

Hey, Hello!

We are thrilled to welcome you as one of our newest Oracle Responsys customers. You, your team, and your implementation partner all have a wealth of resources available to help you ensure success as you implement your new services. To help you fast track your way through the documentation, here are the important areas you should examine first.

Four things to do to prepare your team

1. **Forward this to all team members who will be using this product and supporting the implementation.**

2. **Activate your My Oracle Support account**

Visit [My Oracle Support \(MOS\)](#) and create a new account, or sign into your existing account. If you already have a MOS account, add your new Customer Support Identifier (CSI) for your new services.

3. **Complete a Quick Free Training with Oracle University**

Have your team spend two hours going through this free self-guided product training from Oracle University.

[Responsys Explorer](#)

1-hour learning path for anyone who is new to Oracle Responsys. It covers application navigation, Campaign Designer, Email campaigns, SMS, Push, Mobile In-App, and Web Push.

[Getting Started](#)

45-minute overview of Responsys' common use cases and a quick tour of its features.

4. **Dive Deeper with these Getting Started Guides**

Learn more about utilizing Responsys for specific roles from these Responsys Help Center Getting Started Guides:

[Responsys Help Center Getting Started Guide](#)

- [For Marketers](#)
- [For Data Directors](#)



Quick link to resources

- [Oracle Help Center](#)
- [Oracle Help Center Videos](#)
- [My Oracle Support \(MOS\)](#)
- [Oracle University](#)
- [Topliners Responsys Insiders](#)
- [Oracle Modern Marketing Blog](#)
- [Cloud Marketplace](#)

Other Helpful Links

- [System Requirements](#)
- [Oracle Cloud Readiness](#)
- [Customer Connect](#)

Three resources to get into everyone's hands

1. Access Responsys product documentation.

The Oracle Help Center is your gateway to robust documentation and additional resource links. Access it via the contextual Help, built right into the product, or through the online [Oracle Help Center](#), when you're not logged in. Either way you get there, you have access to the full documentation library and links to get you started.

2. Watch the Help Center Videos.

[Oracle CX Marketing Help Center Videos](#) offer a variety of short videos to help you use important Oracle Responsys features.

3. Stay up to date on what's new.

[Oracle Cloud Readiness](#) is your knowledge base to stay on top of product updates and innovations, and ensure you're always using Oracle Responsys to its fullest potential.

Two ways to connect with the experts

1. Ask your team members to join Topliners Responsys Insiders.

You will thank us for it later.

[Topliners Responsys Insiders](#) is an amazing resource where you can collaborate and connect with other customers and Oracle Product experts to share techniques, ideas and experiences using Oracle Responsys. On your first visit, simply request to join and state you are a new Responsys customer to justify your access.

2. Activate your Oracle Support account and use it when you need it.

Contact My Oracle Support to get help with Responsys. Search the Support Knowledge Base to learn more about Responsys and submit a Support Request (SR) to get help with resolving issues.




Platinum-Level Support Service


- [Oracle SaaS Support Services](#)
- [Oracle SaaS Platinum Support Data Sheet](#)
- [Introducing Implementation Support](#)

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