



**Where to Get Documentation, Training, and Support  
Version 18**

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# Introduction

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

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## Where to Get Documentation

Complete documentation libraries for EnterpriseTrack 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.

## 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

To access comprehensive training for all Primavera products, go to:

<http://education.oracle.com>

## Oracle Learning Library

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

To access the learning library's Primavera content, 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:

- ▶ For the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process, visit <http://support.oracle.com>.
- ▶ For details on working with Oracle Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2> to view **Support Tools & Tips**.
- ▶ For access to Construction and Engineering support communities, which are moderated by Oracle and provide a place for collaboration among industry peers to share best practices, visit <https://community.oracle.com/community/support/primavera>.

### Using Primavera's Support Resource Centers

Primavera's Support Resource Center provides links to important support and product information. Primavera's Product Information Centers (PICs) 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. PICs 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 links to all of the current PICs.

PICs also provide access to:

- ▶ **Communities** are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- ▶ **News** from our development and strategy groups.
- ▶ **Education** contains 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

EnterpriseTrack integrates with different Oracle applications; when you create a Service Request, be sure to open the request with the proper Support team. To ensure you reach the proper Support team, enter the correct product information when you create the Service Request. Each product has its own support line.

- ▶ Use the **Instantis EnterpriseTrack** support line when you are having installation, configuration, or connection issues related to EnterpriseTrack.
- ▶ Use one of the following support lines when you are having installation or configuration issues that do not relate to EnterpriseTrack:
  - ▶ Oracle WebLogic Server
  - ▶ Oracle Database Server
  - ▶ BI Publisher

- ▶ Oracle Access Manager

# Legal Notices

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