Oracle® Cloud

Using Oracle Cloud Marketplace

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Preface

Using Oracle Cloud Marketplace describes how to explore the marketplace, search for apps and services that meet your requirements, read customer reviews, get apps from the marketplace, and contact providers about their professional services (such as training, consulting, and integration).

Audience

This guide is for all Oracle Cloud Marketplace users.

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.

Related Documents

For more information, see the following related documents:

- *Using Oracle Cloud Marketplace Partner Portal*
- *Getting Started with Oracle Cloud*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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Basics

Are you ready to shop for business apps and professional services for your Oracle Cloud products? Start here for answers to a few common questions about the marketplace.

- What's Oracle Cloud Marketplace?
- What's the process to get apps or services?
- What do I need to know to get started?
- How do I sign in to the marketplace?
- How do I get support if I have questions?
- What if I have apps or services to list on the marketplace?

What's Oracle Cloud Marketplace?

Oracle Cloud Marketplace is an online store—a one-stop shop—selling hundreds of business apps and professional services that complement your existing Oracle Cloud implementation.

All apps and services on the marketplace are offered by approved, registered, and expert partners and developers. Plus, Oracle has vetted, reviewed, and approved each product.

Oracle Cloud Marketplace:

- Offers a large collection of trusted and innovative apps in many business categories, including marketing, sales, customer service, social, and talent management.

  Like add-on or plug-in software, these apps provide enhanced functions or customizations for your existing Oracle Cloud implementation.

- Offers an assortment of services, such as consulting, implementation, integration, and training, to help you transition to the cloud and improve the successful operation of your company.

What's the process to get apps or services?

You can browse the apps and services on Oracle Cloud Marketplace, evaluate whether the offering fits your needs, and then get the app or service.

It's three steps to success:

- **Find it.** Use the browse, search, filter, and sort options to find apps and services on the marketplace.
- **Evaluate it.** View details about the app or service, watch videos and demos, access training, follow the product news on social media, and read what other

customers are saying about the app or service. Arm yourself with the knowledge to make the right decision for you and your company.

- **Get it.** Click one button and you're on your way to getting the app or service from the Oracle provider (approved partner or developer).

What do I need to know to get started?

Not much. In fact, all you need to know is how to get to the Oracle Cloud Marketplace website.

Here's the link:

http://cloud.oracle.com/marketplace

You can browse and search the marketplace products in much the same way as you shop for products on other online stores.

If you find an app or a service you want, then you must sign in with your Oracle account.

Be sure to add Oracle Cloud Marketplace to your list of favorite websites or bookmark the home page so you can easily return to the marketplace.

How do I sign in to the marketplace?

To sign in to Oracle Cloud Marketplace:

1. Go to the Oracle Cloud Marketplace website.

   http://cloud.oracle.com/marketplace

2. Click **Sign In** at the top of the Oracle Cloud Marketplace page.

3. Enter the user name and password for your Oracle account.

4. Click **Sign In**.

Tips

- Don't have an Oracle account? To register for a free Oracle account, click **Sign In** at the top of the Oracle Cloud Marketplace page, click **Create Account**, and follow the instructions.

- Can't remember your password? Click **Sign In** at the top of the Oracle Cloud Marketplace page, click , click the **Forgot Password?** link, and then follow the instructions.

- Not sure you need an Oracle account? You don't need an account if you just want to browse the marketplace, see what's available, and see what other customers are saying about the products. It's okay to look.

  However, if you want to purchase apps or services, get free apps, mark your favorites, or write product reviews, then you need an Oracle account.

How do I change the user interface language?

To change the user interface language, click **English** at the top of the page, and select a language.

The app and service listings remain in the language in which they were created. The rest of the user interface displays in your selected language.

How do I get support if I have questions?

At Oracle Cloud Marketplace, the customer comes first. We want to make your online shopping experience as pleasant and enjoyable as possible. Never hesitate to contact us if you have any questions or concerns about Oracle Cloud, our cloud products, or our registered and approved providers.

- **Online chat:** To start an online chat with an Oracle Support representative, click
   Chat Now located on any marketplace page. If a representative isn't available, be sure to enter your questions. We'll get back to you with answers.

- **Phone, experts, feedback, and forums:** If you prefer to talk with us on the phone, get professional advice from support, provide feedback, or peruse the
  forums, then click **Contact Us** located on any Oracle Cloud Marketplace page. You can:

  - Call Oracle Direct at the specified toll-free number or click **Global Contacts** to look up contact information for Oracle offices around the world.

  - Link to the My Oracle Support website, sign in, and get help from the experts in Oracle Technical Support.

  - Use the feedback form to send us comments about Oracle Cloud Marketplace, let us know what apps and services you need, and tell us how we can improve your marketplace experience.

  - Link to the discussion forums where you can post a message, start a new thread, or search the current discussions for answers. Oracle product managers, support, development, and operations team members respond to threads on the forum.

  - Start an online chat with an Oracle Support representative. This option is the same as clicking **Chat Now**.

- **Online help, documentation, and videos:** To view the online help, print the user documentation, or watch introductory videos, click **Resources** at the top of the page.

- **Email:** To send us an email with issues specific to Oracle Cloud Marketplace, use this email address:

  marketplace-help_us_grp@oracle.com

What if I have apps or services to list on the marketplace?

If you have an app or a service that you want to list on Oracle Cloud Marketplace, then we want to hear from you.

To learn more about listing your apps or services on Oracle Cloud Marketplace:

1. Open the **Publishers** menu.

2. Select the **Become a Publisher** option. As a publisher, you'll get access to Oracle Cloud Marketplace Partner Portal and all you need to list apps and services on the marketplace.

> **Note:**
>
> As a marketplace developer, you can explore the feasibility and benefits of developing apps for Oracle Cloud without making any financial commitment or joining Oracle PartnerNetwork. See How do I become an Oracle Cloud Marketplace developer? in *Using Oracle Cloud Marketplace Partner Portal* to learn more.

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Get Apps and Services

Learn how you can find, evaluate, and get a business app or service from Oracle Cloud Marketplace.

 Show me

Go ahead. Watch the video. If you have questions, come back. We have answers.

- How do I find apps and services?
- How do I get more information about an app or a service?
- How do I mark my favorite apps and services?
- How do I read and write reviews?
- How do I get an app?
- How do I get a service?
- How do I upgrade an app?
- How do I uninstall an app?

How do I find apps and services?

Browsing, searching, and filtering options make it easy for you to quickly find apps or services that are listed on Oracle Cloud Marketplace. Plus, you have several options for how to sort and display the list of apps or services.

To find an app or a service listed on Oracle Cloud Marketplace:

1. Go to the Oracle Cloud Marketplace website.
2. Select the appropriate tab.
   - If you're looking for apps, click the **APPLICATIONS** tab.
   - If you're looking for services such as training, consulting, or integration, click the **SERVICES** tab.
3. Use the browse, search, and filter options to find the app or service you want.
   - To browse by type of Oracle Cloud product, point to the **PRODUCTS** option and make a selection. For example, you can select **Sales Cloud** or **Marketing Cloud** from the **APPLICATIONS (SaaS)** products, **Documents Cloud** from the **PLATFORM (PaaS)** products, or **Compute Cloud** from the **INFRASTRUCTURE (IaaS)** products.
   - To browse the services by industry, point to the **INDUSTRIES** option and make a selection. For example, you can browse by **Healthcare**, **Insurance**, or **Retail**.
   - To find apps or services that match your search criteria, enter one or more keywords in the Search box and click **Go**. The most relevant results are at the top of the list.

When you're viewing the details page for an app or a service (click the name or logo to open the details page), scroll the **OVERVIEW** tab until you see the **TAGS** section. You can click the links in the **TAGS** section to find other apps or services that match the selected keyword or phrase. These search tags are available only if the provider included them when creating the marketplace listing.

- To refine your search, select from a set of pre-defined filters on the Search Results and product pages.

Tips

- To reorder your search results, point to the **SORT BY** option and make a selection. You can reorder the list by name, rating, release date, or relevance. The sorting options are available only after you search by keyword or select a filter.

- To change how the list of apps or services is displayed, click ⊞ **Tile View** or ☰ **List View** to toggle your display between a three-column tile view and a one-column list view.

- To view your list of favorites, sign in to the marketplace, open the user menu, and select either **My Favorite Apps** or **My Favorite Services**. These menu options are available only if you added apps or services to your favorites.

- To clear all search, filter, and sort by selections, and return to the home page, click the **Oracle Cloud Marketplace** logo at the top of the page.

How do I get more information about an app or a service?

To view detailed information about a specific app or service, click its name or logo to open the details page.

Review the information on the details page to evaluate whether you want the app or service.

- **Details** — For details about the app or service, review the information at the top of the page and on the **OVERVIEW** tab. You can get a full product description, see app usage information, check requirements or availability, and read additional documents, such as data sheets and user guides.

  For services, on the details page, the Cloud membership links point to the partner's Solutions Catalog page, if available. Also, the Cloud Excellence Implementer link points to the partner profile page on the Solutions Catalog showing the details of the partner's Cloud Excellence Implementer status, if available.

  You can also click the links in the **TAGS** section on the **OVERVIEW** tab to find other apps or services that match the selected keyword or phrase. These search tags are available only if the provider included them when creating the marketplace listing.

- **Demo** — Providers can include a demo link for apps in the header section at the top of the page. Click **Launch Demo** for more information. You may be redirected to a demo, a video, a website, or other details such as frequently asked questions.

- **Self-Paced Training** — Providers can include a self-paced training link for apps in the header section at the top of the page. Click **Self-Paced Training** for more

information. You may be redirected to a video, training, or other details such as documentation.

- **Multimedia** — For a closer look at an app or a service, watch the available videos or flip through the sequence of screenshots and photos.

- **Reviews** — To read what customers are saying about an app or a service, click the **RATINGS** tab. User ratings and reviews can help you determine the value of an app or a service for your business or organization.

- **Providers** — For details about the partner or developer providing the app or service, click the **PROVIDER** tab. Learn about their company, how long they've been in business, other apps and services they provide, and how to contact them. To get more information about the partner company, click the name of the company in the left pane.

Tips

- Are you excited about the app or service? Do you like what you see? Use the icons at the top of the details page to share information about the app or service with your social network. You can share on Facebook, Twitter, or LinkedIn; you can copy the URL for sharing; or you can share by email.

- Did you find a listing you might want to view or revisit later? Simply click **Add to Favorites**. You can then select **My Favorite Apps** or **My Favorite Services** from the user menu to view only your favorites.

- Do you want to stay connected with certain partners or developers, and view the latest news about their apps and services? Use the icons on the **PROVIDER** tab to follow them on Facebook, Twitter, or LinkedIn. These icons are available only if the provider included them when creating the marketplace listing.

How do I mark my favorite apps and services?

Simply go to the details page for the app or service, and then click **Add to Favorites**.

To view a list of your favorite apps, sign in to the marketplace, click the **APPLICATIONS** tab, open the user menu, and select **My Favorite Apps**.
To view a list of your favorite services, sign in to the marketplace, click the **SERVICES** tab, open the user menu, and select **My Favorite Services**.

Any time you're viewing your favorite apps, you can switch to your favorite services by clicking **GO TO FAVORITE SERVICES** at the top of the list. Likewise, any time you're viewing your favorite services, you can click **GO TO FAVORITE APPS**.

To remove a favorite, go to the details page for the app or service, and then click **Remove from Favorites**.

How do I read and write reviews?

Product reviews promote a healthy exchange of information between you, other customers, and the providers. You can use the shared opinions to help you determine the value of an app or a service for your business or organization. Providers use the feedback to learn how their product is received, what works and what doesn't, and where to make improvements.

To read the current reviews or write your own review for an app or a service:

1. Go to the Oracle Cloud Marketplace website.

2. Use the browse, search, and filter options to find the app or service.

3. Click its name to go to the details page.

4. Click the **RATINGS** tab.

The RATINGS tab displays reviews written by Oracle Cloud Marketplace customers.

- To share your experiences with the community, click **Write a review**.

- To control which reviews are displayed and in what order, use the **Filter by** and **Sort by** options.

- To add your opinion to an existing review, click **Comment**.

- To indicate that you like and agree with a reviewer's comments, click **Like**.

- To notify Oracle Cloud Marketplace administrators that a particular review or reviewer is inappropriate, click **Report Abuse** and complete the report form.

How do I get an app?

After you've found an app you like, you can easily get it from Oracle Cloud Marketplace. Whether the app is available for immediate download or whether you work directly with the app provider, one click and you'll be on your way to getting the app you want.

To get an app from Oracle Cloud Marketplace:

1. Sign in to the Oracle Cloud Marketplace website.

2. Click the **APPLICATIONS** tab.

3. Use the browse by product, search by keyword, and filter options to find the app you want.

4. Click the app name to open the details page.

5. Review the information on the **OVERVIEW** tab, the **RATINGS** tab, and the **PROVIDER** tab to evaluate whether the app fits your needs.

6. Partners can choose how they deliver the apps to you, click **Get App** or **Download.**

   - **Get App:**
     Some apps require you to work directly with the provider. For these apps, the app provider contacts and work with you to fulfill your request.

     Some apps are available for immediate download and installation. For these apps, an installation wizard guides you through the install process.

> **✎ Note:**
>
> For Oracle Cloud Infrastructure (OCI) install packages, after you click **Get App**, if you have an OCI account, select an OCI region, click **Launch Image** or **Create Stack**, and login with your credentials. The OCI Console is displayed, where you can deploy this app.
>
> If you do not have an OCI account, click **Sign Up** to submit your OCI account request. Once your request is processed, you will be provisioned a tenancy in Oracle Cloud Infrastructure and Oracle will send you a welcome email with instructions for signing in to the OCI Console for the first time.
>
> If you have questions, send an email to marketplace-help_us_grp@oracle.com.

- **Download:**
  Some apps are available for immediate download and installation to your local computer. For these apps, a dialog box guides you to save the app file.

  Some apps require you to download the app from a URL. For these apps, you are directed to a URL where there is more information on downloading the app.

7. Be sure to check your email for additional information and instructions sent from Oracle Cloud Marketplace and the app provider.

How do I get a service?

It's easy to get a service from a provider. And it doesn't matter whether you're looking for training, consulting, integration, or some other service. You find the service you want, and then fill out the service request form with your contact information. The provider will contact you directly, answer any questions you have, discuss your requirements, and schedule the service.

To get a service from Oracle Cloud Marketplace:

1. Sign in to the Oracle Cloud Marketplace website.

2. Click the **SERVICES** tab.

3. Use the browse by product, browse by industry, search by keyword, and filter options to find the service you want.

4. Click the service name to open the details page.

5. Review the information on the **OVERVIEW** tab, the **RATINGS** tab, and the **PROVIDER** tab to evaluate whether the service fits your needs.

6. Click **Contact Us**.

7. Enter the required information into the Customer Details dialog box.

   You must supply an email address so the provider has a way to contact you. Optionally, you can enter a telephone number and additional notes for the provider.

8. Click **Submit**. A message confirms that your request was submitted.

9. Click **Close** to dismiss the confirmation dialog box.

   We'll send your contact information to the provider, and send you an email confirming that your request was received.

   The service provider will contact you to discuss your request and requirements.

How do I upgrade an app?

Whenever a new version of an app that you got from Oracle Cloud Marketplace is available, the app provider usually sends you an email with upgrade information. The My Account application, which is a component of Cloud Portal that lets you manage your Oracle Cloud services, includes an **Upgrade** link next to each app that has a new version available. To upgrade an app, you must be an account administrator for the Oracle Cloud service instance that has the app.

To upgrade an app:

1. Go to the Oracle Cloud website.

   http://cloud.oracle.com

2. Click **Sign In** at the top of the page.

3. Click **Sign In to My Account**.

4. Enter your Oracle account user name and password, and then click **Sign In**.

5. Find the Oracle Cloud service that has the app you want to upgrade.

6. Click the service name to open the details page.

7. Click the **PARTNER APPS** tile to list all the partner apps that have been installed to the selected Oracle Cloud service.

8. Click **Manage Apps**.

9. Click **Upgrade** next to the app you want to upgrade. The Upgrade link is available only if a new version of the app is available.

10. Review the installation and version information displayed for the app.

11. Click **Upgrade** and follow the instructions for upgrading the app.

    Be sure to check your email for messages about the upgrade. You can also go back to My Account to check the upgrade status, monitor the progress, confirm the version number changed, and view the upgrade history.

How do I uninstall an app?

To uninstall an app that you got from Oracle Cloud Marketplace, use the My Account application—a component of Cloud Portal that lets you manage your Oracle Cloud services. You must be an account administrator for the Oracle Cloud service instance that has the app you want to uninstall.

To uninstall an app:

1. Go to the Oracle Cloud website.

   http://cloud.oracle.com

2. Click **Sign In** at the top of the page.

3. Click **Sign In to My Account**.

4. Enter your Oracle account user name and password, and then click **Sign In**.

5. Find the Oracle Cloud service that has the app you want to uninstall.

6. Click the service name to open the details page.

7. Click the **PARTNER APPS** tile to list all the partner apps that have been installed to the selected Oracle Cloud service.

8. Click **Manage Apps**.

9. Click **Uninstall** next to the app you want to remove from the Oracle Cloud service.

   The uninstall wizard opens. Follow the instructions to uninstall the app.

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Troubleshoot

Shopping in Oracle Cloud Marketplace is much like shopping in other online stores. You browse the marketplace, find what you want, and then get the app or service. Everything is designed to work smoothly, but if you run into any issues, check here for solutions to common problems.

- I don't have an Oracle account
- I forgot my password
- I can't find the app or service I'm looking for

I don't have an Oracle account

With an Oracle account, you can get apps and services from Oracle Cloud Marketplace. In addition, an Oracle account gives you access to Oracle online applications, support, events, communities, and more.

To register for a free Oracle account:

1. Go to the Oracle Cloud Marketplace website.

   http://cloud.oracle.com/marketplace

2. Click **Sign In** at the top of the page.
3. Click **Create Account**.
4. Follow the instructions.

I forgot my password

No problem. It happens to all of us.

To reset your password:

1. Go to the Oracle Cloud Marketplace website.

   http://cloud.oracle.com/marketplace

2. Click **Sign In** at the top of the page.
3. Click the **Forgot Password?** link.
4. Enter the user name you use to sign in to your Oracle account. Your user name is usually your email address.
5. Click **Submit**.

Oracle will send instructions about how to reset your password to the email address associated with your account. The instructions will be valid for 24 hours.

I can't find the app or service I'm looking for

Are you having trouble finding a particular app or service? Check the following items:

- Is the correct tab selected? If you're looking for apps, be sure to click the **APPLICATIONS** tab before browsing or searching. If you're looking for services, be sure to click the **SERVICES** tab before browsing or searching.

- Are your search keywords spelled correctly?

- Are the filters you selected too restrictive? Try removing one or more filters to widen the search.

Still having no luck? Click the **Feedback** link in the footer at the bottom of any page. Use the feedback form to tell us about the apps or services you need. We also welcome your comments about Oracle Cloud Marketplace and how we can improve your marketplace experience.