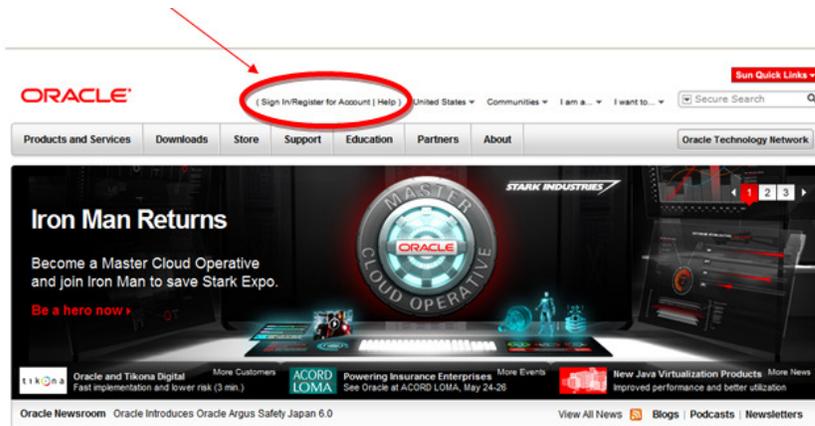


Steps to create a new user account for My Oracle Support:

Each individual user must register separately by going to [www.oracle.com](http://www.oracle.com) and register for their Single Sign On (SSO) account. (Customer User Administrators are no longer able to add new users)

1. Go to [www.oracle.com](http://www.oracle.com)
2. Select "Sign in/Register for Account"



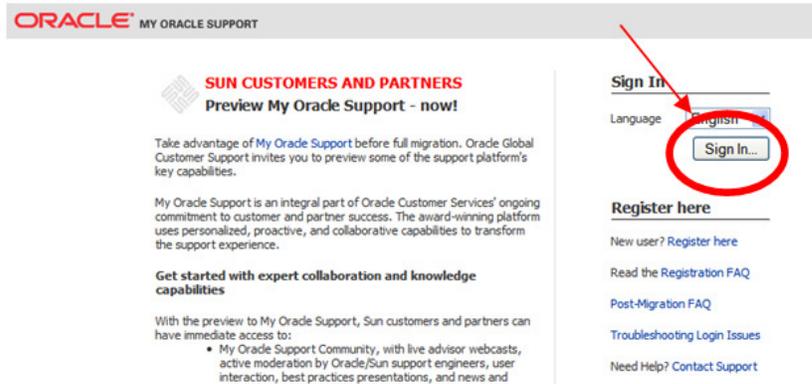
3. Select "Create your Oracle account now"
4. Fill out the required fields and save.



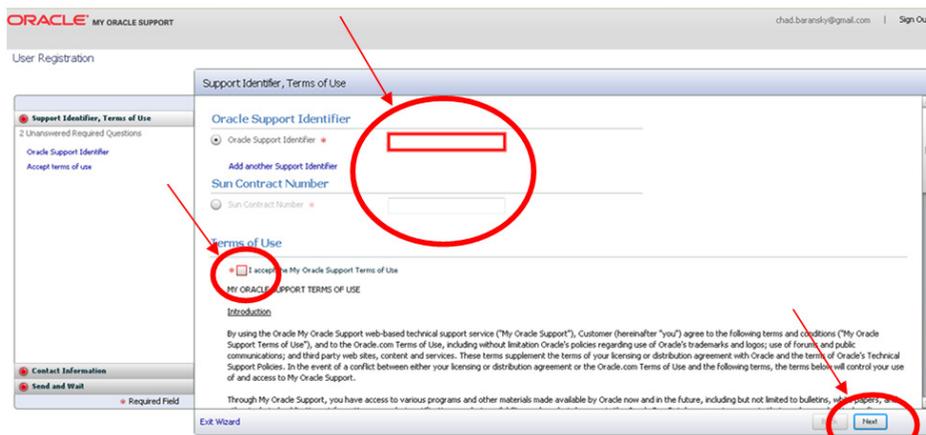
**My Oracle Support Users:** If you are creating an account to access your My Oracle Support information, please be sure to use the same e-mail address that was associated with the old Metalink account. For more information on My Oracle Support access, please [read the instructions](#) on login to the system.

By creating an account, you acknowledge and agree to the [Terms of Use](#) concerning your access to and use of the Oracle Web site and the services and content provided on the Oracle Web site, and our [Privacy Policy](#). Read them carefully before you finish creating your account.

4. After a few minutes, sign in to [support.oracle.com](http://support.oracle.com)



5. Enter your valid "Support Identifier" or "Sun Contract Number"
6. Select Next and Fill out the required fields.



7. Once all information is filled out and submitted, user will then be placed in a Pending status for the Customer User Administrator to approve.

If you have any issues, please feel free to call Oracle Support at: 1.800.223.1711