



Where to Get Primavera Administration Documentation, Training, and Support

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Introduction

This document provides links to resources that will help you use P6 EPPM, Primavera Unifier, Primavera Gateway, and Primavera Analytics on the cloud.

Where to Get Documentation

The complete Primavera Administration documentation library can be found at:

<https://docs.oracle.com/en/industries/construction-engineering/primavera-cloud-services/index.html>

You can either view the library online or download it to have a local copy. Oracle recommends that you view the libraries from the Oracle-hosted site to ensure you always access the latest information, including critical corrections and enhancements.

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 our products, go to:

<http://education.oracle.com>

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:

- ▶ 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 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.

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 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:

- ▶ P6 EPPM
- ▶ Primavera Unifier
- ▶ Primavera Gateway
- ▶ Primavera Analytics or Primavera Data Warehouse

Copyright

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