

MySymantec Business Critical Portal

Frequently Asked Questions (FAQ)

→ **What is happening?**

We are replacing the legacy BCS\Platinum Website with a new Portal accessed from [MySymantec](#).

This new portal will deliver the following benefits:

1. Faster Portal access
2. Single-SignOn for case management as well as this Pro-Active content
3. More content available
4. Content is much easier for us to manage, so it's accuracy will be more reliable
5. Much faster product downloads

→ **Since I have access on the old site, will I automatically have access on the new Portal?**

No, we are re-enabling all customers on the new Portal.

→ **When is this happening?**

The new [Business Critical Portal](#) is available as of **Friday, September 20th 2013**.

The legacy BCS\Platinum Website is in the process of being decommissioned now. Please ensure you have access to the new Portal as soon as possible.

→ **How can I tell if I have access?**

When you login to MySymantec, you should see a **Business Critical** section on the 'Home' page. In addition, if you click the 'Support' Tab in the top menu bar, you should see a **Business Critical** section along with a **Business Critical** fly-out menu.

NOTE: Presently the Portal is only available in English content only. You should see the content in English regardless of your 'Preferred Language'.

We are actively working to get the content translated into the following languages:

- Brazilian Portuguese
- Dutch
- French
- Italian
- Latin Spanish

(Screenshots below on what you will see once you have access to the Business Critical Portal.)

MySymantec **Homepage** Business Critical Section:

The screenshot shows the MySymantec homepage with a navigation bar at the top containing: Home, Appliances, Licensing, Products & Maintenance, Renewals, Rewards Agreements, and Support. An arrow points to the 'Home' link. Below the navigation bar is a banner for 'MySymantec Home Page' featuring a photo of two business professionals. The main content area includes a 'Renewals' section with instructions on how to view upcoming renewals and a link to register a Renewal ID. Below this are three columns: 'Technical Support', 'Customer Support', and 'Business Critical'. The 'Business Critical' column is highlighted with a yellow border and contains the following text: 'This Portal is available to our Business Critical Customers for easy access to product information and downloads, alerting and resources to minimize any service interruptions and provide you with the proactive content you require.' It lists links for 'Home', 'Symantec Alerting Service', 'Resources & Links', and 'Knowledge Base'. A sub-section for Business Critical customers explains that for technical cases, users should use the following links: 'Create Case' and 'Manage Case'.

MySymantec **Support** Business Critical Section:

The screenshot shows the MySymantec support page with a navigation bar at the top containing: Home, Appliances, Licensing, Products & Maintenance, Renewals, Rewards Agreements, and Support. An arrow points to the 'Support' link. Below the navigation bar are three tabs: 'Technical Support', 'Customer Support', and 'Business Critical'. The 'Business Critical' tab is highlighted with a yellow border. The main content area is titled 'Support' and features three columns: 'Technical Support', 'Customer Support', and 'Business Critical'. The 'Business Critical' column is highlighted with a yellow border and contains the following text: 'This Portal is available to our Business Critical Customers for easy access to product information and downloads, alerting and resources to minimize any service interruptions and provide you with the proactive content you require.' It lists links for 'Home', 'Symantec Alerting Service', 'Resource & Links', and 'Knowledge Base'. A sub-section for Business Critical customers explains that for technical cases, users should use the following links: 'Create Case' and 'Manage Case'. A 'Please note' section states: 'To register and activate newly purchased products, manage existing license data and process software version upgrade notifications, please visit the Symantec Licensing Portal.'

MySymantec Business Critical Fly-out Menu:

The screenshot shows the MySymantec support page with a navigation bar at the top containing: Home, Appliances, Licensing, Products & Maintenance, Renewals, Rewards Agreements, and Support. The 'Support' tab is selected, and a fly-out menu is open for the 'Business Critical' section. The fly-out menu lists the following options: Home, Symantec Alerting Service, Resources & Links, Knowledge Base, Create Case, and Manage Case. Below the navigation bar are three tabs: 'Technical Support', 'Customer Support', and 'Business Critical'. The 'Business Critical' tab is highlighted with a yellow border. The main content area is titled 'Support' and features three columns: 'Technical Support', 'Customer Support', and 'Business Critical'. The 'Business Critical' column is highlighted with a yellow border and contains the following text: 'This Portal is available to our Business Critical Customers for easy access to product information and downloads, alerting and resources to minimize any service interruptions and provide you with the proactive content you require.' It lists links for 'Home', 'Symantec Alerting Service', 'Resource & Links', and 'Knowledge Base'. A sub-section for Business Critical customers explains that for technical cases, users should use the following links: 'Create Case' and 'Manage Case'. A 'Please note' section states: 'To register and activate newly purchased products, manage existing license data and process software version upgrade notifications, please visit the Symantec Licensing Portal.'

→ **If I don't have access, how do I get it?**

Submit a request for access to Symantec's [Support Solutions Team](#). Please include the **email address** that you've registered in MySymantec (*your 'SymAccount'*)** and any **entitlement information** you have available (*I.E. Support Identifier*). It's recommended you include your BCS Account Team on the email and they can follow-up internally on the request as necessary.

** Access requires a SymAccount account. If you do not have one already, please use the 'Register Now' option on the [MySymantec](#) homepage. In that case, we also recommend discussing other features (I.E. case management) of MySymantec with your BCS Account Team.

→ **If I find a problem or have suggested enhancements, how do I submit them?**

Please provide as much details as possible to your BCS Account Team (BCAM, BCE, RPS) and they will submit the request internally and provide updates to you.

→ **Will my alerting preferences change?**

No, all our alerting is maintained in different systems:

- Bulletin and Virus Alerts are configured in [MIR3](#)
- Product Notifications & Article Subscriptions are configured directly through our [Knowledge Base \(SymWISE\)](#)

We are linking directly to these services from our new Business Critical Portal in MySymantec. Once enrolled, navigate to the 'Symantec Alerting Service' page for further details.