



# How to Access Broadcom Support

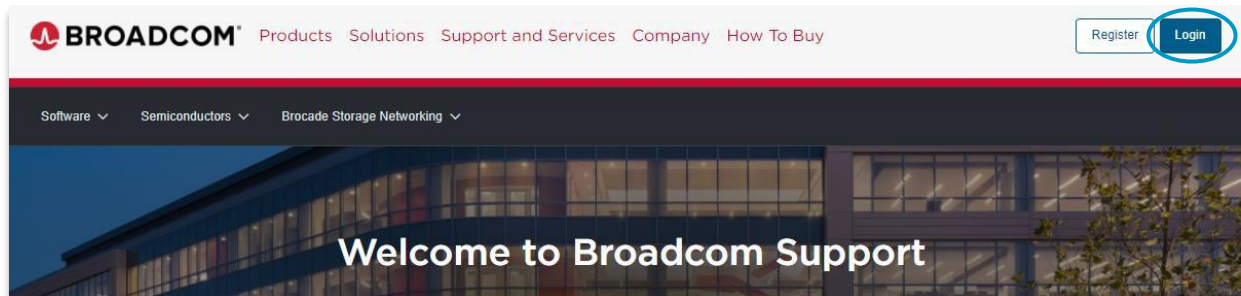
You must have a single sign-on account with Broadcom in order to access the support portal. This document explains how to log in and file a support request through the Broadcom Support portal. Additionally, if you do not have an account or a Site ID, this document provides steps to set your account up.

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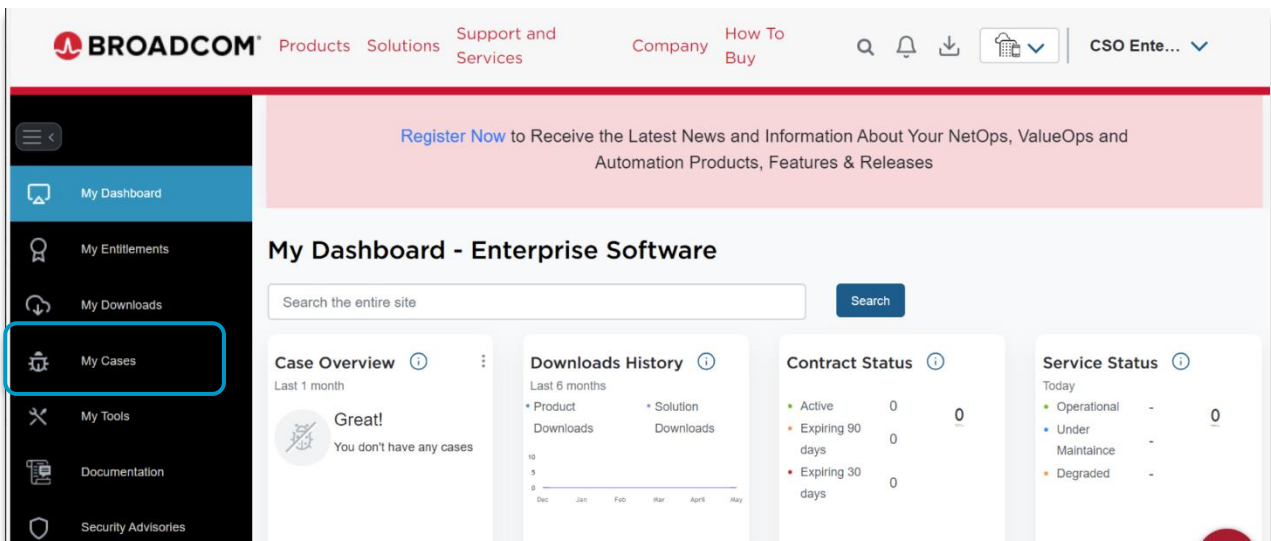
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## 1.1 Filing support requests via the Broadcom Support Portal

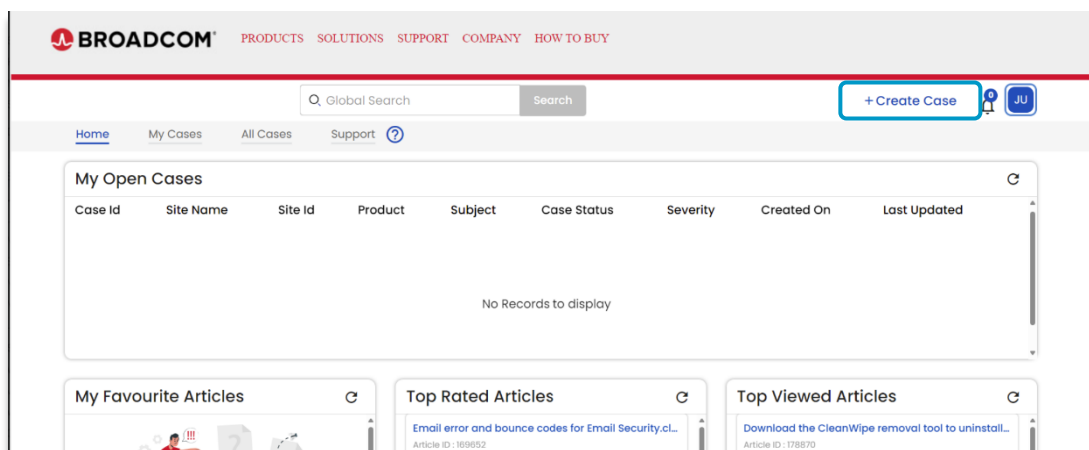
1. Go to the [Broadcom Support portal](#).
2. Click “Login” and enter your support username and password to sign in.



3. Then select “My Cases” on the left-hand navigation.



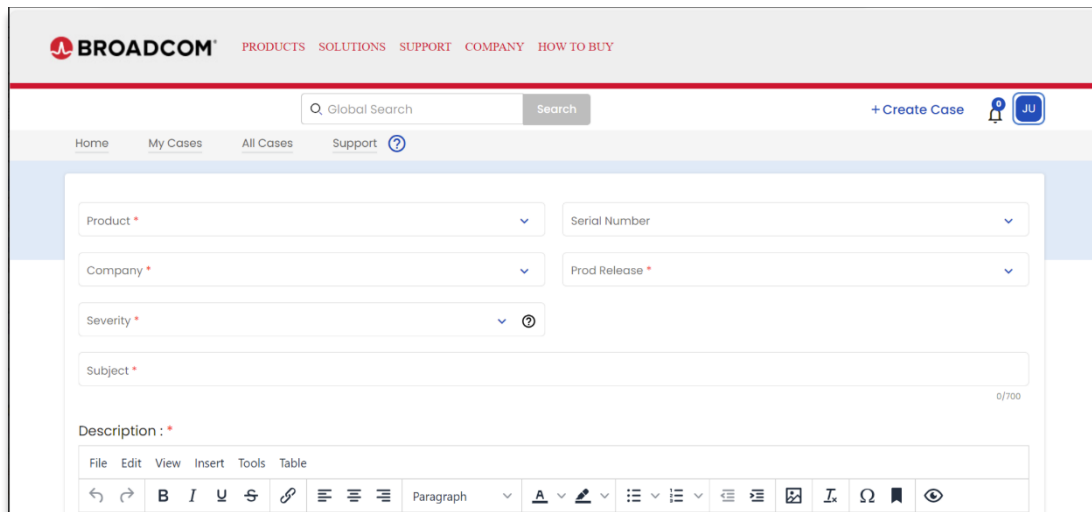
4. Next, select “+ Create Case”.



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Please note, that if you do not see the above My Cases dashboard, you might need to create a profile with your Site ID. If this is the case, please follow the instructions in [Section 1.3: Setting up a profile with your Site ID](#).

5. Fill out all the required fields to create your Broadcom support ticket.

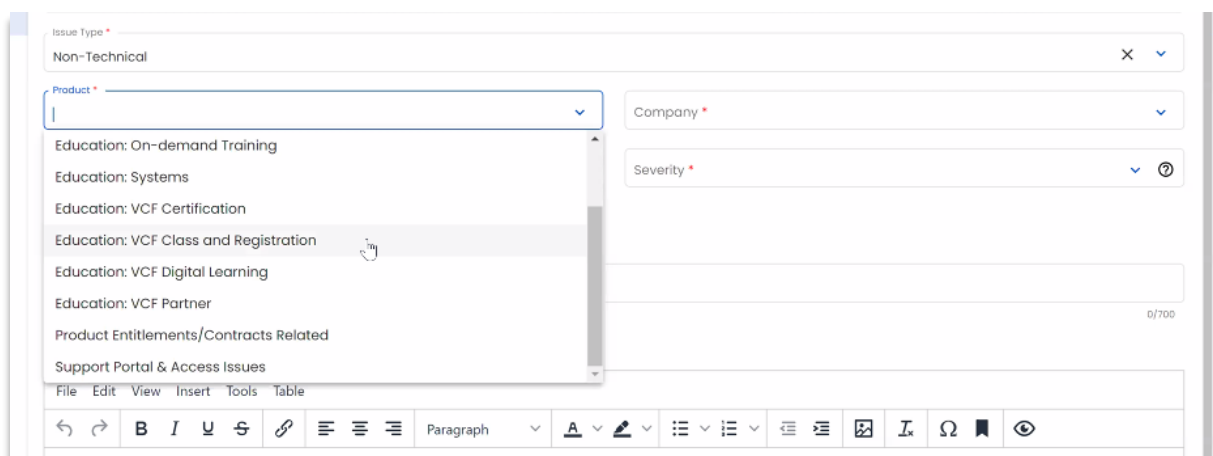


The screenshot shows the Broadcom Support portal interface. At the top, there is a navigation bar with the Broadcom logo and links for PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and HOW TO BUY. Below this is a search bar with the text 'Global Search' and a 'Search' button. To the right of the search bar are links for '+ Create Case' and a user profile icon labeled 'JU'. The main content area has a breadcrumb trail: Home > My Cases > All Cases > Support. The 'Create Case' form includes several dropdown menus: 'Product \*', 'Serial Number', 'Company \*', 'Prod Release \*', and 'Severity \*'. There is also a text input field for 'Subject \*' with a character count of '0/700'. Below the subject field is a rich text editor for the 'Description : \*' with a menu bar (File, Edit, View, Insert, Tools, Table) and various formatting options like bold, italic, underline, link, and list.

Please Note: In order to correctly file a support ticket that will be directed to the VMware VCF Learning Team, you must select the correct “Product” when filing your case. See product options with descriptions below.

### **Support Ticket VMware VCF “Product” Options:**

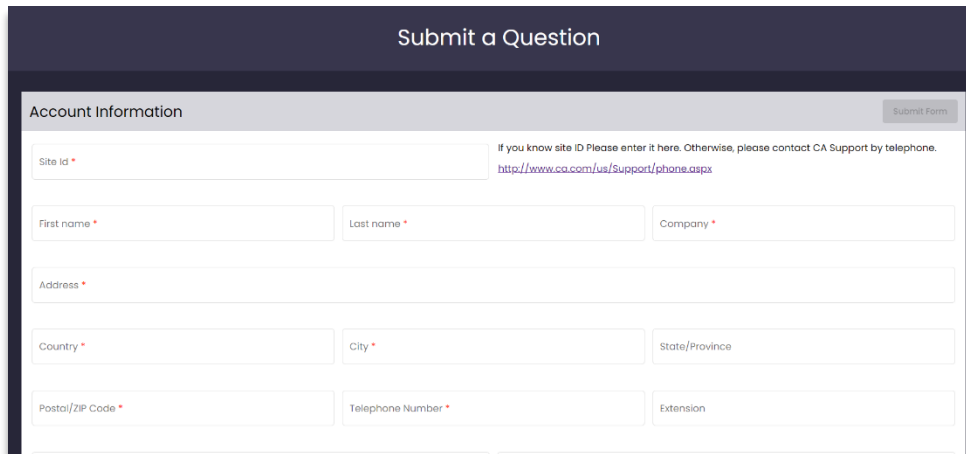
- Education: VCF Certification: Get assistance with certifications, including program requirements and exam registrations. Select if you also require assistance with certification statuses and profile updates.
- Education: VCF Class and Registration: Get assistance with questions about enrolling into class, rescheduling, or canceling a class.
- Education: VCF Digital Learning: If you are experiencing difficulties accessing digital learning resources or technical difficulties, our team can help.
- Education: VCF Partner: Get assistance with partner-specific inquiries regarding course completions, partner profiles, content questions, or regarding VSP/VTSP, VOP, CSM/CSA/CSE.



This screenshot shows a close-up of the 'Product' dropdown menu from the support form. The 'Issue Type' is set to 'Non-Technical'. The 'Product' dropdown is open, showing a list of options: 'Education: On-demand Training', 'Education: Systems', 'Education: VCF Certification', 'Education: VCF Class and Registration' (which is highlighted by the mouse cursor), 'Education: VCF Digital Learning', 'Education: VCF Partner', 'Product Entitlements/Contracts Related', and 'Support Portal & Access Issues'. Other form fields visible include 'Company \*' and 'Severity \*'. The rich text editor for the description is also visible at the bottom.

## 1.2 Filing a support request via the Broadcom Support Form

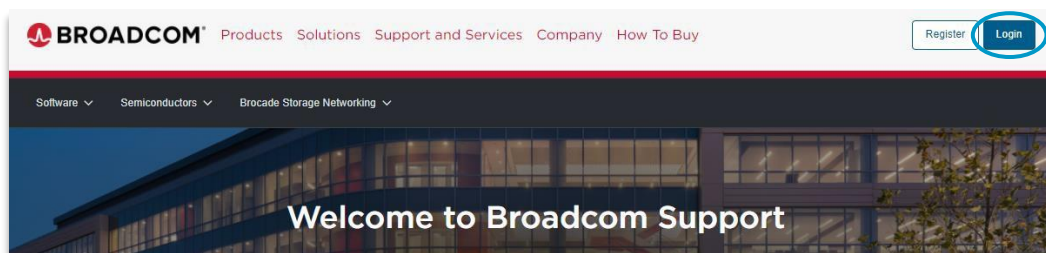
1. Follow [this link](#) to create a support ticket directly through the Broadcom – Wolken Service Desk portal.
2. Once you've access the support form, fill all the required fields out in their entirety.



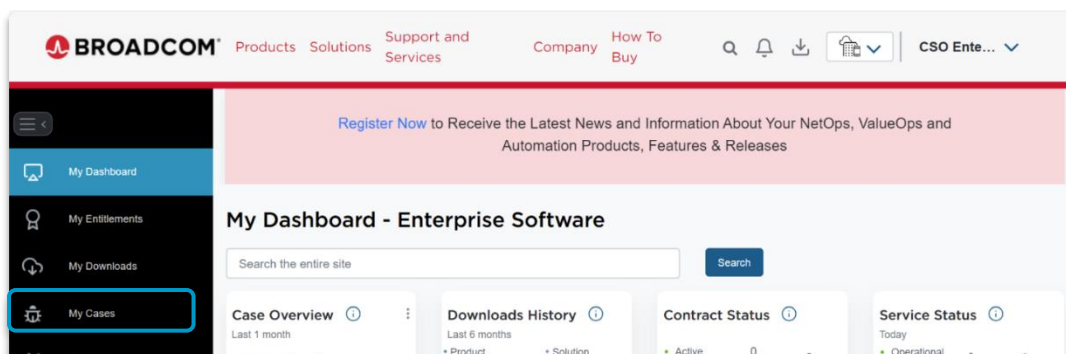
Note: You will need a Site ID to leverage this document. If you do not know your Site ID, please follow the below steps in section 1.3.

## 1.3 Setting up a profile with your Site ID

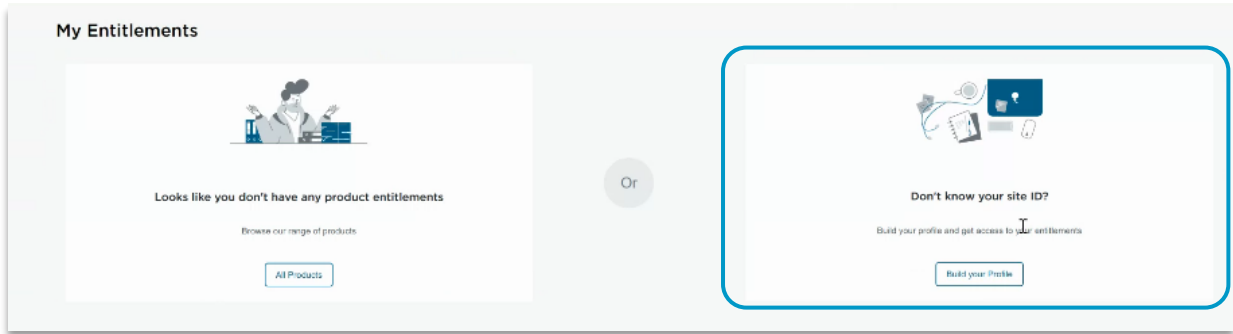
1. Go to the [Broadcom Support portal](#).
2. Click “Login” and enter your support username and password to sign in.



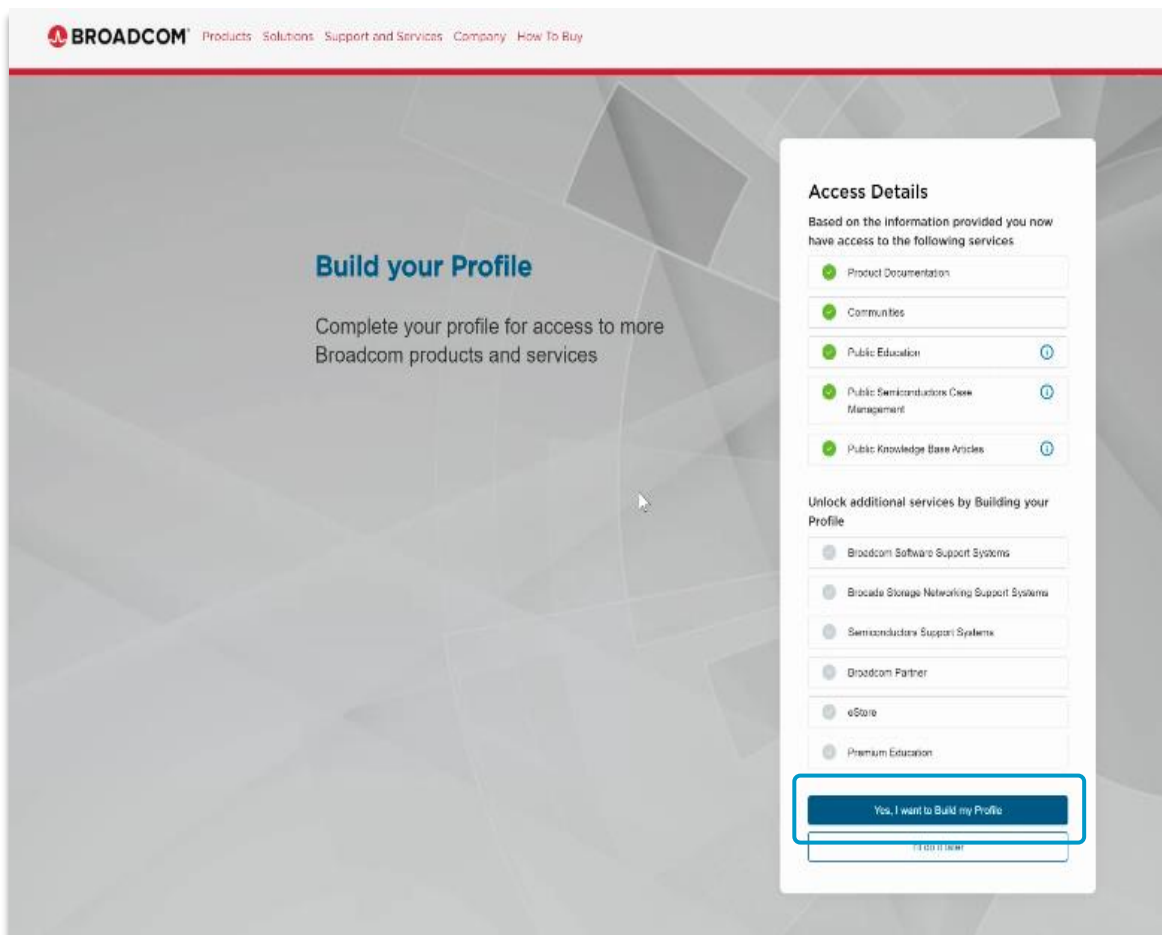
3. Select “My Entitlements” on the left-hand navigation.



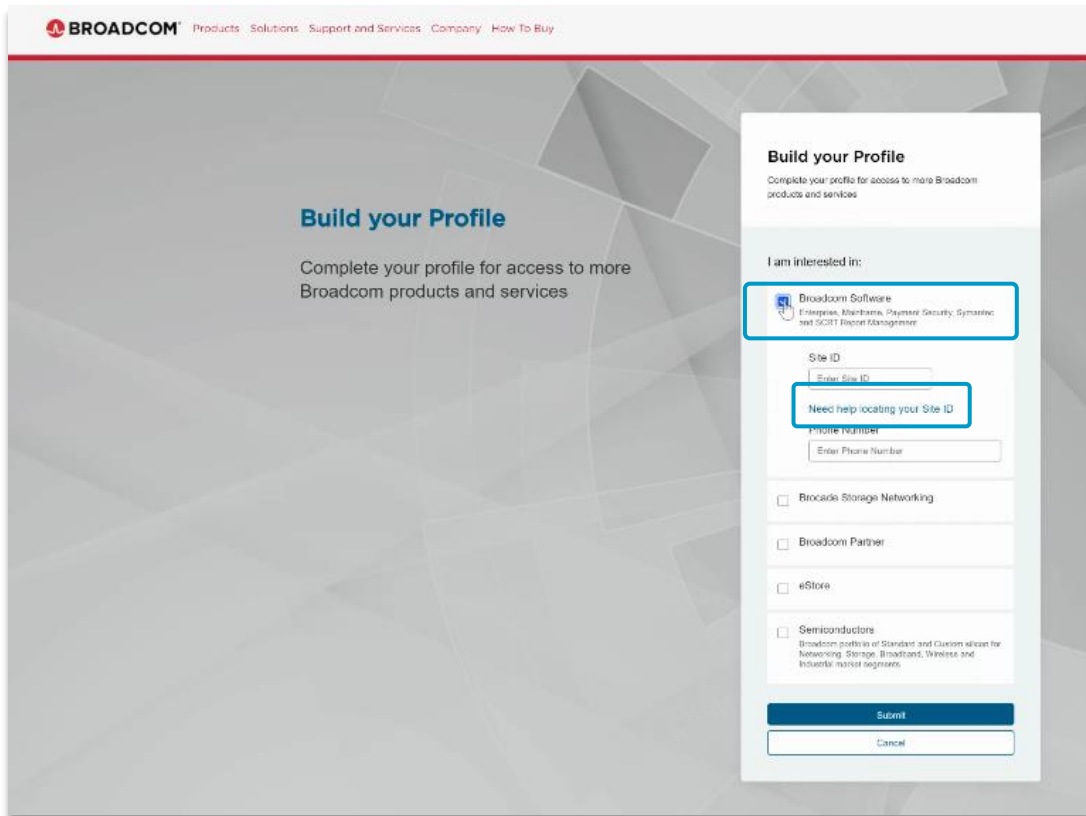
- Then click “Build my Profile” in the option labeled “Don’t know your site ID?”



- Then select “Yes, I want to Build my Profile”.



6. Select “Broadcom Software”, then “Need help locating your Site ID” to get help finding your Site ID.



You can refer to the [Broadcom Support Portal document](#) for further help on navigating the support portal.