, videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access our content on the learning library, go to:

http://www.oracle.com/oll/primavera
Where to Get Support

If you have a question about using Oracle products that you cannot resolve with information in the documentation or help, click http://support.oracle.com. This page provides the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process. For more information about working with Oracle Support, visit https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2 to view Support Tools & Tips.

Using Support Resource Centers

Support Resource Centers provide links to important support and product information. They organize documents found on My Oracle Support (MOS), providing quick access to product- and version-specific information, such as important knowledge documents, Release Value Propositions, and Oracle University training. For on-premises users, resource centers also offer documentation on Lifetime Management, from planning to installs, upgrades, and maintenance.

Visit https://support.oracle.com/epmos/faces/DocumentDisplay?id=1486951.1 to access the resource center for your product.

Resource centers also provide access to:

- **Communities** which are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- **News** from our development and strategy groups.
- **Education** via a list of available Primavera product trainings through Oracle University. The Oracle Advisor Webcast program brings interactive expertise straight to the desktop using Oracle Web Conferencing technology. This capability brings you and Oracle experts together to access information about support services, products, technologies, best practices, and more.

Creating a Service Request

Your product integrates with different Oracle applications; when you create a Service Request, be sure to open the request with the proper Oracle Support team and enter the correct product information.

Each product has its own support line. Contact one of the following support lines when you have issues related to your product:

- Oracle Prime
- P6 EPPM
- Primavera Gateway
- Primavera Unifier
- Primavera Analytics or Primavera Data Warehouse

On-premises users having issues with a related Oracle technology should contact the appropriate support line. Available technologies vary by product and include the following products:

- Oracle Access Manager
- Oracle AutoVue
Introduction

- Oracle BI Publisher
- Oracle BPM
- Oracle Business Intelligence
- Oracle Database
- Oracle E-Business Suite
- Oracle Enterprise Manager
- Oracle Instantis EnterpriseTrack
- Oracle Server
- Oracle Value Chain Planning
- Oracle WebCenter Content Core Capabilities (formerly Universal Content Management)
- Oracle WebLogic

**Keeping Your On-Premises Software Current and Secure**

To ensure you have the latest versions of your products, download and install all available patch sets from http://support.oracle.com.

To get the latest information about Critical Patch Updates, go to http://www.oracle.com/technetwork/topics/security/alerts-086861.html.
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