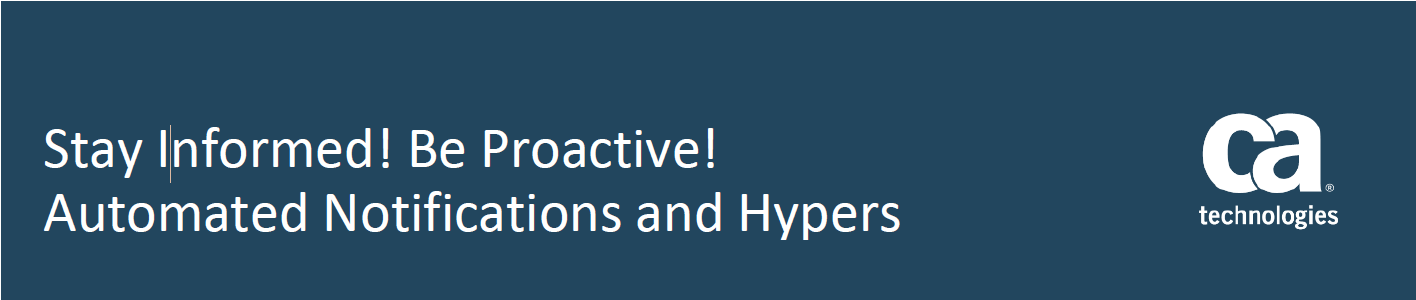
[](https://communities.ca.com/servlet/JiveServlet/downloadImage/102-231151918-2-10326/Notes-and-Hypes-Header.png)

Customers expect the companies they do business with to keep them proactively informed

about changes that may impact the way they do business. Automated, Proactive Notifications and Hypers can help you to stay informed throughout the day.

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The Automated, Proactive Notifications process allows you to:

* Choose information about the specific products you are interested in with your CA Support Login ID and Password.
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* View and modify your subscription selections online.

The following notification types are available:

**Critical Alert:**     Defined as a high impact and/or pervasive software problem that has been

                             determined to be critical to the operation of the product, or major impact to

                             the customer's environment, or may negatively impact a large amount of

                             customers.

**Advisory:**            Defined as a moderate or low impact and/or non-pervasive software problem

                             that has been determined to effect the operation of the product in one or

                             more of our customer's environments.

**Product Update:** Defined as informing customers of product news.

A component list will display representing the components and/or products for all of the licensed products for your site.

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