

Oracle
Primavera
Where to Get Unifier Documentation, Training, and Support

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Introduction

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

Where to Get Documentation

If you need help with an operation in Primavera Unifier, there are a number of resources to help you.

Note: The Company Administrators for Unifier Cloud must use the *Primavera Unifier Cloud Service Administration Guide* instead of all the other installation and configuration guides in the Primavera Unifier Documentation Library.

Online Help

If you have a question or need further assistance regarding a specific feature, review the online help.

Click the **Help** menu from any Primavera Unifier window, and choose:

- ▶ **Unifier Help:** This link goes to the Primavera Unifier Online Document Library.
- ▶ **BP-specific Help:** If your company has provided customized Help files for individual business processes, you can access them through the business process log or the Help menu.

Note: For the full list of system requirements, applications, and application version levels refer to the *Primavera Unifier Tested Configurations* in the Primavera Unifier Documentation Library.

Documentation

Complete documentation libraries for Primavera Unifier 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

Primavera Unifier is configured to access its the version of the help system hosted by Oracle. However, a downloadable version of the help system is 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

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 whitepapers, 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>

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 path is available for Unifier:

- ▶ **Primavera Unifier**
(https://apexapps.oracle.com/pls/apex/f?p=44785:50:3344286134831:::50:P50_COURSE_ID,P50_EVENT_ID:473,6381)
Learn the basic functions of Unifier to manage assets, projects, and portfolios via customizable business processes.

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. 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.

Contacting Your Company Administrator

Click **Help** from the upper right-hand section of the Unifier window to open a contextual menu and click **Contact Support** to open the Support window.

In the Contact tab, Contact Information section, you can see the name, phone, and contact instructions of someone at your company that you can contact when you need help with Primavera Unifier. For assistance, try this person, first.

Note: This information is available only if your company administrator has provided internal support contact information.

In the Contact tab, eLearning section, you see the location (Access), name of the contact (Contact), and any instructions that you might need in order to access the eLearning materials.

Note: Your company may elect to provide access to the eLearning suite, where you can access interactive Primavera Unifier learning materials. Alternatively, your company may have its own customized support or training materials that can be accessed on an internal site/location. If your company administrator provides this contact information, it will be listed at the bottom of the window.

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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