

My VMware

General Questions

Q. What is My VMware?

A. My VMware transforms your product license and support management experience by providing a new integrated, self-service, account-based interface focused on simplifying and streamlining your online activities with VMware. All VMware customers and partners can use this site.

Q. Why did VMware introduce My VMware?

A. We listened to customers' requests for easier navigation and a consolidated view of their license keys and support. As a result, we integrated many of the functions that used to be spread across multiple portals to provide a centralized view of the information you need. Your primary online activities are faster, easier and more accessible, saving you time and effort. The My VMware folder-management system is simple, enabling HOME folder) if you wish.

Before My VMware, visibility into the full set of products and support owned by your organization was available only by request (typically once a year during the support renewal process). With My VMware, the full set of products and support that an organization owns is available on demand at any time to the Super User and any other authorized users who log into My VMware. This makes it possible to correct inaccurate information proactively instead of waiting for a support renewal or Enterprise License Agreement (ELA) purchase.

Q. Is My VMware live?

A. Yes, My VMware is now live.

Q. What can I do in My VMware?

- A. Using My VMware, you can
- View and manage product license keys and support by account instead of by the previous email domain structure.
 - Get help and file Support Requests.
 - Download products.
 - View and manage evaluations.
 - View orders and support contract details.
 - Create folders to better organize your license keys.
 - Manage user rights and permissions for license-key management and support.
 - Request a renewal quote for support contracts.
 - See tasks that users perform within your account.

Q. What are the primary benefits of My VMware?

- A. With My VMware, license keys and support contracts are no longer "owned" by the individual who placed the order, but by your organization. You can manage product license keys and support at a customer-account level instead of by email domain. Other benefits include
- Improved organization for products and support
 - Complete visibility into purchases and support-contract status
 - Unified visibility into license keys and support requests
 - Simplified license-key management using folders to organize license keys
 - Accelerated installations through intuitive organization of product downloads and trials
 - Flexible user-permission model, enabling you to assign specific actions to specific individuals

Q. Whom should I contact if I have questions about my My VMware account?

A. If you have questions, contact [VMware Support](#) or [VMware Licensing](#) for assistance.

Q. Can I update the email address associated with my profile in My VMware?

A. Yes. You can update your profile yourself through the My VMware interface, or you can contact [VMware Customer Service](#) or [Licensing](#) for assistance.

Q. How do I log into My VMware?

A. The login you've used to access VMware portals previously will continue to work for My VMware.

Q. How can I learn more about using My VMware?

A. VMware provides this FAQ, Knowledge Base articles and Web-based training seminars, as well as a Guided Tour within the My VMware site. As always, VMware [Customer Service](#) is available 24x7 to answer your questions.

Account Questions

Q. Why do my accounts look the way they do in My VMware?

A. The account structure created as a part of the conversion to My VMware is based on entity names submitted on all previous purchase orders to VMware (including initial purchases of licenses, support and renewals).

Previous efforts by customers and VMware to consolidate each customer's licenses under a single contract have persisted in the migration to My VMware.

Primary License Administrators (PLAs) who had access to support contracts or licenses that were not purchased by the same account retain access to these entitlements, which might be divided across several accounts. Users who do not have account-level access might not see the complete details of the support contracts covering their license keys.

Q. How did you determine what to name my accounts in My VMware?

A. VMware policy is to designate the name of a customer's My VMware entitlement account using the name that appears on the customer's first purchase order. Entitlement account names of customers with VMware licenses that were procured prior to the launch of My VMware are designated from the VMware order-management system. These names are based on purchase orders previously submitted by the customer. In addition, customer names go through a set of standardization and cleansing rules upon being submitted to VMware by the order process.

The Super User or Procurement Contact can make changes to an account name by filling out the VMware [Account Change Form](#) and contacting the [VMware Licensing Team](#).

Q. Why do I see multiple accounts in My VMware?

A. Depending on how an organization places orders with VMware, a customer might be associated with more than one account and might have a different set of access permissions for each account. For example, someone can be a Super User for one account while being a regular user for another.

Q. How do I merge or split accounts, or change an account name?

A. If you are a Super User and would like to merge accounts, split accounts or conduct a name change for an entitlement account, you must contact [VMware Support](#). You can call, send email or log a support request via My VMware.

Data Questions

Q. Can VMware share details on how my data looked before the My VMware launch, compared to how it looks in My VMware?

A. The data conversion is unique to each individual customer, and unfortunately is too difficult to illustrate in a "before and after" comparison.

However, we can share with you the following principles that VMware used when converting your data:

- The account structure created by conversion is based on purchase and transaction (initial and renewals) history with VMware.

- User association with accounts (and entitlements owned by those accounts) is based on access in the previous production systems.
- No user who could perform transaction X on a given product or license has lost that ability in My VMware. For example, if a user could see license Y in License.Next, the same user can see that license in My VMware. If a user could file support on Product Z in the previous portal, the same user can file support on that same product in My VMware.

Q. Why do I see a license that my company owns in My VMware but that I should not see?

Q. Why do I see a license that my company does not own in My VMware?

Q. Why I am missing a license in My VMware?

Q. Why do see a license that I do not recognize in My VMware?

Q. How do I fix these issues?

A. Review your My VMware accounts and licenses to verify the information. If you are missing a license, make sure the license is not located in another account. If you still experience issues after this review, contact your Super User for help. Note that if you are not a Super User, you might not have permissions to view and access certain license information. If you have additional questions after conducting this verification process, contact the [VMware Licensing team](#) for help.

Q. Why do I see a support contract that my company owns in My VMware that I should not see?

Q. Why do I see a contract that my company does not own in My VMware?

Q. Why I am missing a contract in My VMware?

Q. Why do I see a contract that I do not recognize in My VMware?

Q. How do I fix these issues?

A. Review your My VMware accounts and contracts to verify the information. If you are missing a contract, make sure the contract is not located in another account. If you still experience issues after this review, contact your Super User for help. Note that if you are not a Super User, you might not have permissions to view and access certain contract information. If you have additional questions after conducting this verification process, contact the [VMware Licensing team](#) for help.

My VMware Users, Roles and Permissions

Q. What are the user roles available with My VMware?

A. **Super User** and **Procurement Contact** are the only official roles in the My VMware environment. The **Super User** can manage license keys and users on behalf of an account, add and remove permissions associated with account users, add or remove

users, and reassign the Super User role to another user. Only one Super User can exist for each account, but the same person can serve as Super User for multiple accounts. The Super User is the technical contact on the account.

The **Procurement Contact** can manage license keys and support on behalf of a specific account, and delegate and remove user permissions. The same person can act as Super User and Procurement Contact. The Procurement Contact is the procurement point of contact on the account.

All other account users are designated as **users** with assigned permissions. By default, all users are associated with at least one folder and have permission to download products associated with your account. The Super User or Procurement Contact can grant additional account- or folder-based permissions to users.

Users who were registered on individual license keys before the My VMware launch are converted into My VMware users with equivalent permissions on the license keys they have registered in the past.

Q. Which permissions and rights are available with My VMware?

A. Permissions can be assigned for the following activities:

- Global
 - Administer account
 - View all support requests
 - View all orders and support contracts
- By folder
 - View license keys and user permissions
 - Manage folders and user permissions
- Divide and combine license keys
- Upgrade and downgrade license keys
- File technical-support requests
- Download products

Q. Who designates the Super User and Procurement Contact for an account?

A. In My VMware, new customers identify the license end user on the purchase order; that person becomes the Super User for the new entitlement account.

Primary License Administrators (PLAs) on existing accounts automatically become Super Users in My VMware, unless more than one PLA is associated with the account. In that case, the last PLA who submitted an order becomes the Super User. See Role Definitions, below, for a description of user roles.

Note: This data-conversion rule applies to most but not all accounts.

Q. Can I change the Super User if that person has left the company? I should be the Super User, but I am not designated as such – why?

A. Customers can call the [VMware Licensing team](#) and request that the Super User be changed.

The last person in the VMware system who placed an order is designated the Super User in My VMware. The Super User can change the Super User designation in My VMware.

Q. What happens to the Support Administrator role in My VMware?

A. Support Administrators become users in My VMware. They retain the same access to the products for which they filed support requests before the My VMware launch.

Q. Are the Super User and Procurement Contact roles equivalent to the previous Primary License Administrator (PLA) and Secondary License Administrator (SLA) roles?

A. Not really. One PLA becomes the Super User for the account. All other users maintain their current access to license keys but no longer have a specific role. The actions they can perform are determined by their user permissions. See Role Definitions, below, for a description of user roles.

Q. Can the Super User reassign his or her role?

A. Yes. The Super User can reassign his or her role within My VMware to any user associated with his or her account. Or, Super Users can call VMware [Customer Service](#) for assistance.

Q. How do I know who is the Super User for each account I am associated with?

A. The Super User and Procurement Contact are noted in your account when you visit the Account Summary page. You should continue to use your own corporate email to contact him or her directly.

Q. What are folders, and what do I use them for in My VMware?

A. Folders in My VMware enable you to manage and organize product license keys, and the users who have access to them, in ways that make the most sense to you. They eliminate the need to organize your information on multiple spreadsheets, streamlining and simplifying management.

Q. Which users can modify folders?

A. The Super User, Procurement Contact and others who have been assigned appropriate permissions can create, rename, move and delete folders for an account. They also can create subfolders to further organize information. Some folders are created automatically by My VMware (for example, HOME, VCE and ASP). Users are **not** able to move or delete those folders. Users are not associated with every folder automatically, and they can have different permissions for different folders.

Q. How are folders organized in My VMware?

- A. All existing license keys are placed in a single folder by the current Primary License Administrator (PLA) under the HOME folder. Users associated with the current license keys have access to the HOME folder. (Refer to User Roles, below, for detailed information about roles.)

Q. How do I add, remove or change permissions on a folder?

- A. You can request permissions for a specific folder from a Super User or another user who has the Manage Folders & User Permissions permission for that particular folder. To view which users have this permission, navigate to Users & Permissions, click on the By Folder tab and choose the folder you want additional permissions to. You can see which users are associated with that folder, and by clicking on any user, you can see which permissions each user has for that particular folder. Contact one of those users by email to request folder permissions.

Q. How do I add a user to my account?

- A. If you have the appropriate permissions, you can add any user to your account. All previous license and support administrators, as well as any former registered users, are added to the account automatically.

Q. Why are users in the My VMware account who have left the company or that I don't recognize? Why are some users missing?

- A. All users that previously had access to licenses and contracts are converted and associated with the account that now owns the licenses.

Registered users who were able to gain access to an individual license key were not previously visible to the Primary License Administrators (PLA) but had access to the key in the License Next portal. These users are now visible to the Super User in the list of all users with access to the account.

Primary License Administrators (PLAs) who had access to support contracts or licenses that were not purchased by the same account will retain access to these entitlements, but they might be divided across several accounts; users who do not have account-level access might not see the complete details of the support contracts covering their license keys.

Q. Can third parties outside my organization access my account?

- A. Yes. You can grant third parties access to your account. VMware will not give third parties access to your account unless they were associated with your account before the launch of My VMware.

VMware Super User Service (vSUS) Questions**Q. What is the VMware Super User Service program?**

- A. To better assist complex accounts such as U.S. Federal, select international government accounts, and OEMs and partners—except for any such accounts with a single Primary License

Administrator (PLA)—we have set up a temporary VMware Super User Service (vSUS) program whereby VMware acts as the Super User on behalf of the customer.

Q. Who manages vSUS entitlement accounts?

- A. Specially trained VMware teams manage vSUS entitlement accounts directly.

Q. What services can VMware assist vSUS customers with?

- A. VMware can assist you with the following functions:
- Obtaining renewal quotes: vSUS customers can submit renewal quote requests through a special form at http://www.vmware.com/support/contacts/renewal_request. (vSUS customers will **not** see the My VMware button that invokes the Request Renewals Quote form that autopopulates with Super User details.)
 - Deactivating base license of a partial edition upgrade order.
 - Viewing contract and order history and details.
 - Account changes (e.g., renaming accounts).
 - Managing license keys and permissions for the HOME folder.
 - Updating the Super User or Procurement Contact.

Q. How are vSUS customers selected?

- A. Several internal VMware teams across the globe—including those working with U.S. Federal, complex customer accounts, universities, OEMs, partners and Asia-Pacific customers—submitted lists of accounts that qualified for the vSUS program based on their analysis of customer data and their engagement with the customers.

Q. What criteria did VMware use to select customers for the vSUS program?

- The correct Super User is yet to be identified within the customer organization.
- No one single user within a particular organization should be able to see overarching data.
- Allowing the current Super User to have overarching visibility and privileges entails a security risk.

Q. How do I know if my account has a VMware Super User?

- A. VMware Team will appear as the Super User and Procurement Contact on the Account Summary and Users & Permissions pages on the My VMware portal if VMware is designated as your Super User.

Q. Can a customer be a Super User on one Account and have vSUS on another?

- A. Yes, customers can belong to multiple accounts, act as Super User on some of them and rely on VMware to be the Super User on others. If a user was previously the only PLA on a particular entitlement account, this user becomes the Super User and Procurement Contact on this account and does not need to rely on VMware to perform the Super User functions on his or her behalf. For this reason, many customers who

have been added to the vSUS program might see someone within their organization assigned as the Super User on some of their accounts.

Q. What internal VMware Global Support Services (GSS) team(s) support vSUS customers?

- For **U.S. Federal customers**, our U.S. Federal Licensing Support team will assist.
- For **non-Federal vSUS customers**, our Global Support Services agents will assist.

Q. How can customers contact VMware for support?

- vSUS customers, including U.S. Federal, should use their normal channels for support, including existing customer support phone numbers and logging a case through the Web (via VMware Customer Support or Get Support pages on the My VMware portal).
- U.S. Federal Contact Us page: <https://www.vmware.com/support/services/usfedsupport.html>
- Non-federal Contact Us page: <https://www.vmware.com/support/contacts/>
- All vSUS customers, including U.S. Federal, can send email to the address of the internal Super User that is visible on the Users & Permissions page of the My VMware portal. The support requests that result from these email messages will be directly assigned to the U.S. Federal Licensing or vSUS team.

Q. What are the hours of operation for the vSUS GSS Support team?

- The U.S. Federal licensing support team operates from Monday to Friday, 6 a.m. to 6 p.m. PST/PDT. After hours, our U.S. Federal technical support engineers will create a support request for the U.S. Federal licensing team to follow up on during its operating hours.
- For non-federal customers, the vSUS team operates from Sunday, 10:30 p.m. GMT to Saturday, 1 a.m. GMT, thus covering business hours. After-hours support is provided by other GSS staff members, but some support requests may need to be assigned to the special vSUS team to follow up on.

Q. What is the service-level agreement (SLA) for vSUS support requests?

- A. The SLA for all vSUS specific support requests is approximately 12 business hours (based on customer's time zone) from the time the case is opened.

Q. How long will the vSUS program last?

- A. The vSUS program is temporary, and VMware intends to transition customers off of vSUS after data is restructured in a suitable manner and appropriate Super Users are identified for the relevant accounts.

Q. Can additional customers be added to this program?

- A. We do not foresee any need to add additional customers to the program; however, any such requests will be reviewed on a case-by-case basis as part of My VMware support.

Definitions

Entitlement: The terms *entitlement* and *entitled* refer to accounts, not people. Entitlements define the products, licenses, support and services that the account can access. Those access rights are generally based on a contract or purchase agreement. Some entitlements, such as support entitlements and term licenses, are renewable. Following are definitions of specific entitlements:

- **Support entitlement** – The support services an account can access. A support contract can enable multiple support entitlements.
- **Product entitlements** – The product binaries and licenses an account can access.
- **Service entitlements** – The education and professional services an account can access. Currently, service entitlements—including education and Professional Services credits orders, VATC orders, certifications, and transcripts—are not managed through My VMware.

Entitlement account: An *entitlement account* is a unique account associated with a company, entity or individual that contains entitlement information. Setting up an entitlement account allows information to be viewed collectively rather than at the individual email-account level. An entitlement account owns the product or service defined by the entitlement. In My VMware, an entitlement account is referred to as an *account*.

Ownership of product and support entitlements is at the entitlement level, not the user level. A user who can access license keys in My VMware does not necessarily have permissions to deploy the product licenses that are represented by those license keys.

Folder: *Folders* are tools used in My VMware to manage and organize license keys. Users are not automatically associated with every folder. Each user can have different permissions for different folders. Depending on their permissions, users can create, rename, move and delete folders. Users can create subfolders. Some folders are created automatically by My VMware for the customer and cannot be moved or deleted (e.g., HOME, VCE, ASP).

HOME folder: The HOME folder is the default license-key folder that all users see in the folder view. The HOME folder cannot be deleted or renamed. It is always the one and only top folder.

User permissions: *Permissions* refer to activities that users can perform, if authorized. Some permissions are granted by default when a user is associated with an account (e.g., download product permissions). Some permissions are delegated by the Super User, Procurement Contact or anyone who has Manage Folders & User Permissions.

Role Definitions

The **Super User** can manage license keys and users on behalf of an account, add and remove permissions associated with account users, add or remove users, and reassign the Super User role to another user. Only one Super User can exist for each account, but the same person can serve as Super User for multiple accounts. The Super User is the technical contact on the account.

The **Procurement Contact** can manage license keys and support on behalf of a specific account, and delegate and remove user permissions. The same person can act as Super User and Procurement Contact. The Procurement Contact is the procurement point of contact on the account.

All other account users are designated as *users* with assigned permissions. By default, all users are associated with at least one folder and have permission to download products associated with the account. The Super User or Procurement Contact can grant additional account or folder-based permissions to users.

License End User

The *license end user* is the customer contact who is the end user of the purchased licenses and support. If the license end user information is not provided, the “sold to” contact of the order is used to default these fields on the order. If this is the customer’s first transaction with VMware and we create a new entitlement account for the customer, by default the license end user becomes the Super User of the entitlement account.

