



**Where to Get P6 Professional Documentation, Training, and Support
Version 20**

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Introduction

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

Where to Get Documentation

Complete documentation libraries for P6 Professional 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 Professional is configured to access the versions of the help systems hosted by Oracle. However, 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

http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=900&get_params=cloudId:624

If you prefer classroom-training, browse to the following URL for classes offered by Oracle University:

http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=900&get_params=cloudId:624

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>

OLL also includes learning paths, which offer features such as progress tracking, Try It modules, and a certificate of completion. A product license is not required to view this content. To access additional features on OLL, you can sign up for a free oracle.com account.

The following learning paths is available for P6:

- ▶ **Primavera P6**
(https://apexapps.oracle.com/pls/apex/f?p=44785:50:129073890433951:::50:P50_COU_RSE_ID,P50_EVENT_ID:444,6284)
Learn to use Primavera P6 EPPM to manage a project from inception to execution.
- ▶ **Primavera P6 Professional**
(https://apexapps.oracle.com/pls/apex/f?p=44785:50:114989047101980:::50:P50_COU_RSE_ID,P50_EVENT_ID:456,6307)
Learn to use Primavera P6 Professional to build a project plan and then execute and monitor it.

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=1962724.1>.
- ▶ 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 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 Primavera Cloud
- ▶ 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
- ▶ 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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Oracle Primavera Where to Get P6 Professional Documentation, Training, and Support

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