



Frequently Asked Questions About Accessing Customer Support and Education

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FREQUENTLY ASKED QUESTIONS

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This FAQ is designed to help facilitate the smooth transition of our Support, Customer Care, Education, and Communities functions into Broadcom.

Customer Support

This section contains frequently asked questions about what to expect after your account is migrated from CA Technologies to myBroadcom.

What is myBroadcom?

myBroadcom is available to Broadcom's Customers, Authorized Distributors, Target accounts and Employees. It provides access to a variety of information and services such as customer support, education, design registration, distributor-specific training, and literature.

How do I know when my account is migrated from profile.ca.com to myBroadcom?

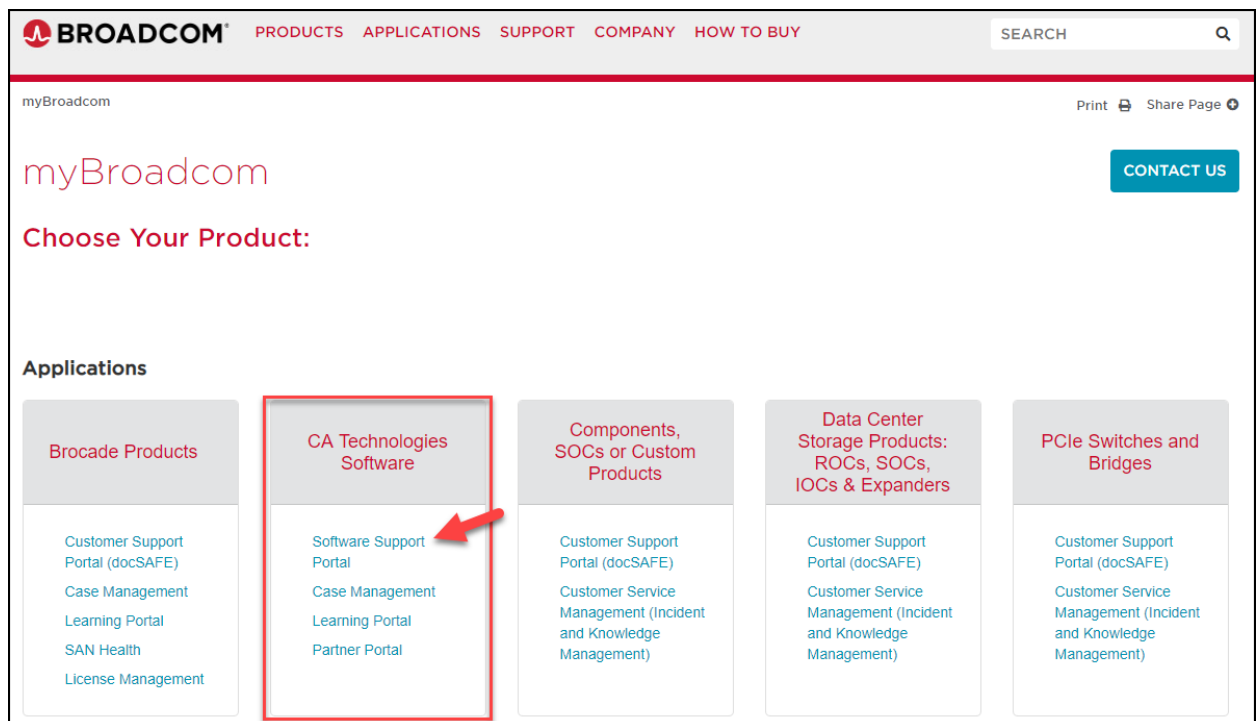
You will receive an email from CustomerSupport-noreply@broadcom.com with instructions on how to complete the account migration process. If you have not received an email, please check your spam folder.

How do I reset my password?

FREQUENTLY ASKED QUESTIONS

To reset your password and maintain your access to the support portal and education, follow these steps:

1. Click on this link (<https://login.broadcom.com/sso/ForgotPassword.jsp>) and follow the steps to reset your password.
2. Access the support portal by completing either of the following steps:
 - Log directly into <https://casupport.broadcom.com>.
 - Log in to your myBroadcom account at www.broadcom.com and then select Support, Customer Support Portal.



If you experience any issues while resetting the password, contact csp_help@broadcom.com for assistance.

Why was my account migrated with “limited” permissions?

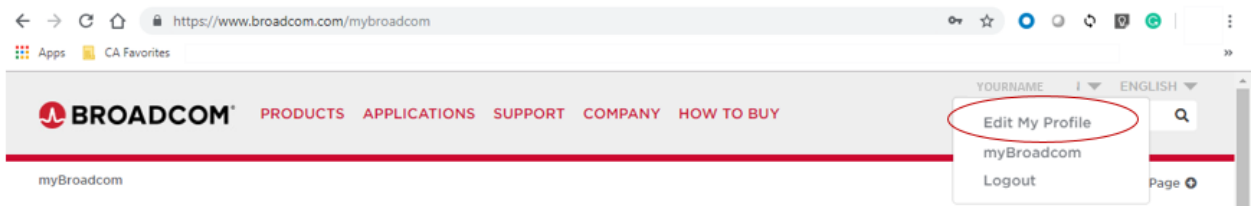
Your CA profile might have been missing some of the information that myBroadcom requires. After you [reset your password](#), it is easy to add missing profile information and optionally upgrade your account access from Basic to Enterprise so you can access the Customer Support portal. For more information about this process, see [How do I upgrade from Basic account access to Enterprise account access?](#)

FREQUENTLY ASKED QUESTIONS

How do I upgrade from Basic account access to Enterprise account access?

Follow these steps:

1. Go to and <https://www.broadcom.com> and log in to myBroadcom.
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.

Registration Type

Basic
Access to www.broadcom.com and Communities

Enterprise
Access to all other related Support platform example Customer Support Portal, Case management Tools, Education Platform and Partner Portal.
****Specific access will be subjected to further approval****

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

Product Preference

Brocade Storage Networking and All Other Products

CA Technologies Software Solutions

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.

Support Access Information

CA Standard

CA Partner

CA Support

Site Id*

7. Submit your request.

FREQUENTLY ASKED QUESTIONS

After we validate your registration, you will receive an email that contains information about how to complete the registration process. The validation process can take up to 48 hours. Please send questions to csp_help@broadcom.com.

How do I log in to the new Customer Support portal?

Access the support portal by completing either of the following steps:

- Log directly into <https://casupport.broadcom.com>.
- Log in to your myBroadcom account at www.broadcom.com and then select Support, Customer Support Portal.

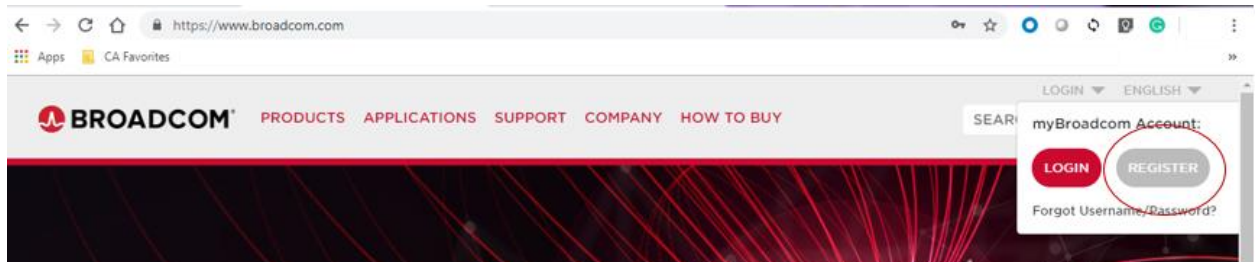
My account was not migrated. Do I need to create a new account?

Some accounts could not be migrated because they were missing information that was required for the migration process. To create a new account, see [How do I register for a new myBroadcom account?](#) To

How do I register for a new myBroadcom account?

Follow these steps:

1. Go to and <https://www.broadcom.com>, click the arrow to the right of LOGIN, and click the REGISTER button.



2. Provide information in the required fields. For access to the CA Support portal, make the following selections:

- Choose **Enterprise** as the Registration Type.

Registration Type	
<input type="radio"/> Basic Access to www.broadcom.com and Communities	<input checked="" type="radio"/> Enterprise Access to all other related Support platform example Customer Support Portal, Case management Tools, Education Platform and Partner Portal. **Specific access will be subjected to further approval**

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

FREQUENTLY ASKED QUESTIONS

Product Preference

Brocade Storage Networking and All Other Products

CA Technologies Software Solutions

- 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.

Support Access Information

CA Standard

CA Partner

CA Support

Site Id*

123456

3. Submit your request.

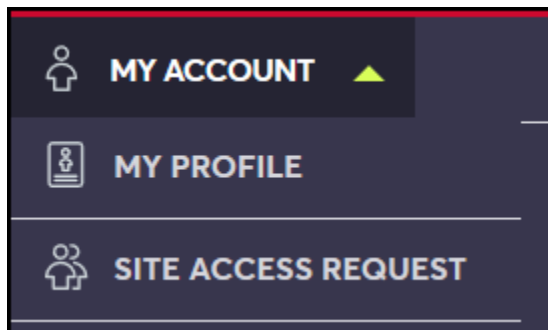
After we validate your registration, you will receive an email that contains information about how to complete the registration process. The validation process can take up to 48 hours. Please send questions to csp_help@broadcom.com.

I know that I input the correct site ID when I set up my account. Why can't I see our open support cases?

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.

FREQUENTLY ASKED QUESTIONS

Site Access Request

Please fill in all required fields. If you are not a direct employee with corporate email access for the requested site, please provide supporting information for the site administrator or CA to use for validation and approval of your request.

CONTACT NAME: EMAIL ADDRESS :


Kevin kscsotestuser25-basic7@yahoo.com

REQUIRED

* Company * Address * City

* Country

* Site ID

 **Please Note**
Additional supporting information required if you are not an employee of the requested company site ID.

Supporting Information

After the form is submitted, 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.

Education

The following FAQs focus on how to access and navigate our new Learning Management System, Learning@Broadcom.

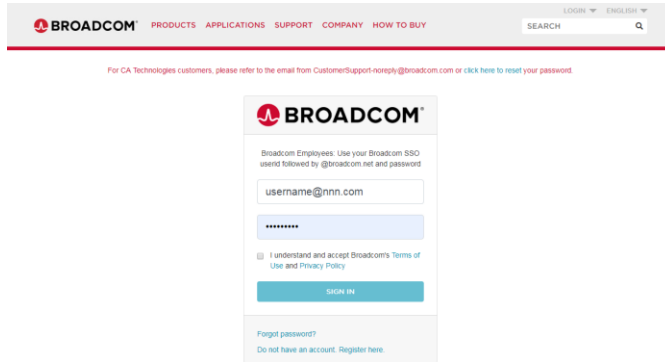
How do I access Learning@Broadcom?

1. Go to <https://www.broadcom.com> and click Log In.

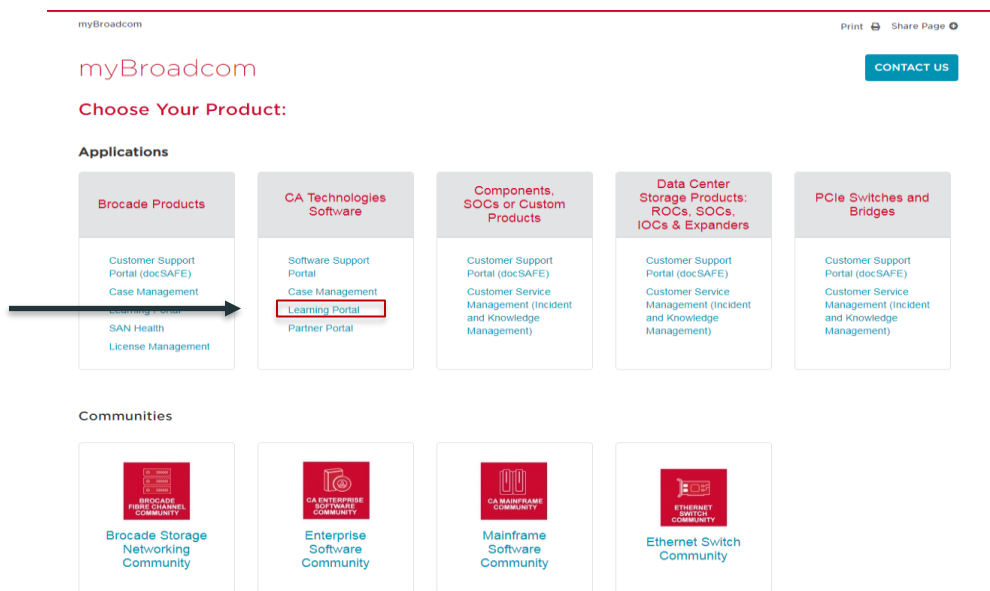


2. Provide your login credentials, accept the Terms of Use and Privacy Policy, and click the SIGN IN button.

FREQUENTLY ASKED QUESTIONS

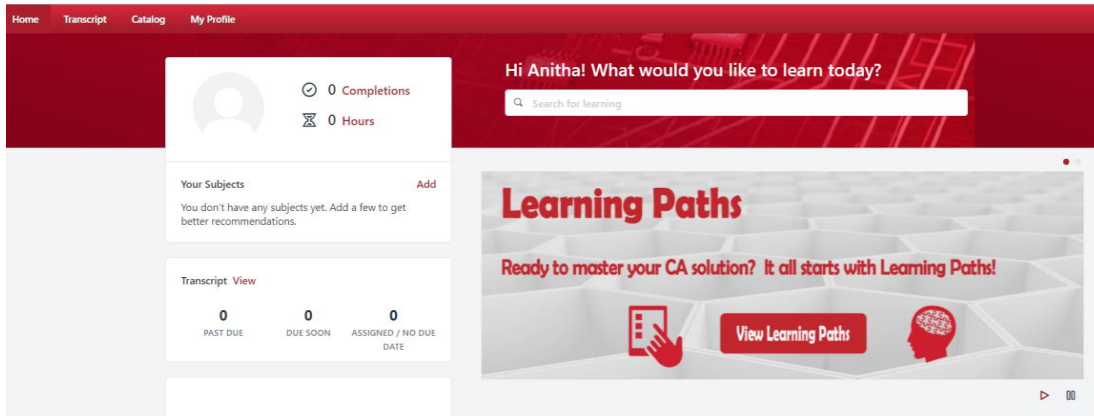


3. On the myBroadcom page, click **Learning Portal**.



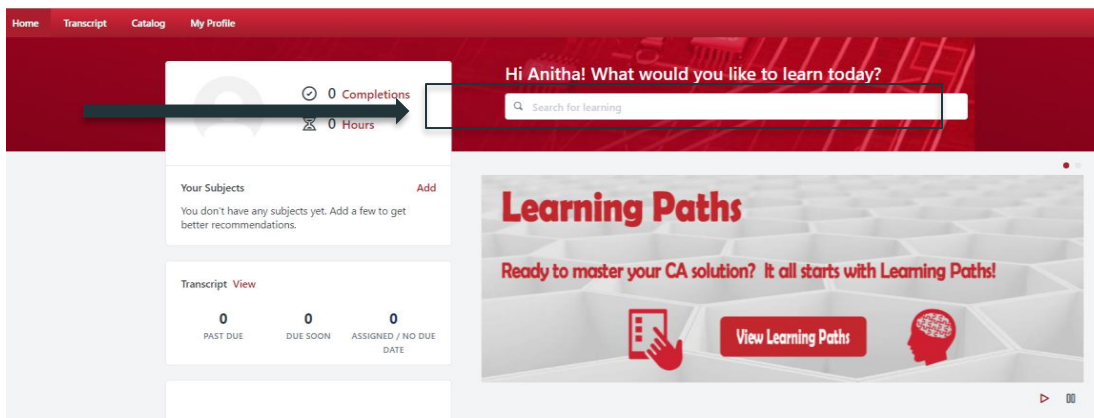
The Learning Management System, Learning@Broadcom, displays.

FREQUENTLY ASKED QUESTIONS



How do I search for a course?

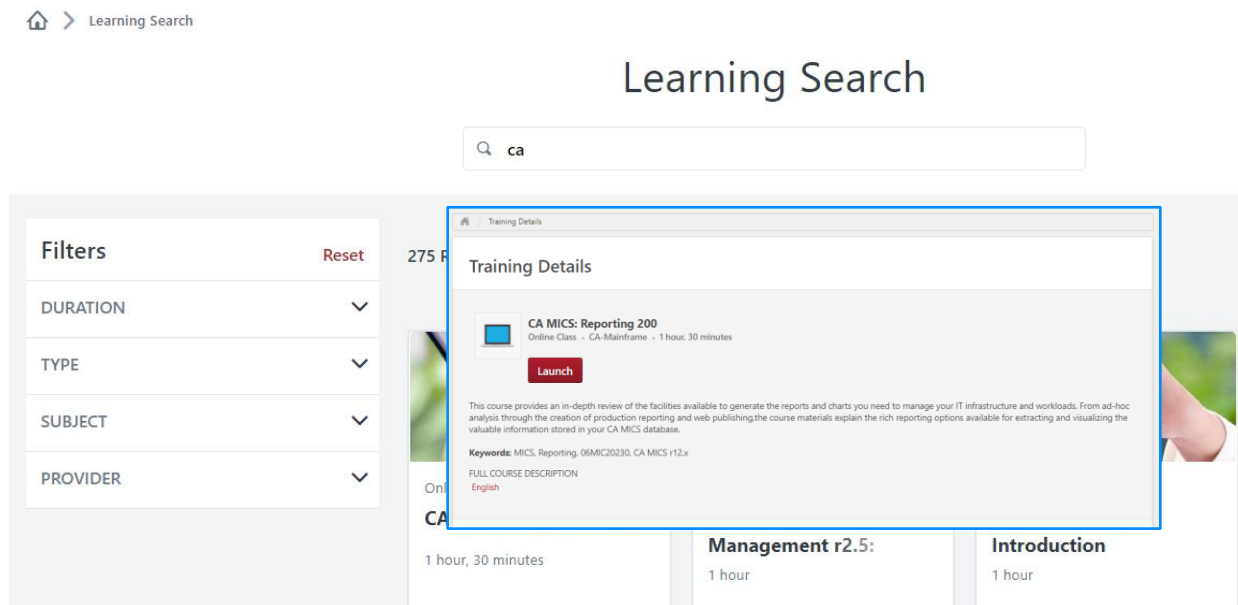
After logging in to the learning portal, type the course title, keywords, or course code into the **Search for learning** search box shown below:



How do I register for a free course?

1. Search for a course in Learning@Broadcom.
2. Click the course title.
The course details display. If the course is free, a Launch button displays.
3. Click the Launch button to take the course.

FREQUENTLY ASKED QUESTIONS



How do I register for a for-fee course?

1. Search for a course in Learning@Broadcom.
2. Click the course title.
The course details display.
3. Click the Request button to start a workflow that alerts an administrator who can approve this course after payment is verified.

FREQUENTLY ASKED QUESTIONS

Home > Learning Search

Learning Search

ca

Filters Reset


DURATION ▼

TYPE ▼

SUBJECT ▼

PROVIDER ▼

275 Results



Online Class
CA MICS: Reporting 200
1 hour, 30 minutes

Training Details

CA MICS: Reporting 200
Online Class - CA-Mainframe - 1 hour, 30 minutes

Request

This course provides an in-depth review of the facilities available to generate the reports and charts you need to manage your IT infrastructure and workloads. From ad-hoc analysis through the creation of production reporting and web publishing the course materials explain the rich reporting options available for extracting and visualizing the valuable information stored in your CA MICS database.

Keywords: MICS Reporting DBMCS2020 CA MICS v12x

FULL COURSE DESCRIPTION
English

FREQUENTLY ASKED QUESTIONS

How do I enroll in a learning path?

1. Click the banner for Learning Paths on your Learning@Broadcom home page. Learning paths are listed by product and role.
2. Click a Learning Path to obtain more information, including a list of courses that are part of the learning path.
3. Click the Request/Launch button to activate the Learning Path on your transcript. You can now take training courses within the curriculum as you need and in any order.

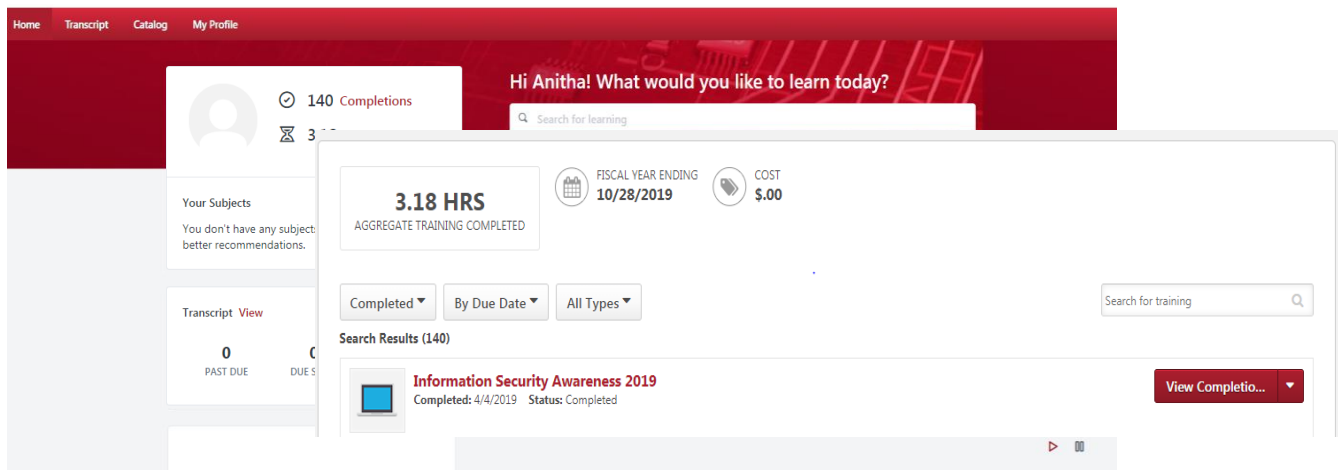
Note: If a course requires payment, clicking the Request button alerts an administrator who can approve this course after payment is verified.

The screenshot displays the Learning@Broadcom user interface. At the top, there is a navigation bar with 'Home', 'Transcript', 'Catalog', and 'My Profile'. A user profile section shows 'Hi Anitha! What would you like to learn today?' with a search bar and '0 Completions' and '0 Hours' indicators. A 'Your Subjects' section indicates no subjects are added. A 'Transcript View' section shows '0 PAST DUE', '0 DUE SOON', and '0 ASSIGNED / NO DUE DATE'. The main content area features a 'Learning Paths' banner with the text 'Ready to master your CA solution? It all starts with Learning Paths!' and a 'View Learning Paths' button. Below this, a list of learning paths is shown, including 'CA ACF2 Administrator' and 'CA Application Lifecycle Conductor Administrator'. A detailed view of the 'CA ACF2 Learning Path - Administrator/Auditor' is shown, including training details, price (\$0.00), course code (CA ACF2), available languages (English (US)), subjects (Historical Subject), and a curriculum list with two courses: 'OnDemand CA ACF2 for zOS Version 16.x - Foundations 200 - Logical Concepts' and 'OnDemand CA ACF2 for zOS Version 16.x - Foundations 200 - Work with Logicals'.

FREQUENTLY ASKED QUESTIONS

How do I view a list of completed courses?

Click the Completions link on your home page. Your transcript displays with a list of Completed training. You can also click the button labeled Completed to toggle between your Active, Completed, and Archived training records.



The screenshot displays a user interface for viewing training completions. At the top, a navigation bar includes links for Home, Transcript, Catalog, and My Profile. A personalized greeting reads "Hi Anitha! What would you like to learn today?" with a search bar for learning. The user's profile shows 140 completions and 3 hours of training. A summary box indicates 3.18 HRS of aggregate training completed, with a fiscal year ending of 10/28/2019 and a cost of \$0.00. Below this, there are filters for "Completed", "By Due Date", and "All Types", along with a search bar for training. The search results show 140 items, with the first entry being "Information Security Awareness 2019", completed on 4/4/2019 with a status of "Completed". A "View Completion..." button is visible next to the entry.