

ORACLE®

A woman with dark hair and glasses is looking down at a laptop. She is wearing a blue top and a necklace. The background is a blurred office environment with a bar chart on a screen.

# MICROS: Customer Introduction To Oracle Support and My Oracle Support (MOS)

# Agenda

- 1 Changes for MICROS Customers
- 2 New Terminology, Product Mapping, Data Migrations
- 3 Software Downloads
- 4 Getting started with My Oracle Support
- 5 Creating and Managing Service Requests
- 6 Additional Resources

# Changes for MICROS Support Users

# What's Changing for Customers

- Scope: All MICROS customers supported by the MICROS Support teams in Japan and Asia Pacific (JAPAC) with the exception of customers in Indonesia
- Effective April 25, 2016, support for Oracle's MICROS products in Japan and Asia Pacific (JAPAC) will begin transitioning to My Oracle Support (MOS).
  - April 25, 2016: Retail customers move to MOS for Service Request (SR) ticketing
  - May 23, 2016: Retail customers move to Oracle's Support telephone menu
  - May 23, 2016: Hospitality customers move to MOS for SR ticketing and Oracle's Support telephone menu

**Note:** This change does not apply to the MICROS Fidelio Cruise

- **MICROS Support phone numbers will not change**
- Customers will have access to My Oracle Support (MOS) instead of MICROS Self Service portals
- Email as a support channel will be discontinued
- Service Requests can be opened via My Oracle Support or by calling the existing MICROS Support phone number
- A Support Identifier (SI) will be needed to access My Oracle Support
- Either a Support Identifier **or** site phone number will be needed to access Oracle MICROS Support by phone
- Support Identifier are being sent to customers contacts via email
  - Email subject: **“Welcome to Oracle Support: Action Required MICROS Customers”**

# Support Identifiers (SI)

1. Your Support Identifier is provided in the welcome letter entitled “**Welcome to Oracle Support: Action Required MICROS Customers**”
2. Your Support Identifier is the key to Oracle support:
  - Tells** Oracle who you are
  - Identifies** products you have
  - Verifies** support entitlement because they are tied to your support contract or cloud subscription

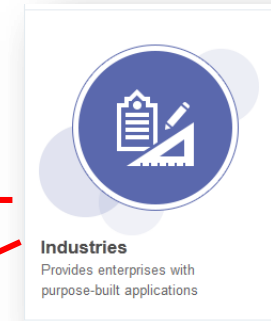
**Important reminder:** *As noted previously, while all customers need an SI to access My Oracle Support, either the SI or site phone number can be used to access Support by phone*
3. Access to your Support Identifier and its associated privileges in My Oracle Support is managed by you, the customer, through a Customer User Administrator (CUA)
4. The first person at your company who logs into My Oracle Support and adds your SI to their account will be asked to become the CUA

**NOTE: Customers may authorize their systems integrator, managed services provider, or other service providers to access My Oracle Support on their behalf. All access to My Oracle Support is governed by the [Terms of Use](#).**

# Product Documentation

## Where can I find the MICROS product documentation?

- MICROS product documentation is available by accessing the [Oracle Help Center](#) and clicking on Industries icon.



### Oracle Hospitality

Oracle's MICROS Hospitality portfolio offers a wide range of software, hardware, and related services along with cloud-based, mobile, and on-premise solutions to streamline operations and successfully engage with guests.

[Oracle Hospitality Legacy Online Documentation Libraries](#)

[Member Login on MICROS site](#)

### Oracle Retail

Delivers mission-critical solutions to our customers with industry-leading innovation and additional functionality. Oracle provides retailers with a complete, open and integrated suite of business applications, server and storage solutions that are engineered to work together to optimize every aspect of their business.

[Oracle Retail documentation](#)

### Oracle Retail Documentation

|                             |  |                              |                                    |                               |
|-----------------------------|--|------------------------------|------------------------------------|-------------------------------|
| <a href="#">Get Started</a> | <a href="#">Release 14.x</a><br><a href="#">Release 13.x</a> | <a href="#">Release 12.x</a> | <a href="#">Release 11.x – 1.x</a> | <a href="#">MICROS Retail</a> |
|-----------------------------|--|------------------------------|------------------------------------|-------------------------------|

MICROS Retail legacy product documentation is now available through the link above. Together, Oracle and MICROS will help hotels, food and beverage facilities, and retailers to accelerate innovation, transform their businesses, and delight customers with complete, open and integrated solutions.

# New Terminology, Product Mapping, and Data Migration



# Terminology

| Oracle Terminology                | MICROS Terminology                             | Description  |
|-----------------------------------|--|--|
| My Oracle Support (MOS)           | Various MICROS customer facing support portals | The customer accessible web support portal   |
| Support Identifier (SI)           | Site ID, Store ID, Client Code, Company Name   | A unique identifier used to access Support and correlates to the support contract and supported products   |
| Main Location Phone Number (MLPN) | Site id, site phone number                     | Phone number of the customer's site where the MICROS products are installed  |
| Service Request (SR)              | Case, Ticket, Incident                         | A specific customer reported request for assistance  |
| Knowledge Document                | Solution, Helper, Knowledge Article            | Helpful information about common issues, frequently asked questions and product information  |
| Bug                               | Bug, Defect, Software Change Request           | Possible defect in the existing code or functionality not performing as documented   |
| Enhancement Request (ER)          | Enhancement Request, Code Redesign             | An enhancement is a request to add functionality or to change the behavior of existing functionality. Enhancements are delivered via scheduled releases. |
| Patch                             | Patch, Hot Fix                                 | A code change or set of code changes which are not part of a scheduled release. Patches are usually provided against the latest code set.                |

# MICROS Product Mapping

- SR Creation process will display list of product names related to SIs in your MOS account
- SI relates to a specific support contract or cloud subscription and the covered products
- Select the appropriate product name based on the issue you are reporting
- A product name cross reference list mapping MICROS product names to the product names displayed in MOS is available in the [MICROS Welcome Center](#)

## Examples:

| MICROS Product Name | Product to Select in MOS SR Creation Process |
|---------------------|--|
| RES or 3700         | Oracle Hospitality RES 3700                  |
| e7                  | Oracle Hospitality e7                        |
| SIMPHONY 2          | Oracle Hospitality Symphony                  |
| XBRi (Cloud)        | Oracle XBRi Cloud Service                    |
| Xstore              | Oracle Retail Xstore Office                  |
| Xstore (POS)        | Oracle Retail Xstore Point of Service        |

# Data Migration

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## Migration to MOS

- New MICROS Cases, Tickets, and Incidents will be created in My Oracle Support Portal as of April 25, 2016
  - MICROS SRs will remain in the MICROS support portals for SRs logged before the migration date
  - Oracle MICROS Support will continue to work on the open SRs in the MICROS Support portals and close them once resolved
  - Oracle MICROS Support may migrate long-standing open SRs to MOS
  - **Note:** *If migrated, SRs are assigned a unique SR number in MOS for use in all interaction with Oracle MICROS Support*
  - MICROS Knowledge Documents
  - Select knowledge documents will be migrated to MOS
-

# Software Downloads

- The current release of the Oracle branded MICROS products are available through [Oracle Software Delivery Cloud](#)
  - In order to access Oracle Software Delivery Cloud, you will need an Oracle Single Signon account. Registration instructions for setting up an account are provided in this presentation
  - After logging into the site, you can download all current releases of Oracle MICROS products by selecting the Oracle MICROS product pack and the relevant platform. For questions and assistance contact: [Oracle eDelivery](#).

# Registering for My Oracle Support

# Registering for My Oracle Support

Navigate to: <http://support.oracle.com> to register.

**ORACLE MY ORACLE SUPPORT**

**Oracle Accreditation Program**  
Increase your productivity by using Oracle's Accreditation Program - our new framework to accelerate your knowledge of our Oracle products and Support framework. Read more about Oracle's Accreditation Program in [Oracle Support Accreditation - Series Index \(Document 1583898.1\)](#)

**New to My Oracle Support**

- 1 New user? Register here**  
Create your account
- 2 Watch**  
Learn the basics in minutes
- 3 Explore**  
Sign in for more quick training videos

**ORACLE MY ORACLE SUPPORT**

**Welcome to My Oracle Support**  
The one-stop support solution for Oracle Premier Support Customers.

- Search for solutions
- Download patches and updates
- Access proactive support tools
- Collaborate in the My Oracle Support Community
- Create a Service Request

Register, sign in, and visit the [User Resource Center](#) to learn more.

**Sign In**

Language: English

Sign In...

[Forgot User ID / Password?](#)

**New user? Register here**

Use of My Oracle Support is subject to the [My Oracle Support Terms of Use](#) and the [Oracle Privacy Policy](#)

**FAQ & Support**

- [My Oracle Support Registration Guide](#)
- [My Oracle Support FAQ](#)
- [Contact Support](#)
- [Accessibility Features](#)

[Join the Oracle Customer Advisory Panel](#)

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# Registering for My Oracle Support

## Create your Oracle Account

**ORACLE**

### Create Your Oracle Account

Your Oracle Account gives you access to a variety of online services, applications, and communities. You may choose to receive Oracle communications and sign up for subscriptions when you create your account.

Already have an Oracle Account? [Sign In](#)

**\* Required information**

Email Address \*  Your email address is your username.

Password \*  Password must contain both upper and lower case characters, at least 1 number, and be at least 8 characters long.

Retype Password \*

Country \*

Name \*

Job Title \*

Work Phone \*

Company Name \*

Address \*

City \*

ZIP/Postal Code \*

Yes, send me emails on Oracle Products, Services and Events.  
*You may opt-out of all marketing communications: Do Not Email.*

You understand and agree that use of Oracle's web site is subject to the [Oracle.com Terms of Use](#) and [Oracle's Privacy Policy](#).

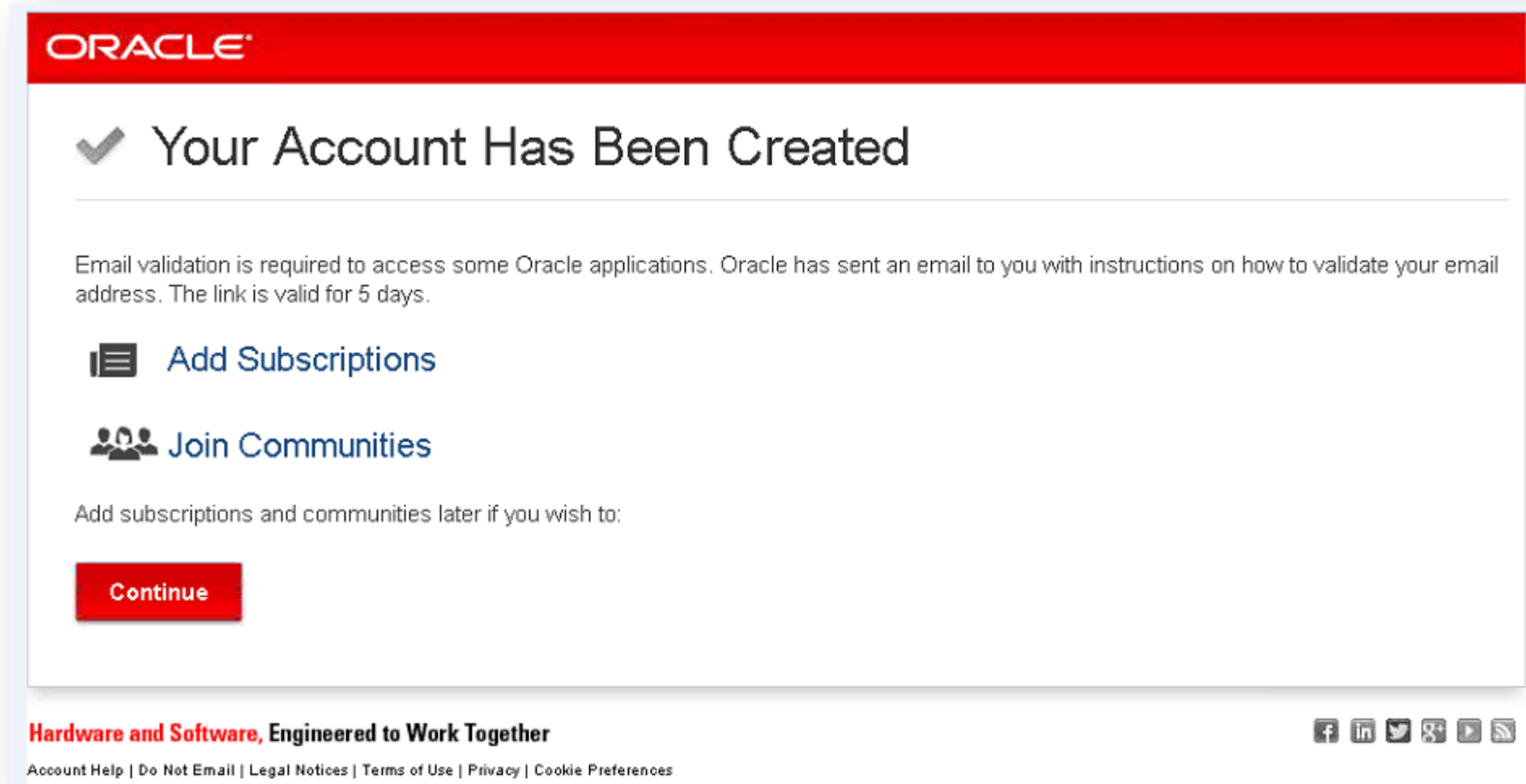
**Create Account**

**Hardware and Software, Engineered to Work Together**

[Account Help](#) | [Do Not Email](#) | [Legal Notices](#) | [Terms of Use](#) | [Privacy](#) | [Cookie Preferences](#)

[f](#) [in](#) [t](#) [+](#) [v](#) [s](#)

# Registering for My Oracle Support Confirmation of Account Creation





The screenshot shows a confirmation page for a newly created Oracle account. At the top, the Oracle logo is displayed in white on a red background. Below the logo, a large green checkmark icon is followed by the heading "Your Account Has Been Created". A horizontal line separates this heading from the main body of text. The text states: "Email validation is required to access some Oracle applications. Oracle has sent an email to you with instructions on how to validate your email address. The link is valid for 5 days." Below this text are two blue links: "Add Subscriptions" with a document icon and "Join Communities" with a group of people icon. A note below these links says "Add subscriptions and communities later if you wish to:". At the bottom of the main content area is a red button with the text "Continue". The footer of the page contains the Oracle slogan "Hardware and Software, Engineered to Work Together" on the left, and a row of social media icons (Facebook, LinkedIn, Twitter, Google+, YouTube, RSS) on the right. Below the slogan is a line of small text: "Account Help | Do Not Email | Legal Notices | Terms of Use | Privacy | Cookie Preferences".

**ORACLE®**

✓ **Your Account Has Been Created**

Email validation is required to access some Oracle applications. Oracle has sent an email to you with instructions on how to validate your email address. The link is valid for 5 days.

 [Add Subscriptions](#)


 [Join Communities](#)

Add subscriptions and communities later if you wish to:

[Continue](#)

**Hardware and Software, Engineered to Work Together**


Account Help | Do Not Email | Legal Notices | Terms of Use | Privacy | Cookie Preferences





# Registering for My Oracle Support

## Email Confirmation



Dear Adrian Test,

Welcome to your Oracle Account. Sign in for access to Oracle online applications, services, support, events, communities, and more. Your username is your email address.


Click the link below to verify your email address. Email validation is required to access some Oracle applications such as the Oracle Store and My Oracle Support, and keeps your account secure.


> [Verify Email Address](#)

The link will expire in 5 days. If the link has expired, you can [request that a new verification email be sent to you](#).

This email was sent to you because an account was created using your email address. If you did not create this account, [submit a help request](#) or email [profilehelp\\_ww@oracle.com](mailto:profilehelp_ww@oracle.com).

Thank you,  
The Oracle Account Team

**Hardware and Software**  
  
**Engineered to Work Together**



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# Registering for My Oracle Support

ORACLE<sup>®</sup> MY ORACLE SUPPORT

## New to My Oracle Support?

1

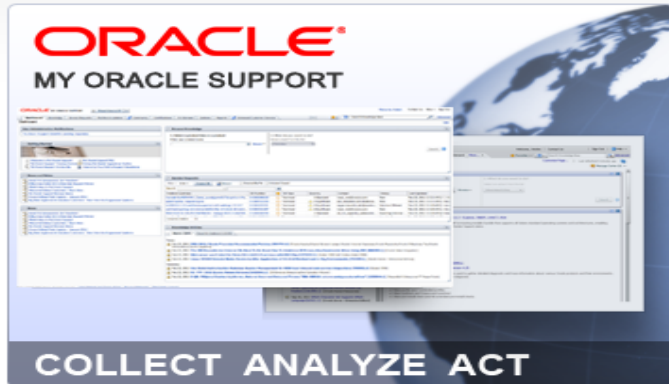
**New user? Register here**  
Create your account

2

**Watch**  
Learn the basics in minutes

3

**Explore**  
Sign in for more quick training videos



## Welcome to the New My Oracle Support User Interface

Built on Oracle's own Application Development Framework (Oracle ADF), advantages of the redesigned UI include:

- Streamlined, three-step process for initiating new Service Requests
- Single, consistent workflow for both hardware and software incidents
- Enhanced personalization and filtering within the user interface
- New accessibility features (enabling screen readers, large fonts, etc.)

After signing in, please refer to document 1385682.1 for more information.

## Sign In

Language


[Forgot User ID / Password?](#)

[New user? Register here](#)

Use of My Oracle Support is subject to the My Oracle Support Terms of Use and the Oracle Privacy Policy

## FAQ & Support

- [Registration FAQ](#)
- [My Oracle Support FAQ](#)
- [Contact Support](#)
- [Accessibility Features](#)

 [Tell us about your experience with My Oracle Support](#)

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Navigate to: <http://support.oracle.com> to get started.

# Registering for My Oracle Support

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## Sign In

Username

[Lost Username?](#)

Password

[Lost Password?](#)

**Sign In**

**Don't have an Oracle account?**

[Sign Up](#) for a free Oracle Web account

[Need Help?](#)

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**Engineered to Work Together**

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# Registering for My Oracle Support

**Request Access** Provide Contact Information Accept Terms Of Use and Submit

### Connect your User Account Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

\* Support Identifier

#### Access Requests

| Support Identifier   | Note to Approver | Role | Remove |
|--|------------------|------|--------|
| A valid Support Identifier must be added to go to the next step. |                  |      |        |

# Registering for My Oracle Support

[Request Access](#) [Provide Contact Information](#) [Accept Terms Of Use and Submit](#)

## Connect your User Account Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

**Note to Approver**

**\* Support Identifier**

[Request Access...](#)

### Access Requests

| Support Identifier | Note to Approver           | Role | Remove |
|--------------------|----------------------------|------|--------|
| 20008985           | Please approve me as Admin |      |        |

# Registering for My Oracle Support

## What if I am the first to connect to the Support Identifier?

**Request Access** Provide Contact Information Accept Terms Of Use and Submit

### Connect your User Account Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

\* Support Identifier

Welcome, you are the first to connect to this Support Identifier. To proceed you have to agree to become the Administrator. [Learn more about being an Administrator](#)

For validation please enter your organization name, the first 5 characters are required or the complete name if shorter.

\* Organization Name

[Cancel](#) Accept Responsibility

#### Access Requests

| Support Identifier   | Note to Approver | Role | Remove |
|--|------------------|------|--------|
| A valid Support Identifier must be added to go to the next step. |                  |      |        |

The Customer User Administrator has Approved the request of Test1330 Test in My Oracle Support.

Customer: Oracle Support Services - Test  
Contact: Test1330 Test, [test.1330@gmail.com](mailto:test.1330@gmail.com)  
Support Identifier Requested: 99930625250511  
~~Response From Customer User Administrator: Approved~~  
CUA's message to the Requestor: Approved as CUA

# Registering for My Oracle Support

[Request Access](#) **Provide Contact Information** [Accept Terms Of Use and Submit](#)

**Provide Contact Information** [Back](#) [Next](#)

Fill out your contact information accurately. This could impact the delivery of software or hardware (parts) to your address, or how and when we need to contact you for more information when filing a service request.

\* First Name

\* Last Name

\* Street Address 1

Street Address 2

\* City

\* Country

State/Province

Zip Code or Postal Code

\* Time Zone

\* Phone in International format

Fax

\* Required Field

# Registering for My Oracle Support

Request Access   Provide Contact Information   **Accept Terms Of Use and Submit**

---

**Accept Terms Of Use and Submit** Back Submit

**My Oracle Support TERMS OF USE**

**1. Introduction**

By using the Oracle My Oracle Support web-based technical support service ("Support Portal"), Customer (hereinafter "you") agrees to the following terms and conditions ("Support Portal Terms of Use"), and to the [Oracle.com Terms of Use](#), including without limitation Oracle's policies regarding use of Oracle's trademarks and logos; use of forums and public communications; and third party web sites, content and services. These terms supplement the terms of your agreement with Oracle or a vendor acquired by Oracle. In the event of a conflict between either your agreement or the [Oracle.com Terms of Use](#) and the following terms, the terms below will control your use of and access to the Support Portal.

Through the Support Portal, you may have access to various programs, software and web-based tools, and other materials made available by Oracle now and in the future, including but not limited to bulletins, white papers, and other technical publications; information on product certification, product availability, and product desupport; any bug database; service requests that you have submitted; software patches; bulletin board and forum messages; and hyperlinks to web sites not controlled by Oracle (the "Materials").

You agree that access to the Support Portal, including access to the service request function, will be

I Accept the My Oracle Support Terms of Use



# Registering for My Oracle Support

ORACLE<sup>®</sup> MY ORACLE SUPPORT

## Registration Complete

Your registration is pending approval. You will get an e-mail when your registration is approved. While you wait, consider learning more about My Oracle Support:

[My Oracle Support and Premier Support Benefits](#)

[Quick Training Videos](#)

[Visit Oracle Technology Network](#)

# My Account

Switch to My Oracle Support TestUser@email (1) Help

**ORACLE** Cloud Support

Dashboard Service Requests Knowledge Community

### My Account

#### Main Location Phone Numbers

| * Phone Number | Organization    | Address Line 1 | Address Line 2 | City     | State      | Postal Code | Country       | Support Identifiers  |
|----------------|-----------------|----------------|----------------|----------|------------|-------------|---------------|----------------------|
| 1-555-000-111  | Organization A1 |                |                | CHICAGO  | Illinois   | 60642       | United Sta... | <a href="#">View</a> |
| 1-555-000-222  | Organization A2 |                | OCEAN Cl...    |          | Maryland   | 21842       | United Sta... | <a href="#">View</a> |
| 1-555-000-333  | Organization A3 |                |                | VINELAND | New Jersey | 08360       | United Sta... | <a href="#">View</a> |

#### Support Identifiers

View Request Access... Remove Selected

| * Support Identifier | Organization    | Request Status | Administrators       | Role          | Service Requests  |
|----------------------|-----------------|----------------|----------------------|---------------|-------------------|
| 55555555             | Organization A1 | Approved       | <a href="#">View</a> | Administrator | Create and Update |
| 66666666             | Organization A2 | Approved       | <a href="#">View</a> | Administrator | Create and Update |
| 77777777             | Organization A3 | Approved       | <a href="#">View</a> | Administrator | Create and Update |

#### Personal Information

#### Refresh Your Profile

You can use this button to refresh this information without logging out and back in. Please keep in mind that it could take some time depending on how many Support Identifiers you have in your profile.

Refresh

#### Support Identifier License Information

Support Identifier: 55555555  
Organization: Organization A1  
Number of Users: 13

Show expired Search Supported Products

| * Product   | Contract Expiration (PST) | Status               | Support Level        |
|---|---------------------------|----------------------|----------------------|
| Micros MM ANNUAL SAAS 2 FOUNDATION- 1May 29, 2016 |                           | Technical SR Enabled | Subscription Service |

#### Support Identifiers associated to Phone Number 1-555-000-111

Approved Support Identifiers associated with your user account that match Main Location Phone Number 1-555-000-111

| Support Identifier | Name            | Description |
|--------------------|-----------------|-------------|
| 55555555           | Organization A1 |             |

#### Administrators for Support Identifier 55555555

##### List of Administrators

| Email               |
|---------------------|
| CUA_USER1@email.com |
| CUA_USER2@email.com |
| CUA_USER3@email.com |

##### Contact the Administrators

If you want to contact the Administrators of this Support Identifier, please enter a message and click Send Notification button.

Enter a notification for the Administrators

Send Notification

# Customer User Administrator (CUA)

# Who will hold the CUA role?



The first person who uses the SI to register on MOS will be prompted to accept the Customer User Administrator (CUA) role

Training: [Customer User Administrator](#) – CUA Task Tab

- The Customer User Administrators (CUAs) are responsible for:
  - Understanding roles within their organization and associated required My Oracle Support privileges
  - Assigning privileges to team members
  - Maintaining users by Support identifier
  - Ensure CUA best practices are followed, such as:
    - Maintaining multiple CUAs for each Support Identifier
    - Auditing user access
    - Ensuring a transition plan is in place to guarantee a warm handoff when a CUA moves out of the role and new CUA is assigned

# Which type of user are you?

## CUA will determine access to My Oracle Support (MOS)



- Profile: Functional user; daily use of Oracle installed products
- Access: Knowledge Base, My Oracle Support Community



- Profile: Technical contact for this team
- Access: **Create Service Requests**, Knowledge Base, My Oracle Support Community



- Profile: Product development; want to learn more about the Oracle products
- Access: Knowledge Base, My Oracle Support Community



- Profile: upgrade team; actively developing upgrade plan using proactive tools in My Oracle Support
- Access: **Create Service Requests**, Knowledge Base, My Oracle Support Community

# Customer User Administrator SI View (Cloud UI)

ORACLE Cloud Support

Switch to My Oracle Support CUA.ADMIN@ACCOUNT.COM (1) Help

Dashboard Knowledge Community

Administration > Manage Users  
Pending Users Requests  
Support Identifiers  
Audit

Dashboard  
My Service Requests

ORACLE Cloud Support

Switch to My Oracle Support (1) Help

Dashboard Service Requests Knowledge Community

Pending Users Requests Records

View Approve Request... Deny...

All Search

| Name      | * User Name / E-mail      | Notes | Telephone | Organization      | * Support Identifier | Other Support Identifiers |
|-----------|---------------------------|-------|-----------|-------------------|----------------------|---------------------------|
| Requester | NEW.REQUESTER@ACCOUNT.COM |       |           | Organization Name | 55555555             | View                      |

Approve Requests

| Name      | Support Identifier | Notes | Role                          | Service Requests                                     | Service Request Rights |
|-----------|--------------------|-------|-------------------------------|--|------------------------|
| Requester | 55555555           |       | User<br>Administrator<br>User | Create and<br>None<br>Read Only<br>Create and Update |                        |

Cancel



# Customer User Administrator – Manage Users (Cloud UI)

Switch to My Oracle Support CUA.ADMIN@ACCOUNT.COM (1) Help

ORACLE Cloud Support

Dashboard Knowledge Community

Administration > Manage Users

Logout Pending Users Requests Support Identifiers Audit

Dashboard

My Service Requests

Manage Users

Users and Support Identifiers

View 55555555 - Organization Approved NEW.REQUESTER@ACCOUNT.COM Search

| Issues | Name      | Username                  | Organization      | Last Sign In     | Role | Request Status | Support Identifier |
|--------|-----------|---------------------------|-------------------|------------------|------|----------------|--------------------|
|        | Requester | NEW.REQUESTER@ACCOUNT.COM | Organization Name | Oct 29, 2015 ... | User | Approved       | 55555555           |

Support Identifiers

View Grant Access... Remove Selected Support ID Number or Description

| * Support Identifier | Organization            | Request Status | Administrators | Role | Service Requests |
|----------------------|-------------------------|----------------|----------------|------|------------------|
| 66666666             | Other Organization Name | Pending        | View           | n/a  | n/a              |
| 55555555             | Organization Name       | Approved       | View           | User | Read Only        |

For more information on CUA features and capabilities refer to the [Customer User Administrator](#) training available in MOS (Doc ID 2072499.1)

# Customer User Administrator SI View (Alternative)

The screenshot displays the Oracle Cloud Support interface. At the top, there is a navigation bar with the Oracle logo and 'Cloud Support' text. A 'Switch to My Oracle Support' button is highlighted with a red box. Below this, there are tabs for 'Systems', 'Collector', 'Advanced Customer Services', 'Proactive Hardware Services', and 'Settings'. The main content area is titled 'Pending Users Requests' and contains a table with the following data:

| Name      | * User Name / E-mail | Notes | Telephone    | Organization                | * Support Identifier | Support Identifier | Support Identifier   | Support Identifier | Support Identifier |
|-----------|----------------------|-------|--------------|-----------------------------|----------------------|--------------------|----------------------|--------------------|--------------------|
| Test User | TestUser@email       |       | 555-555-5555 | Oracle Support Services-Cel | 55555555             | 55555555           | Oracle Support Se... | View               |                    |

On the left side, there is a sidebar menu with 'Pending User Requests' highlighted by a red box. Below the main content area, there is a dialog box titled 'Approve Requests' with a table for user details and access permissions:

| Name      | Support Identifier | Notes | Role | Access           |         |        |                 | Termination Date (P) |
|-----------|--------------------|-------|------|------------------|---------|--------|-----------------|----------------------|
|           |                    |       |      | Service Requests | Patches | Assets | Change Requests |                      |
| Requester | 55555555           |       | User | Create and       | View    | View   | n/a             |                      |

The 'Approve' button in the dialog box is highlighted with a red box. A red arrow points from the 'Approve' button in the dialog box to the 'Pending User Requests' section in the main interface.



# Customer User Administrator – Manage Users (Alternative)

## Manage Users

### Personal

- Personalization
- My Account
- Hot Topics E-Mail
- Knowledge Preferences
- Service Request Profiles

### Administrative

- Manage Users**
- Pending User Requests
- Support Identifiers
- Audit
- Associate Collectors
- Deactivated Collections
- Custom System Properties

## Users and Support Identifiers

### User Details for Test User

### Support Identifiers

View ▾ Grant Access... Remove Selected  Show Hidden Support ID Number or Description 🔍

| * Support Identifier | Name            | Description        | Organization      | Request St | Administra | Role   | Access         |          |        | Termination Date (P) |
|----------------------|-----------------|--------------------|-------------------|------------|------------|--------|----------------|----------|--------|----------------------|
|                      |                 |                    |                   |            |            |        | Service Reques | Patches  | Assets |                      |
| 12121212             | Organization M1 | Maintenance I...   | Test Organization | Approved   | View       | User   | Create and ... | Download | View   |                      |
| 55555555             | Organization A1 | Test Support Ide.. | Test Organization | Approved   | View       | User ▾ | Create a ▾     | Dow ▾    | View ▾ |                      |
|                      |                 |                    |                   | Approved   | View       | User   | Create and ... | Download | View   |                      |

For more information on advanced CUA features and capabilities including creating Support Identifier Groups to help manage your users access refer to the [Customer User Administrator](#) training available in MOS (Doc ID 1540337.1)

# Service Request Flow for Customers and Best Practices with Support

# Acquisition Support Assistance Matrix

| Request Type  | Contact   |
|---|---|
| Questions regarding use of or access to My Oracle Support (MOS) | Oracle MICROS Support via MOS or the MICROS Support phone numbers |
| Technical product issues  | Oracle MICROS Support via MOS or the MICROS Support phone numbers |
| Product defects   | Oracle MICROS Support via MOS or the MICROS Support phone numbers |
| Questions regarding the use of the product                      | Oracle MICROS Support via MOS or the MICROS Support phone numbers |
| Product enhancement requests                                    | Oracle MICROS Support via MOS or the MICROS Support phone numbers |
| Patches   | Oracle MICROS Support via MOS or the MICROS Support phone numbers |

# Proactive Opportunity

Have your information ready before you create a new SR



# My Oracle Support

ORACLE MY ORACLE SUPPORT

**Oracle Accreditation Program**  
Increase your productivity by using Oracle's Accreditation Program - our new framework to accelerate your knowledge of our Oracle products and Support framework. Read more about Oracle's Accreditation Program in [Oracle Support Accreditation - Series Index \(Document 1583898.1\)](#)

## New to My Oracle Support?

- 1** **New user? Register here**  
Create your account
- 2** **Watch**  
Learn the basics in minutes
- 3** **Explore**  
Sign in for more quick training videos



**ORACLE**  
MY ORACLE SUPPORT

Welcome To My Oracle Support

## Welcome to My Oracle Support!

The one-stop support solution for Oracle Premier Support Customers.

- Search for solutions
- Download patches and updates
- Access proactive support tools
- Collaborate in the My Oracle Support Community
- Create a Service Request

Register, sign in, and visit the [User Resource Center](#) to learn more.

## Sign In

Language

[Sign In...](#)

[Forgot User ID / Password?](#)

[New user? Register here](#)

Use of My Oracle Support is subject to the [My Oracle Support Terms of Use](#) and the [Oracle Privacy Policy](#)

## FAQ & Support

- [My Oracle Support Registration Guide](#)
- [My Oracle Support FAQ](#)
- [Contact Support](#)
- [Accessibility Features](#)

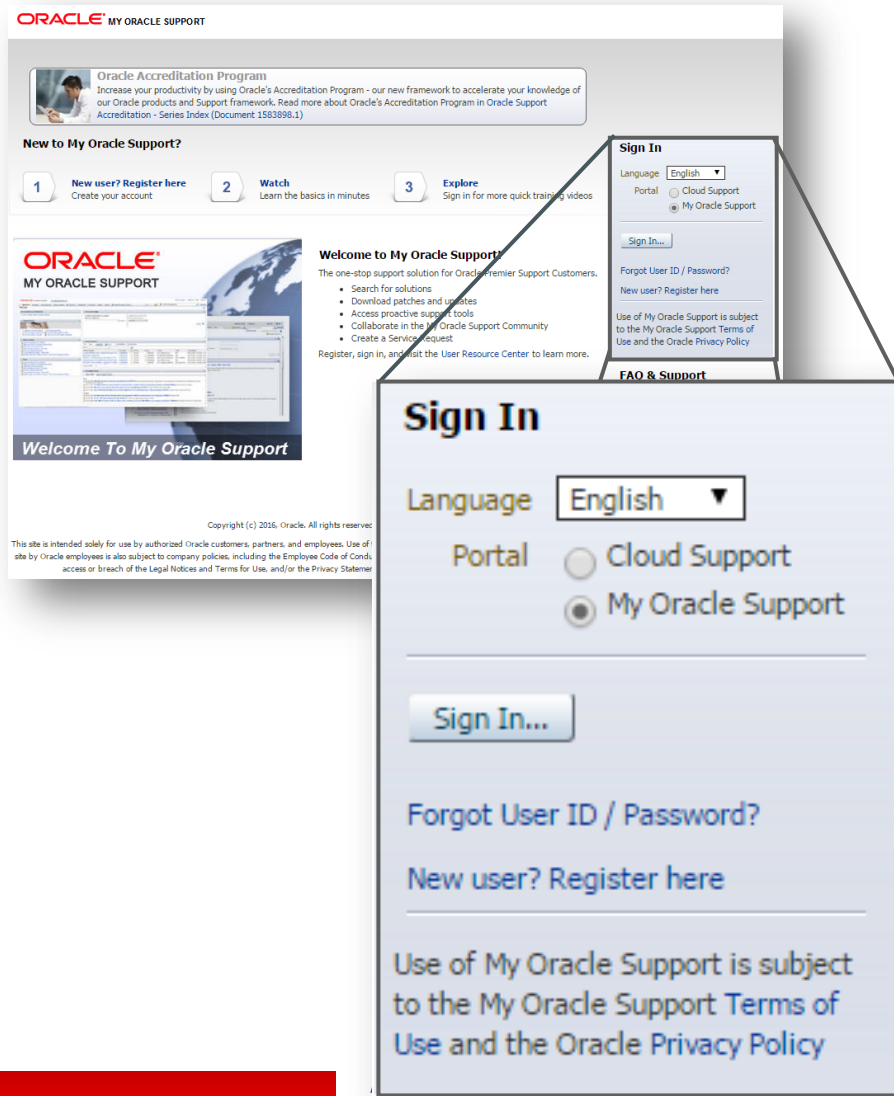
 [Join the Oracle Customer Advisory Panel](#)

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<https://support.oracle.com/>

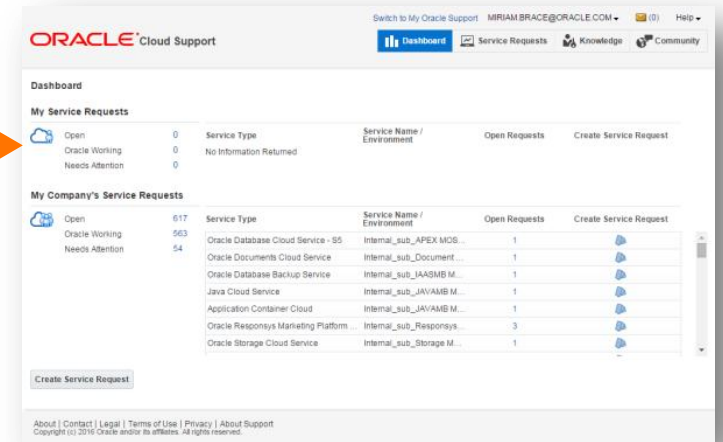
ORACLE

# Customers : My Oracle Support Vs. Cloud Support Portal



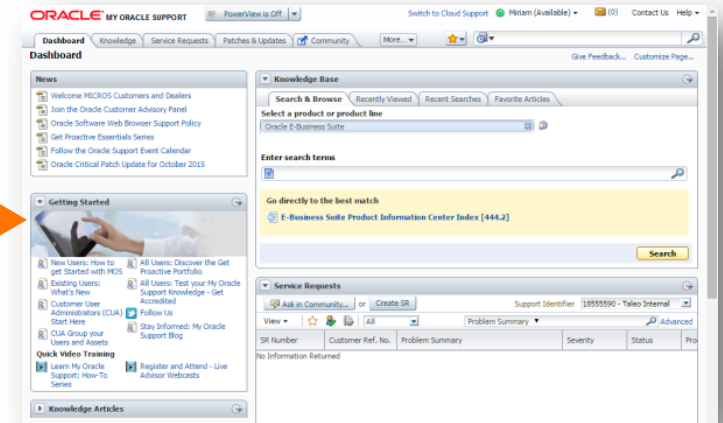
The screenshot shows the My Oracle Support sign-in page. At the top, there's a header with the Oracle logo and 'MY ORACLE SUPPORT'. Below it, there's a 'New to My Oracle Support?' section with three steps: 1. New user? Register here, 2. Watch, 3. Explore. A 'Sign In' box is highlighted with a red border, containing a language dropdown set to 'English', radio buttons for 'Portal' and 'My Oracle Support' (which is selected), and a 'Sign In...' button. Below the sign-in box, there are links for 'Forgot User ID / Password?' and 'New user? Register here'. At the bottom, there's a disclaimer: 'Use of My Oracle Support is subject to the My Oracle Support Terms of Use and the Oracle Privacy Policy'.

One Location  
and one or more  
SIs  
Use  
Cloud Support Portal  
to Create and  
manage SRs



The screenshot shows the Oracle Cloud Support dashboard. At the top, there's a header with the Oracle logo and 'Cloud Support'. Below it, there's a 'Dashboard' section with 'My Service Requests' and 'My Company's Service Requests' tables. The 'My Service Requests' table has columns for 'Open', 'Oracle Working', and 'Needs Attention'. The 'My Company's Service Requests' table has columns for 'Open', 'Service Type', 'Service Name / Environment', 'Open Requests', and 'Create Service Request'. There are also links for 'Create Service Request' and 'About | Contact | Legal | Terms of Use | Privacy | About Support'.

Multiple Locations  
and multiple SIs  
Use  
My Oracle Support to  
Create and manage SRs



The screenshot shows the My Oracle Support dashboard. At the top, there's a header with the Oracle logo and 'MY ORACLE SUPPORT'. Below it, there's a 'Dashboard' section with 'News', 'Getting Started', and 'Knowledge Base' sections. The 'Knowledge Base' section has a search bar and a 'Search' button. The 'Service Requests' section has a 'Create SR' button and a table with columns for 'SR Number', 'Customer Ref. No.', 'Problem Summary', 'Severity', and 'Status'.

### My Service Requests

|  | Open            |   | Service Type | Service Name / Environment         | Open Requests | Create Service Request |
|--|-----------------|---|--------------|------------------------------------|---------------|------------------------|
|  | 1               |   |              |                                    |               |                        |
|  | Oracle Working  | 1 |              |                                    |               |                        |
|  | Needs Attention | 0 |              | MICROS Retail Merchandise Planning | 1             |                        |

### My Company's Service Requests

|  | Open            |     | Service Type                                  | Service Name / Environment | Open Requests | Create Service Request |
|--|-----------------|-----|---|----------------------------|---------------|------------------------|
|  | 245             |     |   |                            |               |                        |
|  | Oracle Working  | 236 |   |                            |               |                        |
|  | Needs Attention | 9   |   |                            |               |                        |
|  |                 |     | MICROS Retail Merchandise Planning            |                            | 7             |                        |
|  |                 |     | Oracle Retail Xstore Point of Service         |                            | 3             |                        |
|  |                 |     | MICROS DAS (Datavantage Authorization Server) |                            | 3             |                        |
|  |                 |     | MICROS PIM (Product Information Manager)      |                            | 10            |                        |
|  |                 |     |   |                            | 1             |                        |
|  |                 |     |   |                            | 9             |                        |
|  |                 |     |   |                            | 2             |                        |

Create Service Request

**My Service Requests**

|  | Open | Oracle Working | Needs Attention | Service Type | Service Name / Environment         | Open Requests | Create Service Request |
|--|------|----------------|-----------------|--------------|------------------------------------|---------------|------------------------|
|  | 1    | 1              | 0               |              |                                    |               |                        |
|  |      |                |                 |              | MICROS Retail Merchandise Planning | 1             |                        |

**My Company's Service Requests**

|  | Open | Oracle Working | Needs Attention | Service Type | Service Name / Environment            | Open Requests | Create Service Request |
|--|------|----------------|-----------------|--------------|---------------------------------------|---------------|------------------------|
|  | 245  | 236            | 9               |              |                                       |               |                        |
|  |      |                |                 |              | MICROS Retail Merchandise Planning    | 7             |                        |
|  |      |                |                 |              | Oracle Retail Xstore Point of Service | 3             |                        |
|  |      |                |                 |              | MICROS DAS                            | 3             |                        |
|  |      |                |                 |              | MICROS PIM                            | 10            |                        |
|  |      |                |                 |              |                                       | 1             |                        |
|  |      |                |                 |              |                                       | 9             |                        |
|  |      |                |                 |              |                                       | 2             |                        |

Create Service Request



# Create Cloud Service Request

3 easy steps

### Create Service Request

Problem Description   Additional Details   Confirmation

**Next**   **Submit**

\* Service Type: Oracle Retail Xstore Point of Service

\* Problem Type: Select a Problem Type

- Customer Account Issues
- Xstore Hardware Issues
- Xstore Sales issues
- Sale Discount Issues
- Sale Tax Issues
- Sale Tender Issues
- Sale Warranty Issues
- Sales Receipt Issues

Problem Summary

\* Description

Primary Contact: TestUser

\* Phone Numbers: 555-555-5555

E-mail Address: TestUser@email.com

\* Contact Method: Web

Severity:  1 - Complete loss of service  
 2 - Severe loss of service  
 3 - Minor loss of service  
 4 - No loss of service

**Note:** Do not submit any health or other sensitive data that requires greater protection than those specified in the [Oracle GCS Security Practices](#).



# Create Software or Hardware Service Request

### Create Service Request

Problem Description Additional Details Confirmation

Next > Submit ✓

\* Product Oracle Hospitality RES 3700

\* Problem Type Issues with MICROS 3700 RES GS...

\* Problem Summary Test

Primary Contact BusCutover Test

\* Phone Numbers +1 415-999-0000

E-mail Address TestUser@email.com

\* Contact Method Phone

\* Severity  1 - Complete loss of service  
 2 - Severe loss of service  
 3 - Minor loss of service  
 4 - No loss of service

\* Description Test

Note: Do not submit any health or other sensitive data that requires greater protection than those specified in the [Oracle GCS Security Practices](#).

**i** Optional questions exist for the selected Problem Type. Completing the optional questions in the next step of this wizard will help Oracle Support more quickly identify and resolve your issue.



# Create Service Request

### Create Service Request

← Back Problem Description **Additional Details** Confirmation Next > Submit ✓

Service Type Oracle Retail Xstore Point of Service  
Problem Type Sale Discount Issues  
Problem Summary test

Primary Contact TestUser  
Phone Numbers 555-555-5555  
E-mail Address TestUser@email.com  
Contact Method  
Severity

Description test

**Note:** Do not submit any health or other sensitive data that requires greater protection than those specified in the [Oracle GCS Security Practices](#).

1) Please document client information: Client, Location #, Register #, Caller, Contact #, Time

2) What type of discount was applied?

3) Please document sale information: Date, Transaction #, Register #, Amount of Discount, Amount that applied, Discount ID (If available)

#### Attachments

| File Name               | Size | Date Uploaded |
|-------------------------|------|---------------|
| No Information Returned |      |               |

Add Attachment



# Create Service Request

### Create Service Request

← Back Problem Description Additional Details **Confirmation** Submit ✓

|   |  |
|---|--|
| <b>Service Type</b> Oracle Retail Xstore Point of Service | <b>Primary Contact</b> TestUser          |
| <b>Problem Type</b> Sale Discount Issues                  | <b>Phone Numbers</b> 555-555-5555        |
| <b>Problem Summary</b> test                               | <b>E-mail Address</b> TestUser@email.com |
|   | <b>Contact Method</b> Web                |
|   | <b>Severity</b> 3-Standard               |

---

**Description** test

**Note:** Do not submit any health or other sensitive data that requires greater protection than that required by the Oracle GCS Security Practices.

---

- 1) Please document client information: Client, Location #, Register #, Caller, Contact #, Time
- 2) What type of discount was applied?
- 3) Please document sale information: Date, Transaction #, Register #, Amount of Discount, Amount that applied, Discount ID (If available)



# Create Service Request in My Oracle Support UI

The screenshot displays the My Oracle Support interface. At the top, the Oracle Cloud Support logo is on the left, and a navigation bar includes 'Dashboard', 'Service Requests', 'Knowledge', and 'Communities'. A 'Switch to My Oracle Support' button is highlighted with a red box. Below this, a secondary navigation bar shows 'Service Requests' as the active tab, also highlighted with a red box. A notification banner at the top right states: 'SR 3-11226433081 has been created successfully. Edit 3-11226433081 Hide Customize Page...'. The main content area is titled 'Service Requests Home' and features a 'Create SR' button, highlighted with a red box. Below the button is a table of service requests with columns for Problem Summary, Level, SR Number, Product/Service Type, Severity, Contact, Status, Last Updated, Service/Environment, and Support. The table contains five rows of data, including a new request and several existing ones with various statuses like 'Review Update' and 'Customer Working'.

| Problem Summary                      | Level | SR Number     | ★ | Product/Service Type | Severity      | Contact | Status            | Last Updated | Service/Environment | Support |
|--------------------------------------|-------|---------------|---|----------------------|---------------|---------|-------------------|--------------|---------------------|---------|
| My problem summary                   |       | 3-11226433081 | ☆ |                      | 3-Standard    |         | New               | < 1 min ago  |                     | Support |
| Cancel-15.4-1                        |       | 3-11224016461 | ☆ |                      | 2-Signific... |         | Review Update     | 31 mins ago  |                     | Support |
| On Request displays instead of Price |       | 3-11224016141 | ☆ |                      | 3-Standard    |         | ⚠ Customer Workin | 49 mins ago  |                     | Support |
| t                                    |       | 3-11225333621 | ☆ |                      | 3-Standard    |         | ⚠ Customer Workin | 1+ hour ago  |                     | Support |
| test config_prop 10 nov 1            |       | 3-11226433031 | ☆ |                      | 3-Standard    |         | Review Update     | 1+ hour ago  |                     | OSS E   |

# Create Service Request in My Oracle Support UI

ORACLE MY ORACLE SUPPORT

Switch to Cloud Support

Dashboard Knowledge **Service Requests** Patches & Updates Community Certifications More...

Service Requests > Give Feedback...

### Create Service Request: Problem

Problem Solutions More Details Severity/Contact

Save as Draft Back **Next** Cancel

#### What is the Problem?

Service Request language is set to English-American Edit

\* Problem Summary Test

\* Problem Description Test

Error Codes

#### Where is the Problem?

Autofill this section using: [SR Profile](#) or [Existing SR](#)

\* Service Type Oracle Hospitality Symphony

\* Problem Type Issues with Symphony Currency

\* Support Identifier 19967807 (Red Wind Casino)

**Tip**

**A good Problem Description would include the following information:**

- Describe the loss of functionality
- Describe the sequence of events that occurred
- What is the expected or acceptable result?
- Is there a workaround?
- Provide business impact information, estimated number of users affected, the significance of loss, associated milestones

Note: You may be asked for additional information in Step 2.

**Note:** Do not submit any health or other sensitive data that requires greater protection than those specified in the Oracle GCS Security Practices.

# Create Service Request in My Oracle Support UI

**ORACLE** MY ORACLE SUPPORT Switch to Cloud Support (0) Contact Us Help

Dashboard Knowledge **Service Requests** Patches & Updates Community Certifications Managed Cloud More...

Service Requests > Give Feedback..

### Create Service Request: Severity/Contact

Problem Solutions **More Details** Severity/Contact Save as Draft Back **Submit** Cancel

**\*How critical is your problem? (Select severity level)**

- 1 - Problem or product defect causes complete loss of service in the production environment or work cannot reasonably continue.
- 2 - Severe loss of service. No acceptable workaround. However, operations can continue in a restricted fashion.
- 3 - Minor loss of service. The impact is an inconvenience that may require a workaround to restore functionality.
- 4 - No loss of service. Minor error that does not impede operations.

**\*Who should we contact for more information?**

\* Primary Contact   

\* Phone Numbers

E-mail Address

\* Contact Method

[Add Alternate Contact](#)

**Customer Reference Number**

(You can use this to reference an internal tracking number.)

Service Requests Patches & Updates Community Certifications Managed Cloud More... Give Feedback..

**SR 3-11226251581 has been created successfully. [Edit 3-11226251581](#) [Hide](#)**

# Severity Levels and Requesting Manager Attention



# Oracle Severity Definitions

- Oracle will continue to fulfill the terms of current MICROS agreements until expired or terminated
- Once expired and renewed, terms will be migrated to standard Oracle terms and conditions for Premier Support or Cloud Support
- Prior to expiration of the MICROS contract and once Support is moved to MOS, Oracle will deliver the higher level of service whether that is the current MICROS terms or Premier Support/Cloud Support terms
- For additional detail, review the following support policies:

[Oracle Software Technical Support Policies](#)

[Oracle Hardware Technical Support Policies](#)

[Oracle Cloud Services - Hosting and Delivery Policies](#)

# What happens when I select Severity 1?

### Severity 1 Agreement

According to Oracle's [technical support policy](#), a Severity 1 SR should meet all the following criteria:

- Your use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work.
- You are experiencing a complete loss of service.
- Ongoing operation of the supported program is mission critical to the business and the situation is an emergency.

A Severity 1 SR has one or more of the following characteristics: data corruption, lack of critical functionality, system hang or system crashes (even after restart attempts)  
Please confirm that you agree that your SR meets these criteria.

NOTE: Severity 1 requests in English will be worked 24x7, unless mutually agreed otherwise. If you do not need this issue worked 24x7 then please indicate this in the Service Request once you submit the SR. If you want to progress the issue on a 24x7 basis, Oracle Support requires a 24x7 contact be provided so additional information can be requested as needed 24x7. Severity 1 requests logged for a language other than English will be processed during normal business hours in the resident country of the language.

| Severity 1 - 24x7 Manager                    | Severity 1 - Secondary 24x7 Contact                    |
|--|--|
| * Name <input type="text"/>                  | * Name <input type="text" value="Find Contact"/>       |
| * 24x7 Telephone Number <input type="text"/> | * 24x7 Telephone Number <input type="text"/>           |
| * E-mail Address <input type="text"/>        | E-mail Address <input type="text"/>                    |
|  | * Alternate 24x7 Telephone Number <input type="text"/> |

# Requesting Manager Attention

- Request Management Attention when :
    - The SR is not progressing in a manner that will meet your project milestones, implementation or upgrade plans
    - You urgently need to communicate important business issues to a manager
    - You are dissatisfied with the resolution or response to a Service Request
  - Engaging the Manager's Attention will facilitate the creation of an Action Plan to resolve the issue with your Service Request.
- **Call Support**
    - Call your local Oracle MICROS support phone number
  - To invoke this process, choose from one of the following options:
    - **Select “Talk to Manager”** and follow the prompts or
    - **Speak with an analyst** regarding your specific, immediate need and any applicable business impact
      - Need a call back: Request that a manager call you back and provide your contact information
      - Do not need a call back: Provide detailed information you would like conveyed to the manager
  - More information is available in [Document 199389.1](#) – How to Request Management Attention to a Service Request (SR) with Oracle Support Services

# Additional Resources

# Transition Resources

## [MICROS Support site](#)

- Includes link to customer communications and Customer FAQs

## [MICROS Welcome Center](#) on My Oracle Support

- Customer Training slides and Training recording
- Customer FAQ
- Product Cross Reference
- Customer communications
- Link to Product Documentation

## Reference modules for all functionality covered in this presentation

- [Working Effectively with Support for MICROS Corporate Customers](#)
- [My Oracle Support Training Modules](#)
- [My Oracle Support Essentials Webcast Series](#)

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