

My VMware

Simplified Management of Product License Keys and Support

AT A GLANCE

My VMware is a new, integrated, account-based site that lets you view and manage product license keys and support. With intuitive navigation that leads you step-by-step through important functions related to your VMware products and support, My VMware makes it easier for you to perform routine tasks.

KEY BENEFITS

- Manage product license keys and support at a customer account level, instead of by email address.
- Control user permissions to view and manage license keys.
- Delegate who can file Support Requests.
- View your support level on products and request support contract renewals.
- Map people and products easily to your organizational structure.

YOUR EXPERIENCE

Before My VMware

- Distributed: Multiple access points required navigating to different sites and using multiple logins.
- Manual: Email address vs. account-based access required a manual process to summarize multiple email addresses by customers.
- Inflexible: Pre-defined roles with strict rules provided all-or-nothing access at the contract level.

With My VMware

- Simplified: Integrated site provides a unified view of products and associated contracts, simplified workflows, self-help interfaces and guided support.
- Streamlined: Account-based access and management automatically presents users and purchased products at the company level, versus a manual roll-up of individual users.
- Flexible: Account administrators can easily manage user rights and permissions.

What are the Benefits of My VMware?

My VMware presents your order history, product license keys, Support Requests and more, through a single, easy-to-use site, enhancing account control and security, and making your job easier. Keep track of VMware products and support as your organization grows or changes, and enjoy the freedom to organize your products and license keys the way that make sense to you—all in one place.

Simplified

My VMware presents your products, license keys and Support Requests at the account level instead of by individual email address. If you have multiple accounts, you can easily toggle between them using a dropdown account menu, without ever having to leave the site.

Streamlined

My VMware lets you complete tasks quickly using intuitive navigational features such as dropdown menus, breadcrumbs and easy-to-read buttons. All your information is viewable from a central, customizable home page. And, you can quickly submit Support Requests through My VMware with a few clicks.

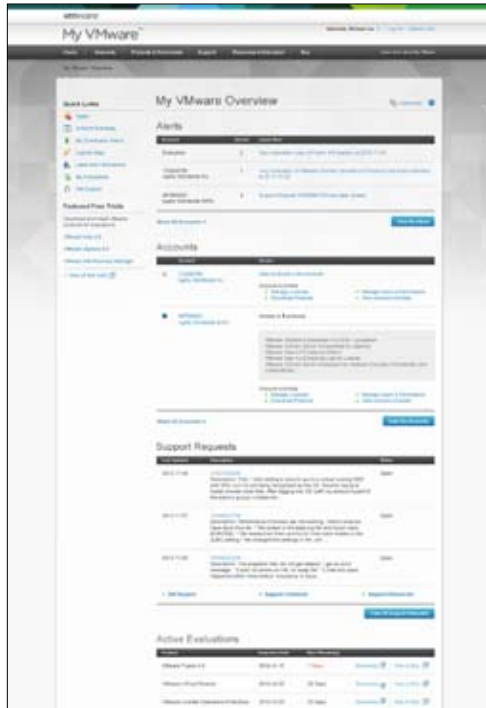
Flexible

My VMware lets you quickly access and manage your license keys using a logical folder-based organization system. Arrange them the way you like—it's your choice. Delegate permissions to individual users within your organization as you see fit, and manage your account information the way that makes sense to you.

Information You Need...All in One Place

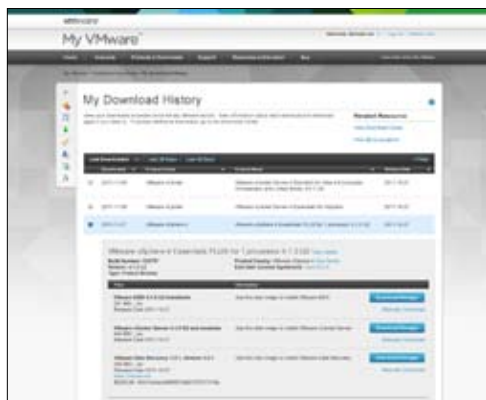
Keep up with issues that need your attention

Once you log in, you'll land on the My VMware Overview page. Here, you'll see an Alerts summary that lists and links to unread alerts for each account. Keep track of recent Support Request activity, and get quick access to help and technical resources. And if you need account numbers or access to other information, it's all right there.



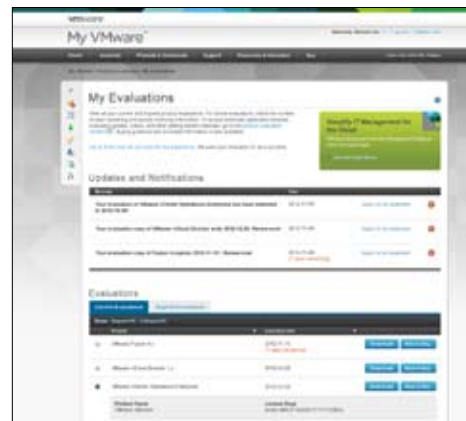
View recent downloads

View a history of your recent product download activity and quickly access frequent downloads from a single screen.



Manage license keys your way

My VMware provides an account-level view of license keys and support, and direct access to order and contract details for any license. You can move, divide, combine, upgrade or downgrade license keys through an easy step-by-step process.



Test a product before you purchase it

Go to My Evaluations to view current and past evaluations. Read product documentation and get access to self-help tools and resources through the Product Evaluation Centers. My VMware also posts alerts to let you know when an evaluation is close to expiring.

Your job just got easier

My VMware puts the information you need at your fingertips, simplifying administrative tasks and saving you valuable time, so you can get your mission-critical administrative work done quickly, and move on.

Find out more

Want to learn more about My VMware? Visit us at the My VMware information website at <http://www.vmware.com/go/myvmware>

