

[Click here](#) to access the "MetaLink 3-to-My Oracle Support Information Page"

**Coming Soon...
Oracle MetaLink 3 to be
Upgraded to My Oracle Support**



We are pleased to announce that we will upgrade MetaLink 3 in the coming months and officially change the name to "My Oracle Support". My Oracle Support is designed to enhance your online support experience by providing personalized, proactive and collaborative support. These enhancements will not affect your current login credentials, Support Identifiers, or Service Request numbers.

My Oracle Support will provide many features including:

- A single, comprehensive and personalized dashboard to manage your service requests, configurations & projects
- Improved service request management
- Personalized and targeted information from an extensive Oracle knowledge base
- Proactive advice and critical product patch alerts specific to your configuration delivered to your dashboard

Call To Action:

Verify that you have the latest Adobe Flash plug-in

A Flash plug-in (version 9.0.115 or higher) will be required for My Oracle Support. Please take the following steps to ensure that you are prepared for this upgrade:

- Check your browser for the correct version of Flash plug-in by going to the [Adobe Flash checker page](#), and installing the latest version of Adobe Flash.
- Download the latest version of the Flash Player from the [Adobe website](#) if you do not have Flash installed.
- Visit the [Flash FAQ](#) for answers to common questions about Flash and links to important information from Adobe about supported platforms, versions and browsers. It includes Flash Player security and privacy information that you may want to provide to your network administrator.

Be Aware of Communications Channels

The following communication channels will be used to provide details regarding timelines, updates, specific changes, training, and other useful information:

- [MetaLink 3 to My Oracle Support Information Page](#)
- [Frequently Asked Questions](#)
- E-mail Announcements
- MetaLink 3 News and Notes

Visit the MetaLink 3 Upgrade to My Oracle Support [Information Page](#) and [FAQ](#) to learn more about the upgrade. Bookmark these pages as they will be updated with new information as we get closer to the transition date.

Oracle is committed to delivering the highest quality technical support solutions. My Oracle Support, your next generation support platform, is designed to simplify and enhance your online support experience and will deliver industry leading personalized, proactive & collaborative support. We look forward to sharing the experience with you.

Please look for additional communications in the coming weeks related to your upgrade to the My Oracle Support platform. Live and recorded user interface training will be available as we move closer to the upgrade weekend. If you have questions regarding this upgrade, please contact Global Customer Support by clicking on the "Contact Us" link in MetaLink 3, or by calling [Global Customer Support](#) and selecting the non-technical option.

Sincerely,
Oracle Global Customer Support

If you believe this message was sent to you in error, please send an e-mail to: Transition-Communications_ww@oracle.com with "REMOVE" in the subject line.