



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. These instructions apply to both VMware VCF customers and partners.

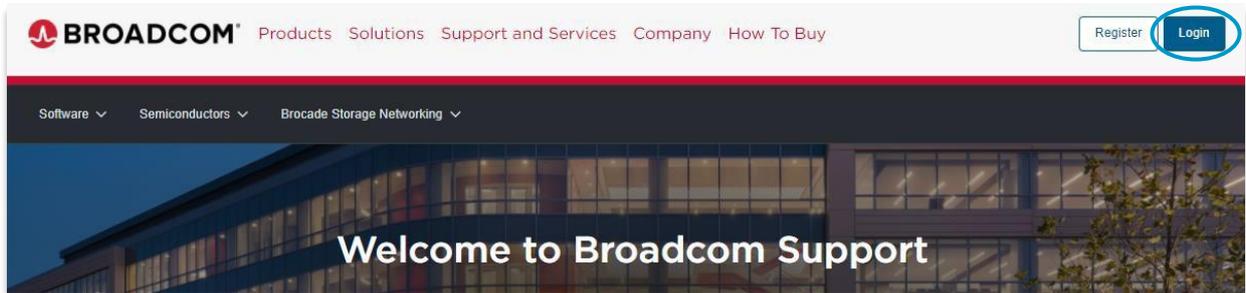
Additionally, if you do not have a Site ID, please refer to section 1.3 for instructions on how to find this ID.

Contents:

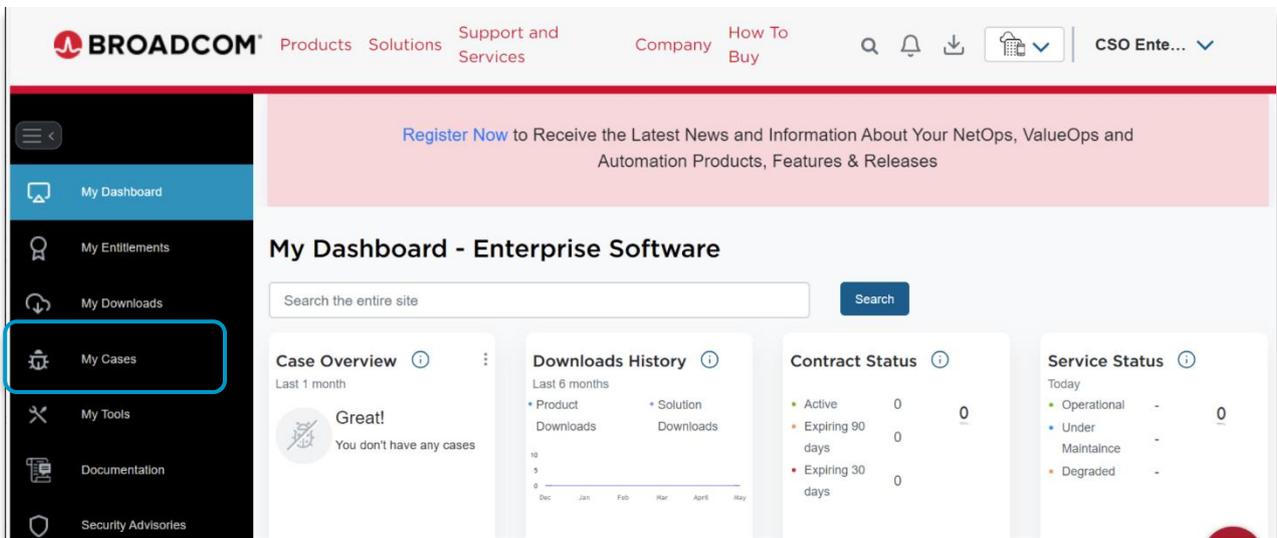
- 1.1 Filing support requests via the Broadcom Support Portal 2
- 1.2 Filing Support requests via the Broadcom Support Form 4
- 1.3 Setting up a profile with your Site ID 4

1.1 Filing support requests via the Broadcom Support Portal

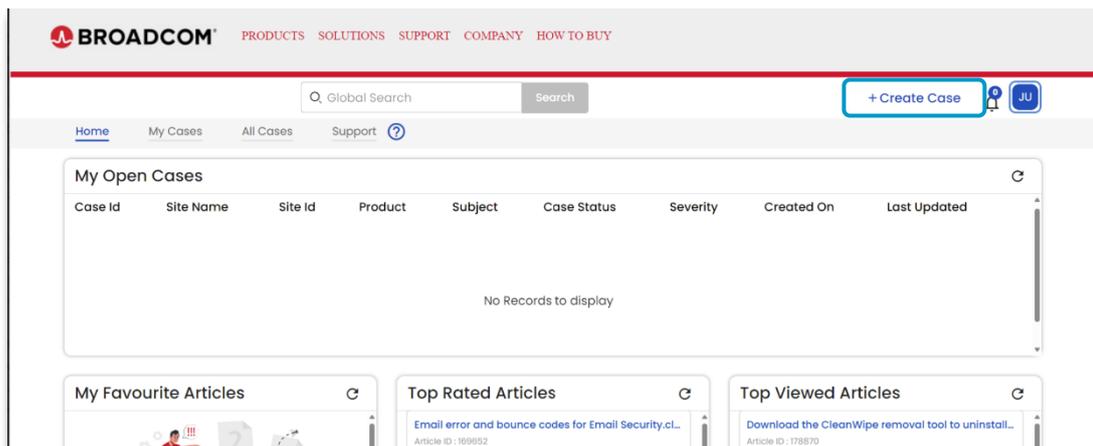
1. Go to the [Broadcom Support portal](#).
2. Click “Login” and enter your support username and password to sign in.



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



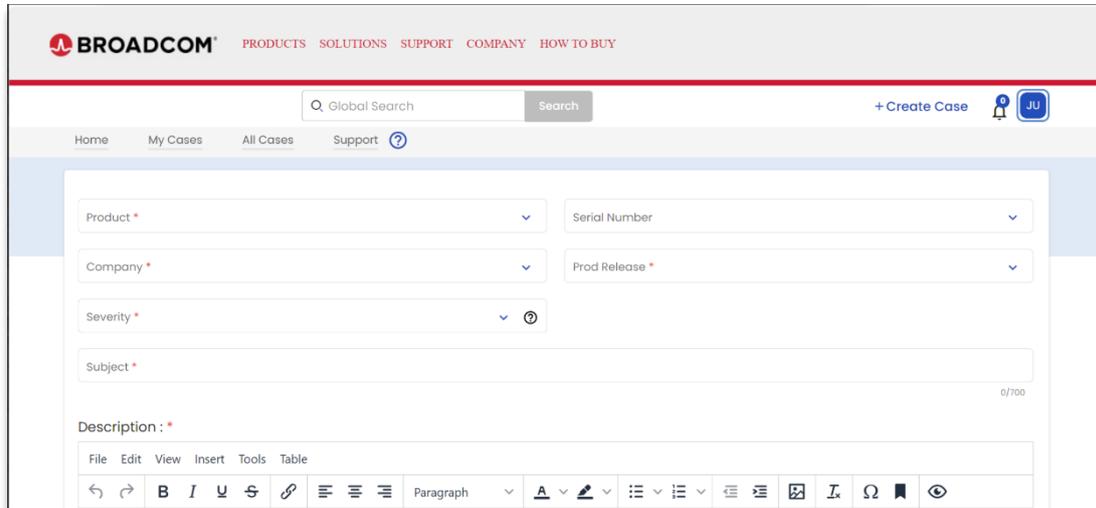
4. Next, select “+ Create Case”.



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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 Case Creation Form. The form is titled "BROADCOM" and includes navigation links for PRODUCTS, SOLUTIONS, SUPPORT, COMPANY, and HOW TO BUY. The form fields are:

- Product *
- Company *
- Severity *
- Serial Number
- Prod Release *
- Subject *
- Description : *

The form also includes a "Global Search" bar, a "Search" button, and a "+ Create Case" button. The user profile "JU" is visible in the top right corner. The form is displayed in a light blue theme.

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.

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.

Submit a Question

Account Information Submit Form

Site id * If you know site ID Please enter it here. Otherwise, please contact CA Support by telephone. <http://www.ca.com/us/Support/phone.aspx>

First name * Last name * Company *

Address *

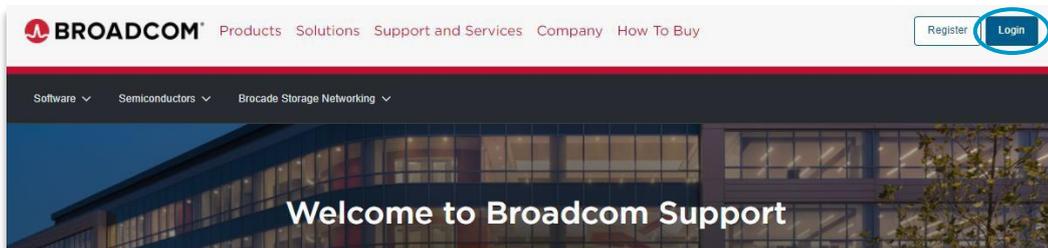
Country * City * State/Province

Postal/ZIP Code * Telephone Number * Extension

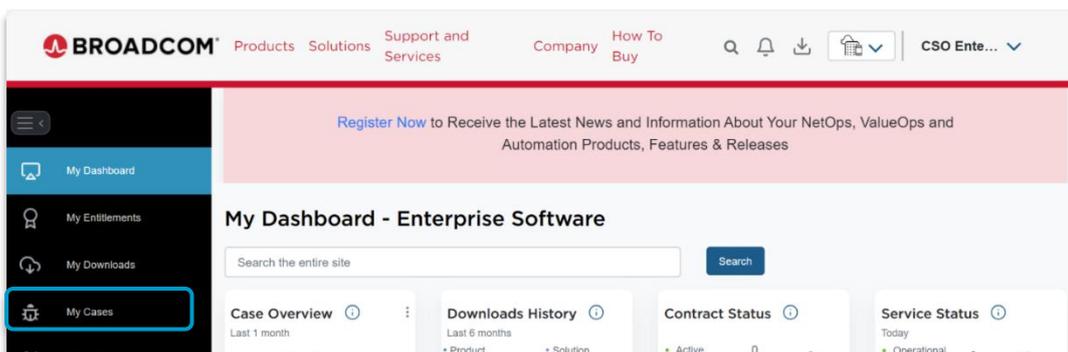
Note: You will need a Site ID to leverage this document. If you do not know your Site ID, please follow the below steps in section 1.3.

1.3 Setting up a profile with your Site ID

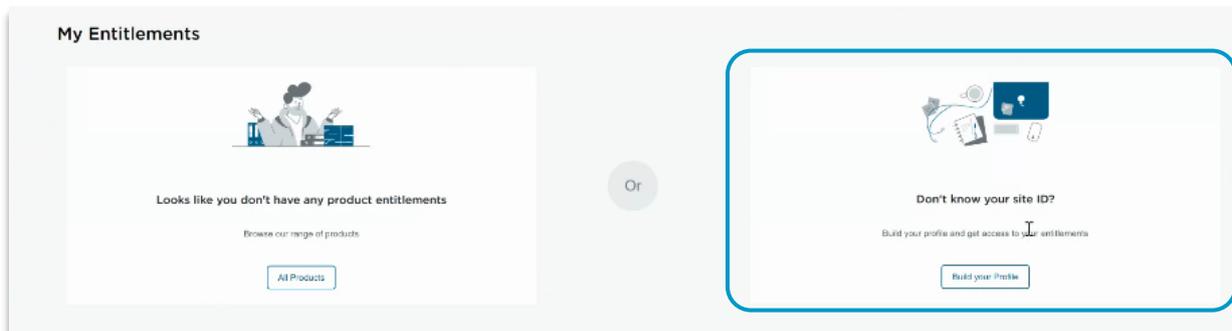
1. Go to the [Broadcom Support portal](#).
2. Click “Login” and enter your support username and password to sign in.



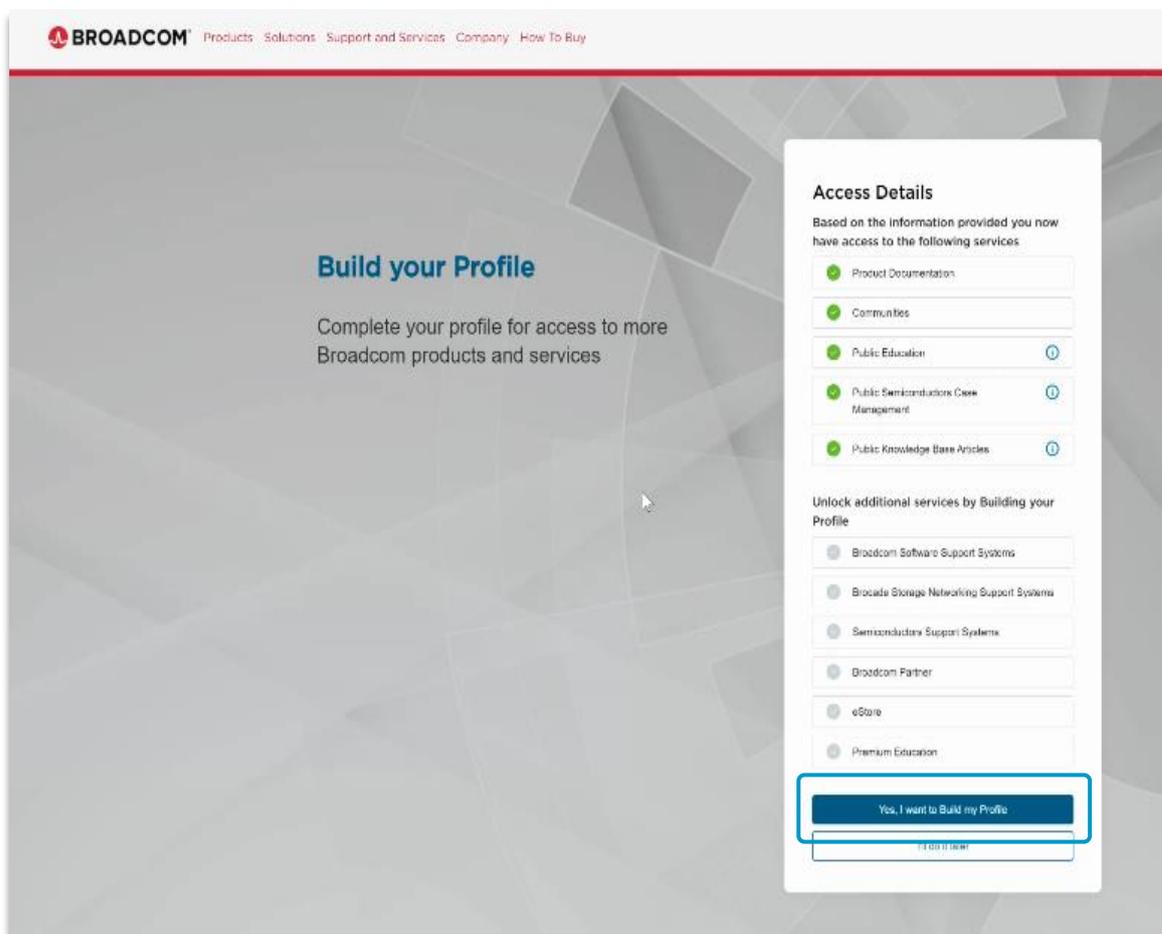
3. Select “My Entitlements” on the left-hand navigation.



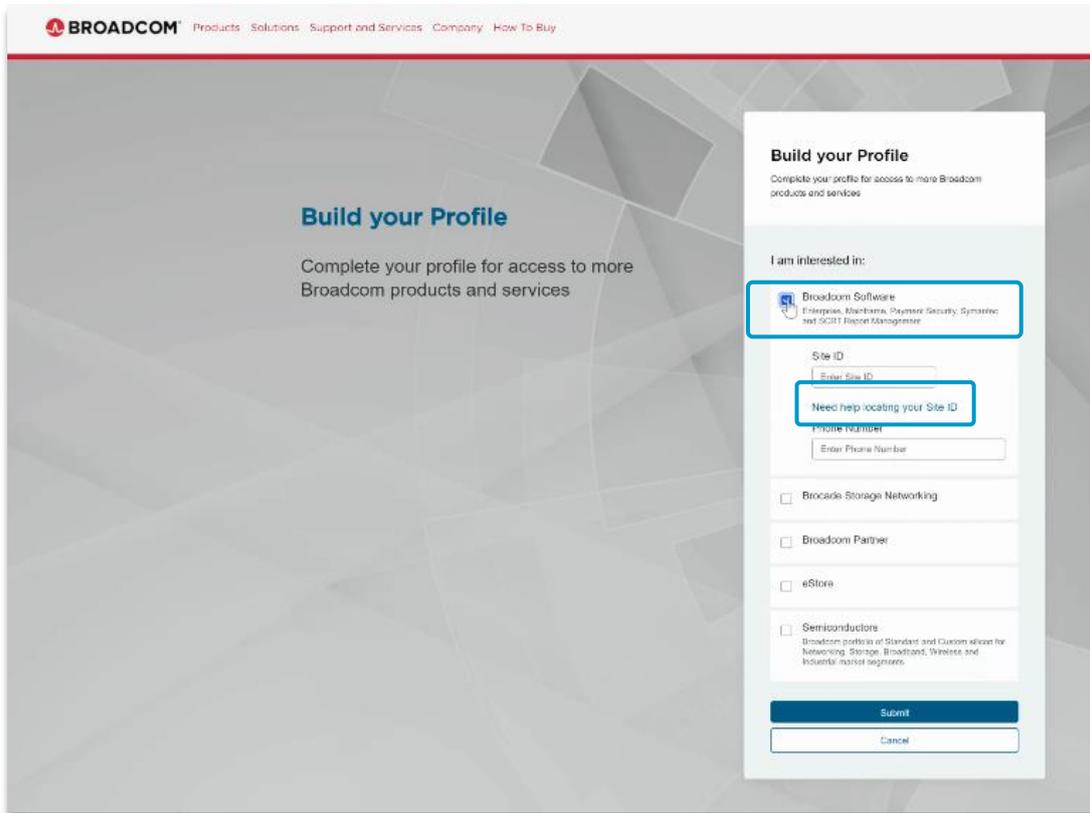
- Then click “Build my Profile” in the option labeled “Don’t know your site ID?”



- 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.