Oracle
Primavera
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

Equation 1: mylearn.oracle.com/construction

The MyLearn website provides free video-based training for all Construction and Engineering applications. On your first visit, create a free account with Oracle University and enjoy these benefits:

- More than 300 videos
- Site remembers which videos you have watched
- Filter by product
- Earn badges to share on social media
- Video captions translated into 14 languages
- Searchable transcript in English
- Build your own home page based on your preferences and favorites
- Track your progress and achievement on a personal dashboard

A variety of training is offered. (Not all training types offered for all products)

- **Get Started**: New user? These courses will get you up and running.
- **What's New**: Learn about the new features introduced in the latest release.
- **Video Training**: Single-topic, short duration videos provide instruction on basic functions and common tasks.
- **Crash Courses**: Longer-duration videos (narrated by an instructor) guide you step-by-step through processes like planning a project, or take a deep-dive into a single subject.
- **Full Virtual Courses**: Do hands-on exercises in the software and view training manuals in these comprehensive instructor-led recorded courses. Requires fee.

Where to Get Support

If you have a question about using Oracle products that you cannot resolve with information in the documentation or help:

- Visit our support website for the latest information on contacting Oracle Global Customer Support and accessing our knowledge articles: https://support.oracle.com/.
- Learn our tips and best practices for using our support services:
  - Watch the How-to Video Training Series: https://support.oracle.com/rs?type=doc&id=603505.2.
  - Read our Working Effectively With Oracle Support - Best Practices guide: https://support.oracle.com/rs?type=doc&id=166650.1.
- Access the Construction and Engineering support communities, which are moderated by Oracle and provide a place for collaboration among industry peers to share best practices: https://community.oracle.com/community/support/primavera.

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Register on My Oracle Support

Register as a new user on My Oracle Support (MOS), so you can create Service Requests (SRs). After you register, Oracle will ask you to verify your email address. Once verified, you can log in to your MOS account.

After the first login, you need to request access to the Support Identifier (SI) number included in the welcome email you received from Oracle. This number identifies your organization's products and services and is required to use MOS.

Once you submit the SI number, you will be assigned as the Customer User Administrator (CUA) in MOS. The CUA can submit Service Requests, approve or deny user access, and assign user privileges in MOS.

Oracle recommends having at least two CUAs for every SI. Identify additional CUAs and/or authorized users who can create Service Requests on behalf of your organization. Provide them with the SI number and instruct them to register on MOS. Once they register, you will need to approve their access and assign them as a CUA in MOS.

For more information on the CUA role and/or how to complete tasks, reference the CUA for Cloud series in MOS. Note that you must have an MOS account with an SI number linked to view support content in that portal.

Creating a Service Request

To access tutorials on how to create a service request, select the "Create and Manage Service Requests" tab on our the How-to Video Training Series page: https://support.oracle.com/rs?type=doc&id=603505.2.

When you create a service request, be sure to enter the correct product information and problem details so that the request is assigned to the proper Oracle Support team.

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 Analytics Server
- 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

Using Information Centers

Information 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/rs?type=doc&id=1486951.1 to access the information center for your product.

Information centers also provide access to:

- Communities which are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- Recently published knowledge base alerts and articles.

Support Renewals Process

If it's time to renew support for your Oracle products, or if you would like to sign up for auto-renewal of your support services, visit the My Support Renewals site: https://supportrenewals.oracle.com.

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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