



PRIMAVERA

**Where to Get Cloud Services Documentation, Training, and Support
Version 18**

March 2018

Contents

Introduction	5
Where to Get Documentation	5
Documentation Accessibility.....	5
Where to Get Training.....	5
Where to Get Support	6
Legal Notices	7

Introduction

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

Where to Get Documentation

The complete Primavera Cloud Services documentation library can be found at:

<https://docs.oracle.com/en/industries/construction-engineering/primavera-cloud-services/index.html>

You can either view the library online or download it to have a local copy. Oracle recommends that you view the libraries from the Oracle-hosted site to ensure you always access the latest information, including critical corrections and enhancements.

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

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 our products, go to:

<http://education.oracle.com>

Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering our products. Content includes whitepapers, videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access our content on the learning library, go to:

<http://www.oracle.com/oll/primavera>

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.

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 product trainings through Oracle University. The Oracle Advisor Wetback 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.

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:

- ▶ P6 EPPM
- ▶ Primavera Gateway
- ▶ Primavera Unifier
- ▶ Primavera Analytics or Primavera Data Warehouse

Legal Notices

Oracle Primavera Where to Get Cloud Services Documentation, Training, and Support

Copyright © 2014, 2018, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products and services from third-parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.