CA Support Portal New User Guide

Table of Contents

Chapter 1: Welcome

We appreciate your business and are committed to your success. When you adopt a software solution from CA Technologies, A Broadcom Company you gain access to an award-winning team of professionals whose mission is to help eliminate barriers between your ideas and your business outcomes. We deliver this mission by putting your organization at the center of all we do and earning your trust as a strategic partner.

- **Focusing on the experience that you want to have; and delivering it.**
  We know you'll go through an entire lifecycle of learning, adopting, and expanding your use of our technology, and we'll be there throughout the journey. Customer Success teams are available to assist with personalized onboarding, driving your return on investment, and initiating upgrade planning and execution. In addition, Customer Care is accessible 24 hours a day, seven days a week, at 1-800-225-5224.

- **Responding quickly when you ask us questions.**
  We are proud of the top marks our technical support teams earn in customer satisfaction surveys. We look forward to sharing our expertise and handling your requests with speed and reliability.

- **Providing you with the right resources.**
  Our technical, education, and account team professionals, along with an array of self-service options (including online Communities), offer great ways to connect, learn, and share.

- **Soliciting your feedback, and responding to it.**
  We want to hear about your ongoing experiences with us and how your needs evolve. We invite you to respond to our surveys and use your feedback to continuously improve the support that we provide.

Thank you again for choosing CA. We look forward to serving you.

1.1   Your Success is Our Responsibility

Across CA, multiple teams are committed to your success. You can count on us as a strategic partner and to consistently deliver a superior experience. Your organization is at the center of all we do, and we orchestrate each customer interaction to help ensure positive business outcomes. Ultimately, when you succeed, we succeed. The following table lists the tasks that Customer Care performs and the tasks that Support performs.

Table 1: Customer Care and Support Overview

Customer Care:	Support:
- Provides license keys. - Provides casupport.broadcom.com assistance (including registration, password and product download support). - Provides partner support for portal access. - Provides account services (such as billing and address changes). - Offers non-technical assistance in Customer Care Community.	- Provides technical support for product usage, downloads, installation, upgrades and migrations. - Answers your technical questions and helps you resolve your CA software problems. - Participates in communities to help answer product related questions. - Writes publicly accessible knowledge articles based on past issues to help facilitate self-service support. - Submits product change requests to product engineering teams.

1.2   Why Register?

Visit myBroadcom to gain access to product downloads and case management. The following resources are available:

- CA Education – Online courses and instructor-led training.

- CA Support – Case management

- CA Partner Portal

- Broadcom Community

- Product documentation

- Product downloads

- Solution downloads

- Certification exams

Chapter 2: New to CA?

2.1 Registering a myBroadcom Profile

Each team member should register at myBroadcom with your company email address and Enterprise Site ID. The following example shows how to complete the registration page.

NOTE: Providing a non-corporate email domain will cause delays and possibly result in the denial of your registration.

If you need any help finding your Enterprise Site ID, contact CA Customer Care Team by submitting a question using Customer Care Web Form or by calling at 1800-225-5224. Go to ca.com/phone for numbers outside North America.

New registrations can take up to 48 hours to approve. A prompt registration will help ensure that new users can access product downloads and case management.

2.2 Already Registered and Need Enterprise Access?

If you are already registered for Basic access and want to obtain access to other functions, such as the Learning Portal, Software Support Portal, and Case Management, upgrade to Enterprise account access (Access to casupport.broadcom.com).

Follow these steps:

1. Go to https://www.broadcom.com .
2. Click the arrow to the right of your name and select Edit My Profile from the drop-down menu.

3. Verify that information such as name and email address are correct.
4. Choose **Enterprise** as the Registration Type.

5. Select **CA Technologies Software Solutions** for the Product Preference.

6. Choose **CA Support** in the **Support Access Information** section and provide a valid CA Support ID. A valid ID is required for access to downloads and case management on the Customer Support portal.

7. Fill all the required fields and **Submit** your request.

After we validate your registration, you will receive an email that contains information about how to complete the registration process. If you need any assistance, contact CA Customer Care Team by submitting a question using the Customer Care Web Form or by calling 1800-225-5224. Go to ca.com/phone for numbers outside North America.

2.2.1   Site ID Access or Additional Site Access

In addition to registering for a new account and supplying your site ID, you also need to complete a Site Access Request. This information helps us verify that you have permission to access downloads and case management. Follow these steps:

1. Log into https://casupport.broadcom.com.
2. Click on My Account, Site Access Request.
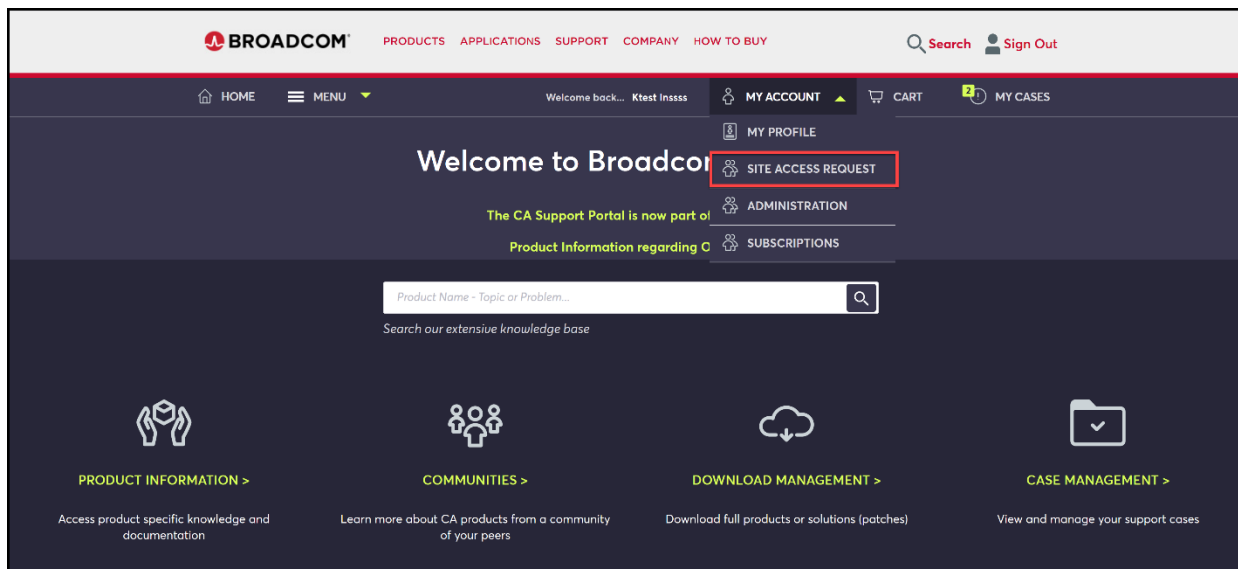
3. Complete the form and submit your request.

After you submit the form, the site request routes to the site's user administrator or the Customer Care team for review and processing. Please allow up to 24 hours for processing. For a faster turnaround, please verify that the Site ID is valid.

If you need any assistance, contact the CA Customer Care Team by submitting a question on the Customer Care Web Form or by calling at 1800-225-5224. Go to ca.com/phone for numbers outside North America.

2.3   User Administrators / Delegated Admin Responsibilities and Functions

Responsibilities and functions

User Administration (also known as Delegated Admin) is an optional functionality that is available to CA enterprise customers. It provides the ability for customer User Administrators to manage user access to their site IDs via CA Support Online. A User Administrator takes on the responsibility of approving, updating and revoking access for users at a specified site ID. When a request is generated from an end user, the User Administrator will be notified via email of the pending request.

Existing CA Support Online user who wish to manage their own company's users' access must agree to the Terms of Use upon registering for this additional role. CA Technologies will process the first User Administrator based on current

business rules. After the first User Administrator has been enrolled to the site ID, CA systems will automatically route all subsequent access requests, including additional User Administrator, for that site ID to the User Administrator.

The User Administrator/Delegated Admin will have 3 business days to accept or reject the request. If the request is not processed by the User Administrator in 3 business days, CA Technologies Customer Care will process the request according to current business rules.

Please note that in the event CA Technologies receives inquiry from an enrollee about the status of pending enrollment and there is a User Administrator at site, we will inform the caller that the site has a UA and provide name of UA.

Revoking another User Administrator's access

1. User Administrators can revoke the access of another User Administrator at their site. User Administrators cannot remove their own access.
2. Click the View/Edit icon next to the user whose UA access will be removed. This will bring up a detail page with two tabs, Update Site Access and Revoke Site Access.
3. On the Update Site Access tab, uncheck the User Administrator checkbox and click the Update button. You will see a message that the update was successful

Removing your own User Administrator Access

To remove your own User Administrator access, if there is another UA at your site, request that they remove your access using the function described above. If you are the only User Administrator at your site and there will be a replacement, it is recommended that you first approve the replacement User Administrator, then request that person to revoke your access. If there will not be a replacement User Administrator and you are the only UA at the site, please open a support issue either online by selecting "Support Online" as the product or by contacting CA Customer Care.

2.3.1   Requesting User Administration Access

The following document outlines the steps required to become a user administrator. If your site already has a user administrator your request will be pending current user administrator approval. If you encounter any issues, please reach out to customer assistance. For more information on user administration responsibilities and functions please click on the link below.

1. To become User Administrator, you should have an Enterprise Access. If you are already an Enterprise user on CA Support Online, click on "My Account" and select "Site Access Request" to request this role.
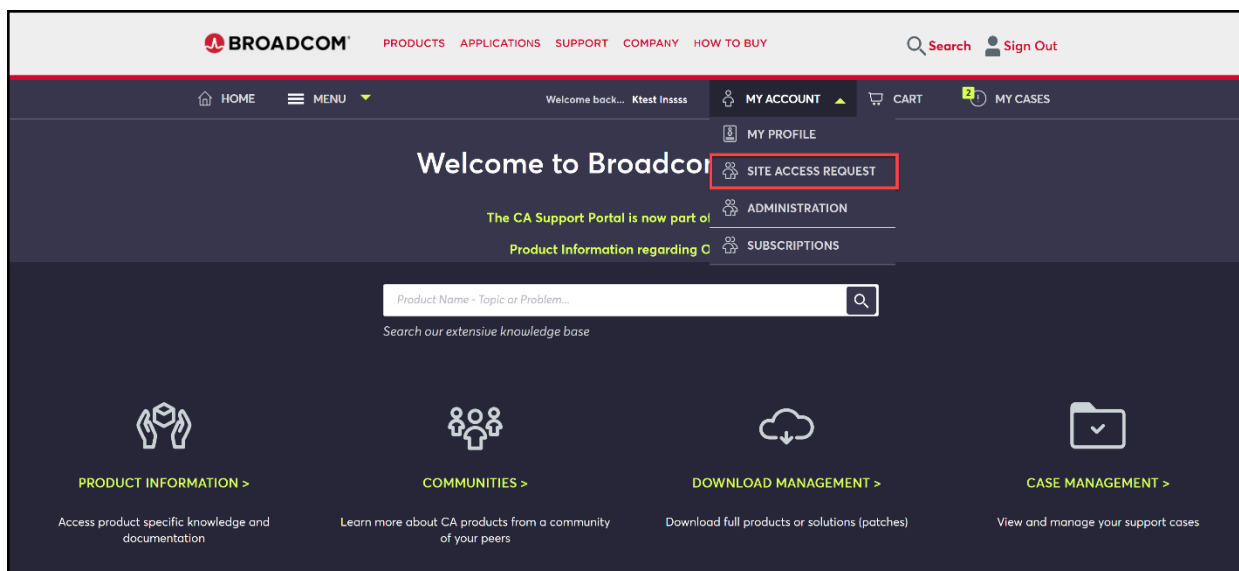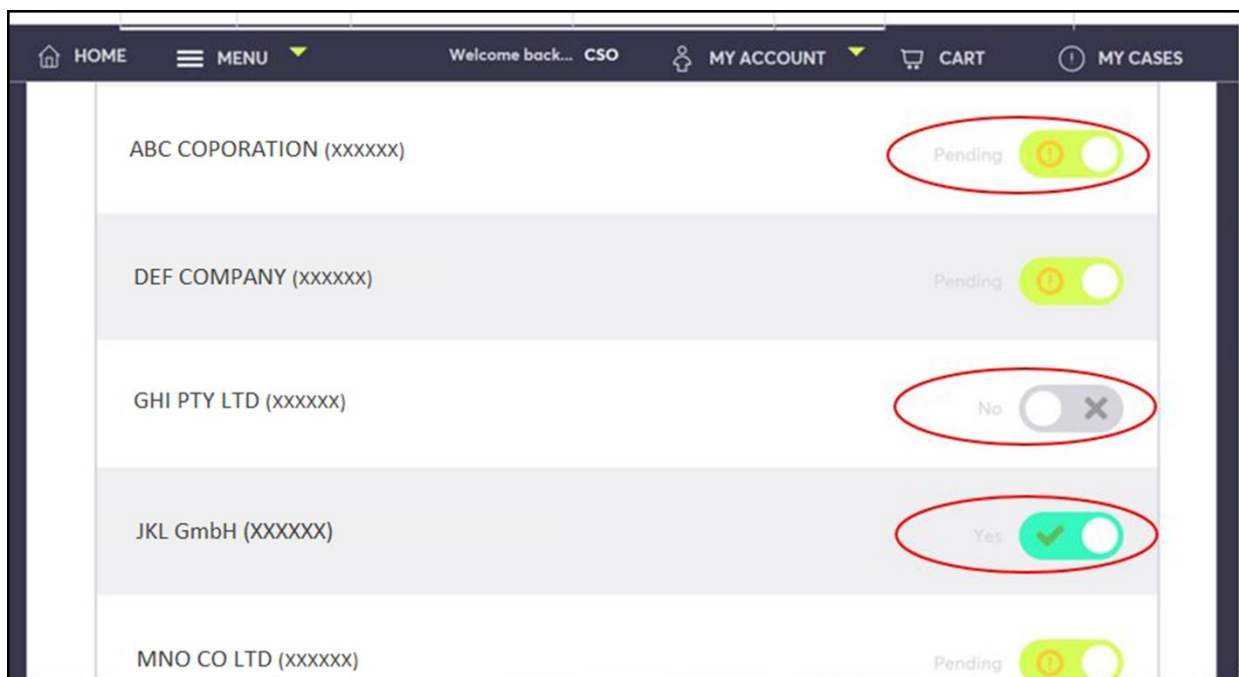
2. You will then see two tabs. Select "Admin Access" tab.
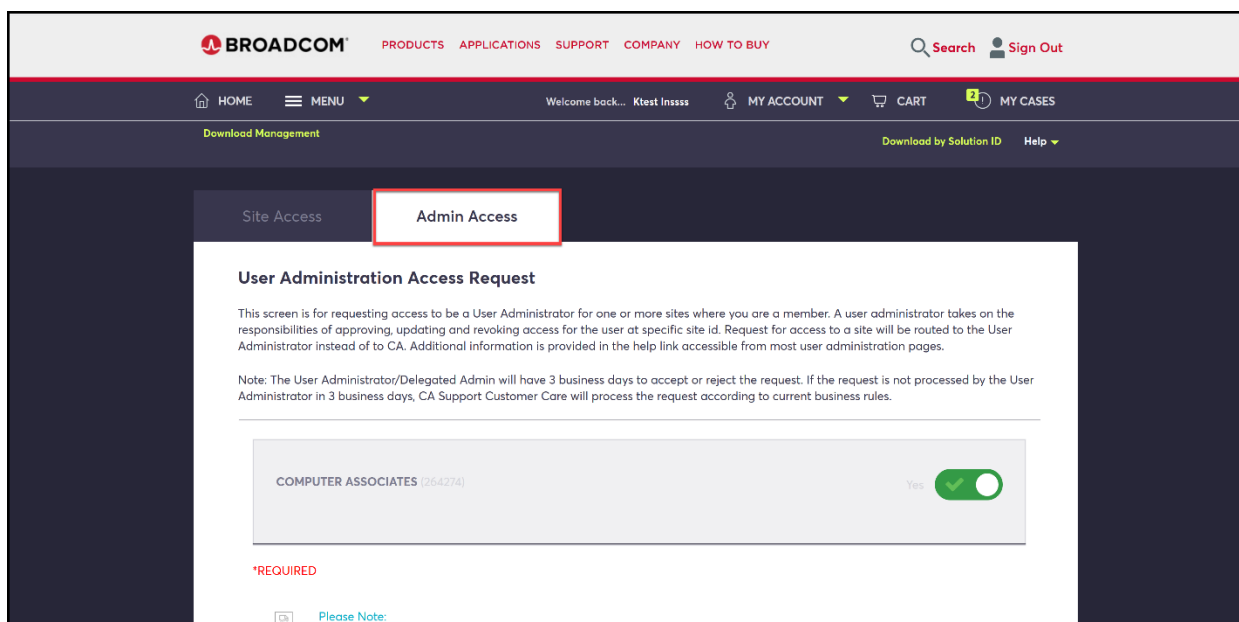
3. Select the site ID(s) for which you want to become the site User Administrator by clicking the gray buttons.

Note: All sites that you can currently access; will be listed along with an indicator to show whether you already have active or pending User Administrator access.

4. After selecting site(s) for which you want to become the User Administrator, enter supporting information in the text box. Supporting information example would be something like:

"I *need to be able to limit certain users access to product downloads at this site."*

5. For sites that do not have a User Administrator, CA Support enrollments are managed by CA Customer Care. Please be mindful of the following before you take on this responsibility:
   - Once you are approved to become the User Administrator, you will be responsible for processing all enrollments for the site
   - If you do not process enrollment within 3 business days (Accept or Reject), CA can process enrollment per our standard business rules and will contact you before processing
   - If the enrollee does contact CA inquiring about status of a pending enrollment, we will provide enrollee the User Administrator(s) and contact information and inform enrollee the processing is pending approval from Site User Administrator

 If you need any assistance, please contact a CA Customer Care Representative by opening a ticket online, or by calling your local contact number.

Call a Customer Care Representative: CA Contact
Open a Customer Care ticket: Customer Care Request Form

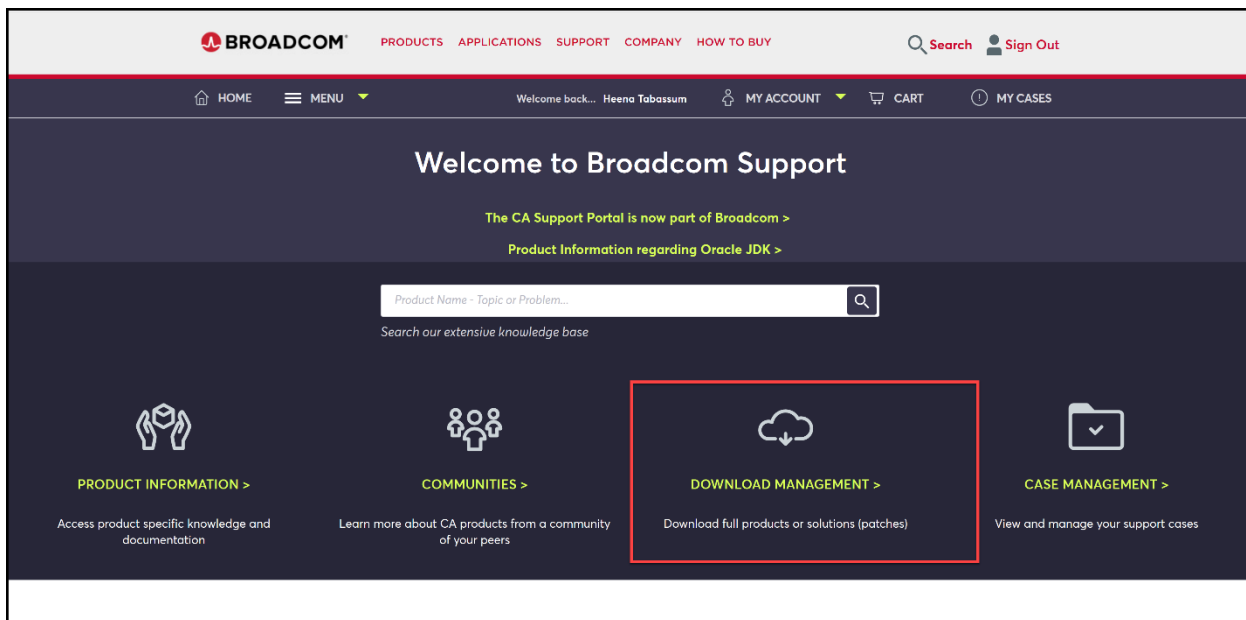# 2.4   Product and Solution Download

To download the product, you must be registered as an enterprise user with CA support portal.

If you have trouble registering, please contact CA Customer Care Team and a Customer Care Representative will be happy to assist you.

1. Go to CA support portal: casupport.broadcom.com, click on the sign in button; Sign in with your log in credentials as shown below,
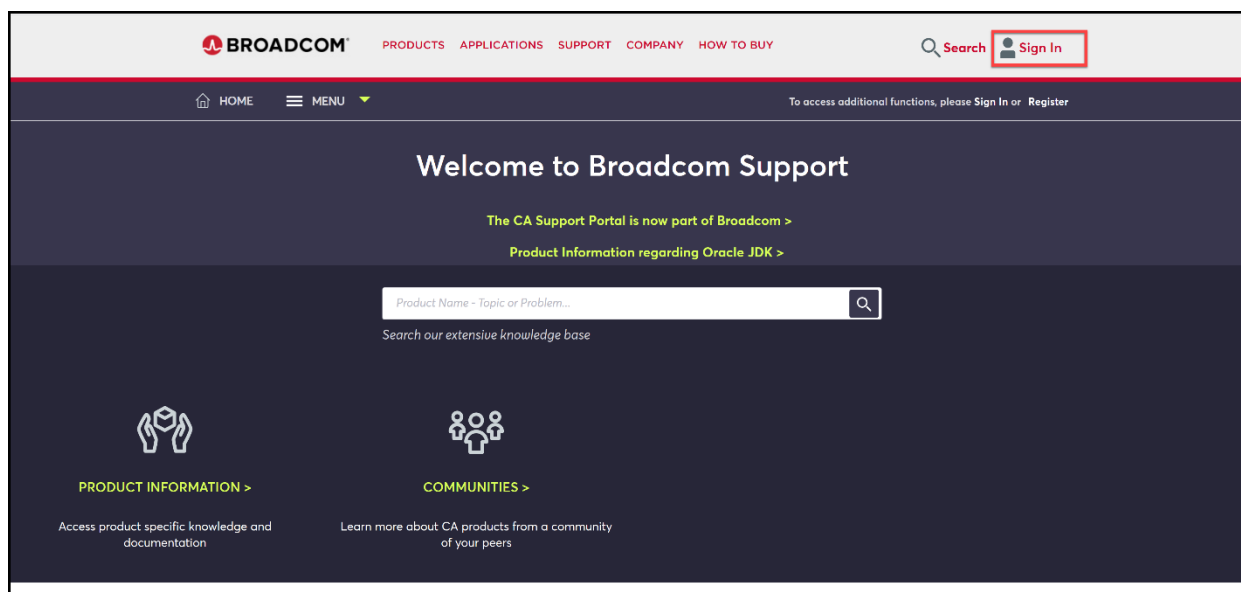

2. After logged in, it will enable the download management feature for enterprise users. Click on the download management to access the download center.

3. In the download center, it will populate the products that associate to your account has valid maintenance. Or you can search the product by name.
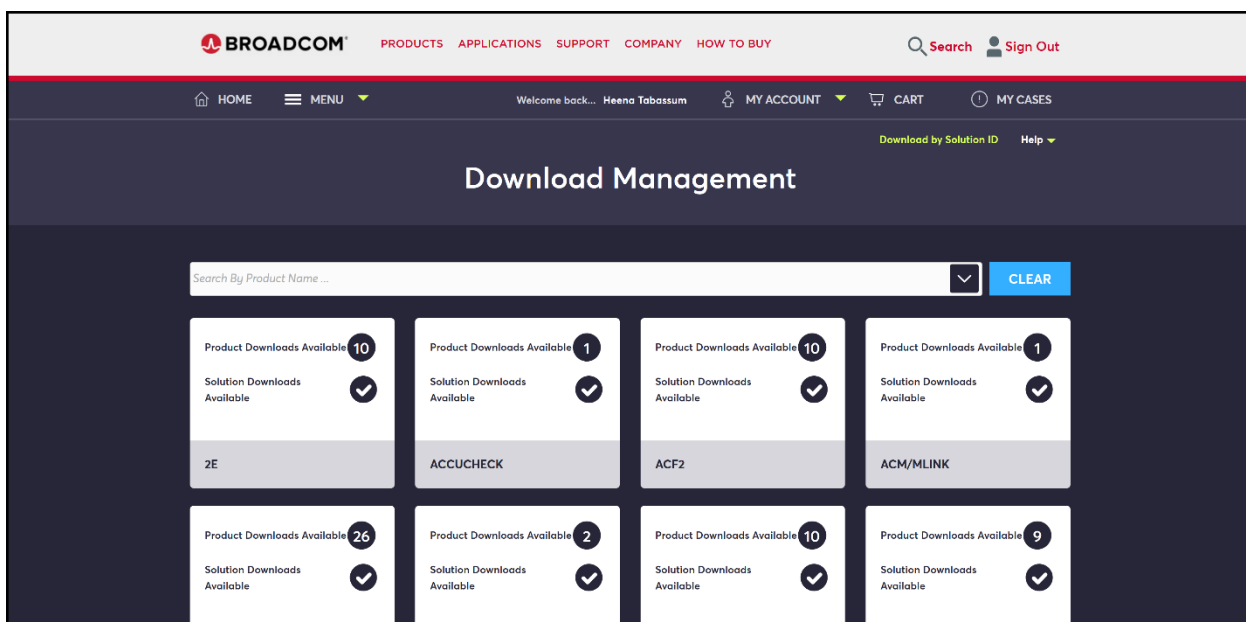

4. After choosing a CA Product Card, a list with two tabs is displayed "Product Download" and "Solution Downloads"
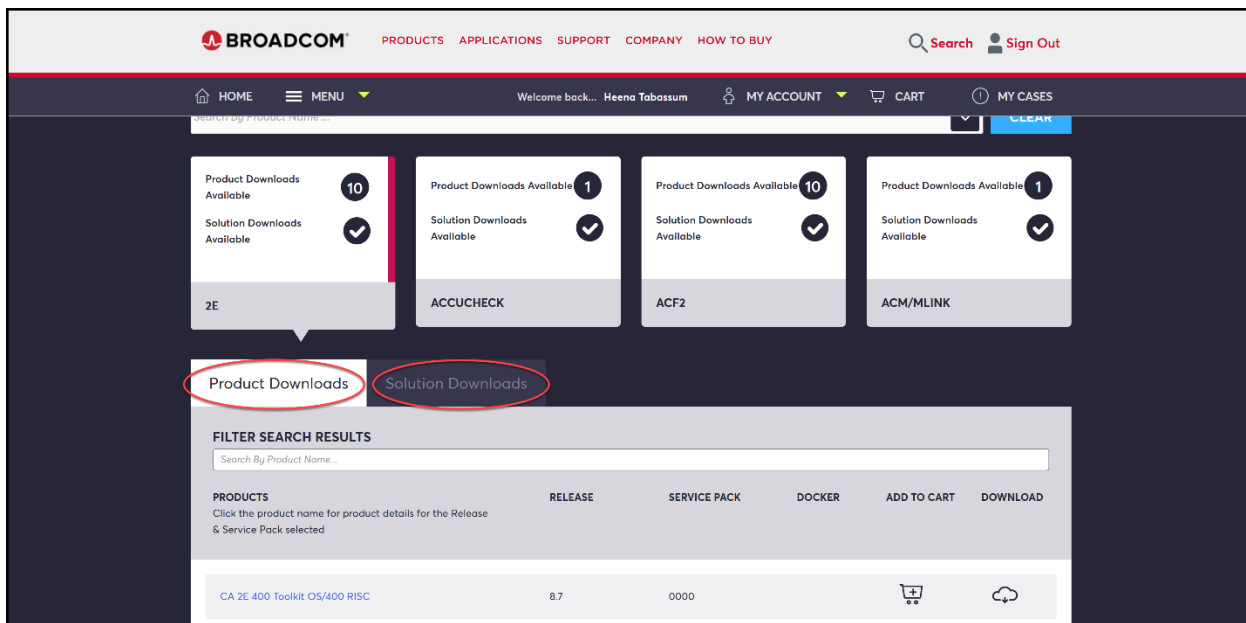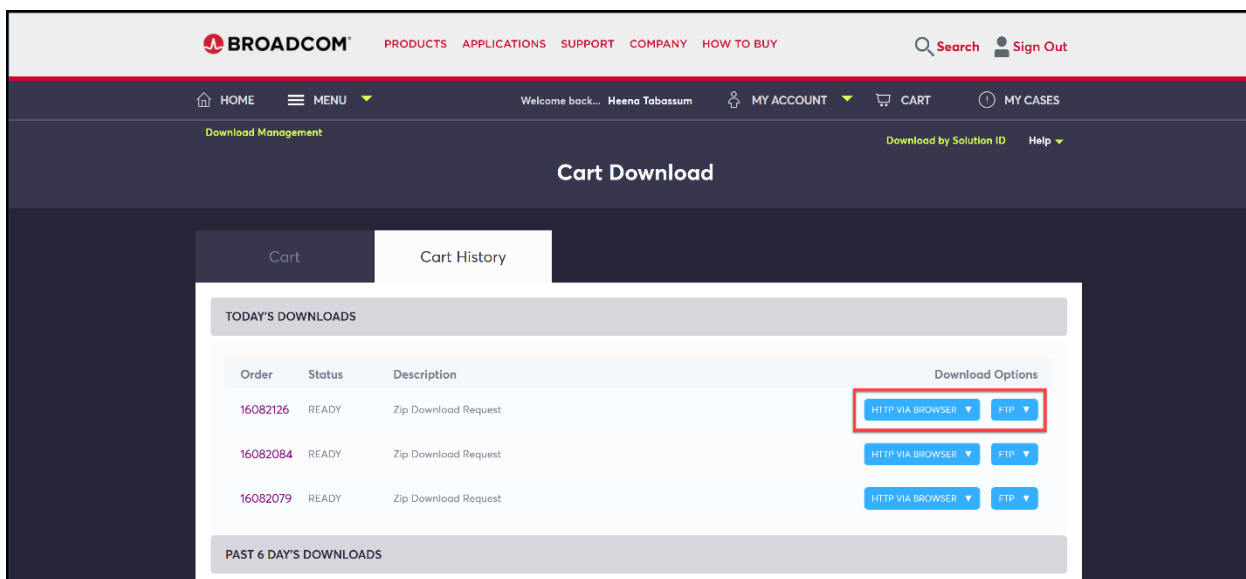
5. To download the product or solution (Fix), select the component(s) from product or solution tab and add it to the shopping cart, click on "CART" from the top of the screen when finished.
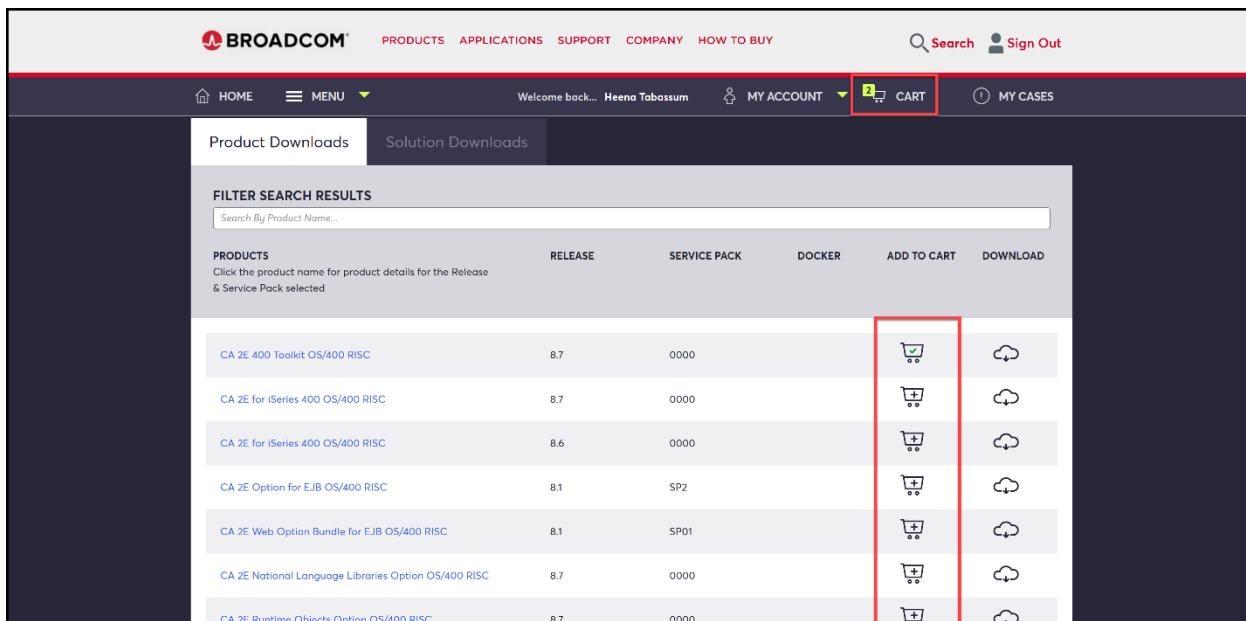
6. Verify the component(s) in the CART and checkout to complete the download process.
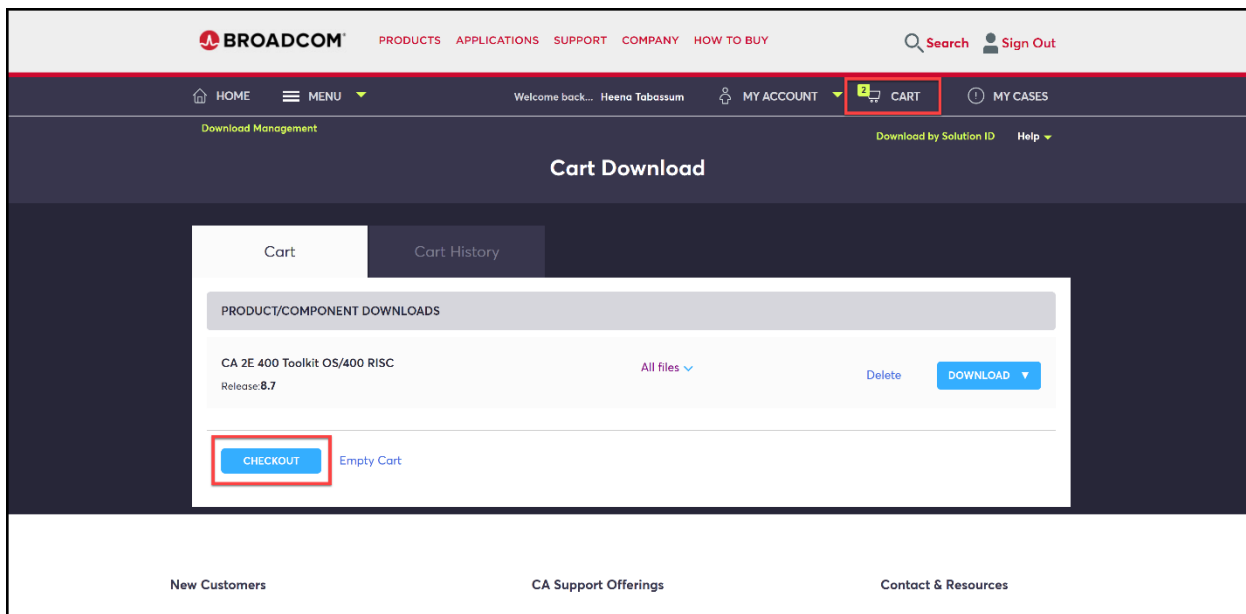
7. Download the software using FTP and HTTP Browsers listed in the cart.

- **Note: FTP can be used for individual downloads as well as orders and zipped files.**
- **HTTP Browser can be used only for individual item downloads.**
- **The HTTP Browser option will not be available for downloading orders and zipped files.**

If you need help with any of these steps, please contact a CA Customer Care Representative by opening a ticket online, or by calling your local contact number.

Call a Customer Care Representative: CA Contact
Open a Customer Care ticket: Customer Care Request Form

2.5   CA Case Management within the Support Portal

Before you can open or view a support case using CA Support Online**, you will need to** register **using your Enterprise Site ID. Processing may take up to 48 hours if access requires approvals to the company's Site for which you are requesting access. To avoid delays and expedite processing it strongly recommended to register using your corporate email domain. If registering to a company site that is not your own, please provide name and contact person at company that can provide approval for your access. Once registered you can begin using your CA Support Online account.**

Go to CA Support Portal. You will see the following page, click on Sign In and log into support portal.
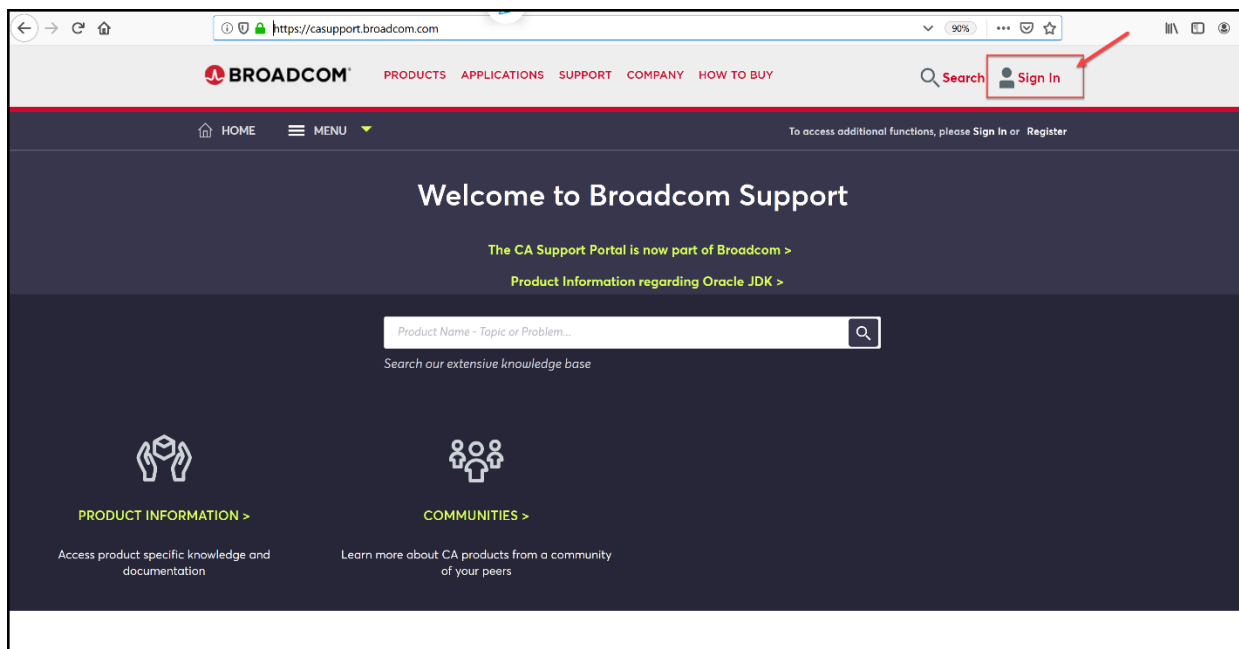
1. Click on "Case Management"
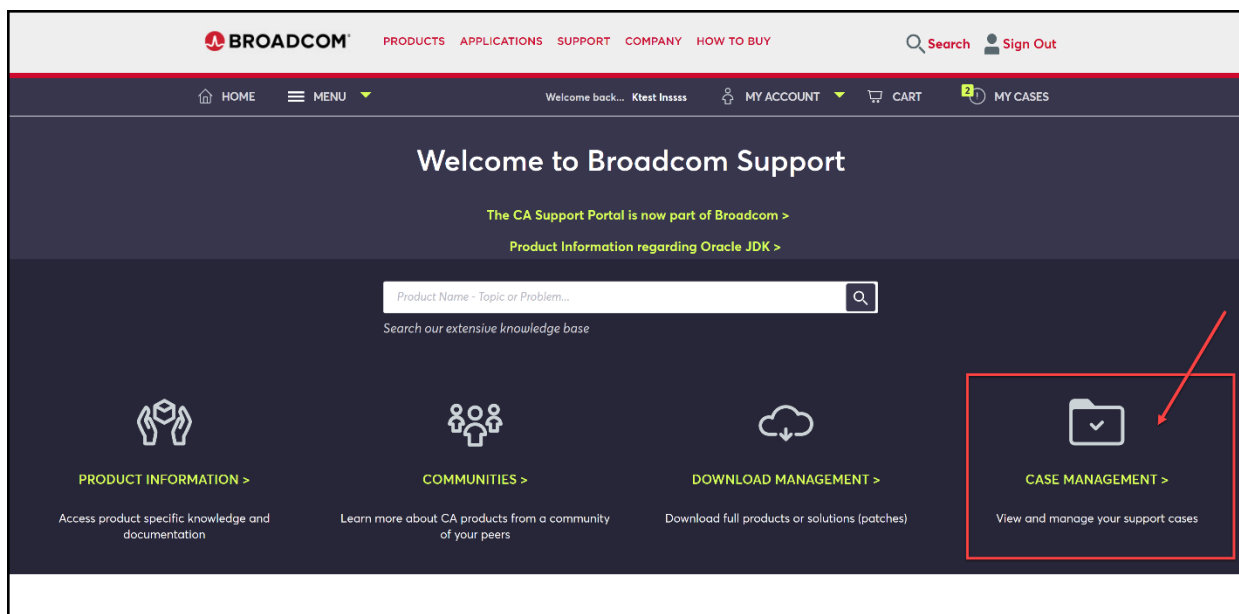
2. Once you click on Case management, it will route you to the instance called Wolken. You will see the following options available on the Home page of Wolken Case Management System.

3. To create a new case, click on "Create Case"

4. Select the product (It will show the list of products associated to your account), fill all the required fields and click on submit.

5. When entering the subject while creating a case, you will notice the right-side panel will provide recommended Knowledge Base documents that may match the problem you are reporting.

6. Once you have created the case you want to view or update, click on the case number to open it:
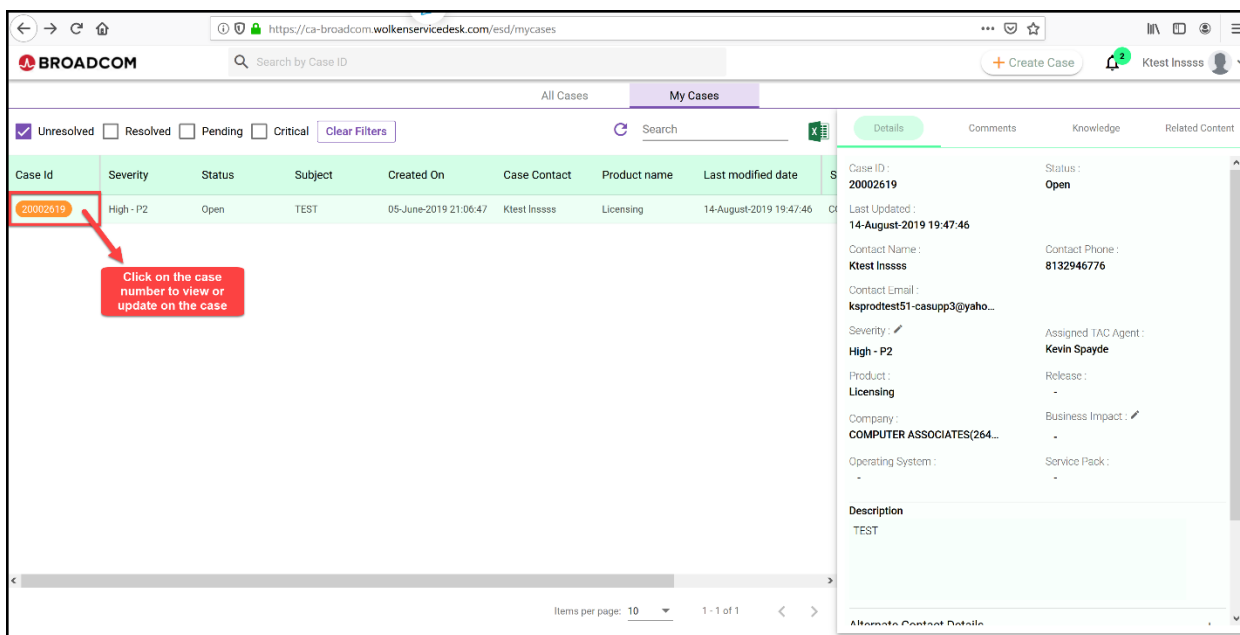
7. After clicking on case number, you will now see the following screen with various options. You can click on it, to attach a file, raise a concern, send a comment or close the case.
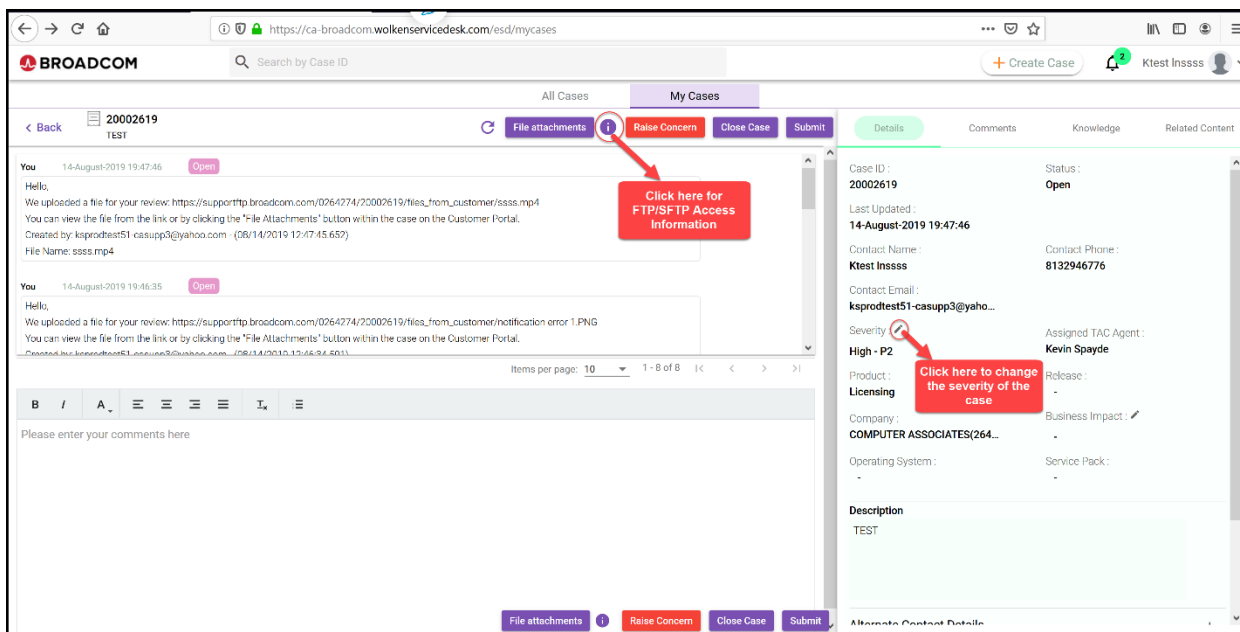
If you need help with any assistance, please contact a CA Customer Care Representative by opening a ticket online, or by calling your local contact number.

Call a Customer Care Representative: CA Contact
Open a Customer Care ticket: Customer Care Request Form

2.6 Learning with CA Education

Join one of our many courses taught each year by award-winning instructors who average more than 20 years of experience and boast a 94 percent satisfaction rating.

CA also delivers a rich array of training resources that help you make the most of your investment. Web-based training is provided at no cost to customers on active maintenance. Access our   web-based product training courses by logging in to myBroadcom at Broadcom.com and click on Learning Portal under CA Technologies Software.

2.7 Joining a CA Product Community on the Broadcom Community

The Broadcom Community is the place where customers have 24/7 access to collaborate on Broadcom products. The platform goes far beyond social networking. Customers, Partners and Broadcom Employees come to these communities to get answers, submit ideas, share best practices, view product tips, attend webcasts, and more. The Communities are open to the public for browsing and searching. If you are a registered user, you have access to post questions, help others with answers, comment, create/vote on product ideation, and more.

2.7.1 Network with Your Peers

One benefit of joining these communities is to connect with peers and experts who use the same products you do. Special programs such as Technical Exchange Events, technical webcasts and product roadmap webcasts are available to our customer members.

2.7.2 Find Answers

Communities are segmented into the two CA Divisions – Enterprise Software and Mainframe Software – and then again by individual products. Every community has a different customer base with different levels of interaction. On average, more than 50 percent of the questions posted in the community are answered within one or two days. Over 75 percent of questions get a first day response.

2.7.3 Submit Ideas

Product Managers review and monitor product ideation submissions for product ideas and enhancements. In short, customers help shape future versions by submitting ideas and gathering votes from their peers.

To date, customers and partners have contributed to more than 2,000 product features and enhancements.

2.7.4 Get Product Tips

The Broadcom Community goes beyond tackling issues. Its product communities foster innovative conversations with tips on how to take product usage to the next level. Technical tips are one of the most viewed content types within communities.

2.7.4.1 Ready to Get Started?

Start with The Water Cooler Community, your go-to spot to ask questions, submit ideas, or find tips, tricks, watch webcasts and connect with your Community Manager on the Broadcom Community. Targeted CA product communities.

2.7.4.2   Community Advocates

The Community Advocates program brings collaboration between customers, partners, and Broadcom employees to a higher level. As a way to say thank you for their prior year online contributions, Community Advocates gain exclusive access into private Broadcom discussion forums, receive special privileges, and are recognized internally and externally as influencers in the communities. Our goal is to have our Broadcom Advocates regarded as thought leaders across the industry within their areas of expertise.

Chapter 3: Working with CA Support

We offer a separate document dedicated to guiding system administrators and users through Broadcom Support. Review Working with CA Support: Guide for Enterprise Customers and Partners to learn more about CA Support services, resources, and processes. The guide provides detailed information on many topics, for example:

- Support objectives, roles, and responsibilities

- Support case management

- Customizing your online experience with Support

- Managing your implementation and upgrade projects

- Accessing and using product documentation

3.1   Support Availability

Customers who have a current Software and Maintenance Agreement in place have access to Broadcom Support. To confirm the maintenance and support purchased by your company (per Site ID), contact Customer Care at 800-225-5224. Go to ca.com/ phone for numbers outside North America. Once your registration is connected to the proper Site ID, you'll be able to access the support that your company site is entitled to, including:

- Support case management

- Support escalation access

- Downloads for products, solutions and patches

- Extended knowledge base articles

- Advanced search capabilities

Appendix A: Helpful Online Resources

The following table of online resources can help you with support related issues.

Link	What's here?	
https://www.broadcom.com/mybroadcom	- CA Technologies Software - Software Support Portal - Case Management	- Learning Portal - Partner Portal - Access Communities
ca.com	- Data sheets for products and services - E-books - Infographics - Video overviews - Customer case studies	- Training paths - Analyst information Third-party reviews
Learning Portal	- Training schedule - Training transcript - Training analysis	- Learner full guide - Learner quick reference guide
community.broadcom.com	- Peer-to-peer discussions - Networking - Education Communities	- Product help - Product tips - Ideation - Webcasts
docops.ca.com	- Product announcements - Getting-started information - Installation procedures - Detailed product usage information	- Administration procedures - Examples - Reference information - Downloadable documentation
casupport.broadcom.com	- Support case management - Knowledge-base articles - Product notifications - Download products and solutions - Product compatibility listings - Compatibility and lifecycle information - Product information	- SaaS performance sites - Support policies - Support search - Product lifecycle dates - Product Maintenance
trials.ca.com	- Download trial software - Get APIs	View demos
enable.ca.com/partner	The Partner Portal is only available to registered CA Partners. If you have questions about your partner status, contact the CA Partner Help Desk at (866) 374-0946 or partnersupport@capartnerhelpdesk.com	