

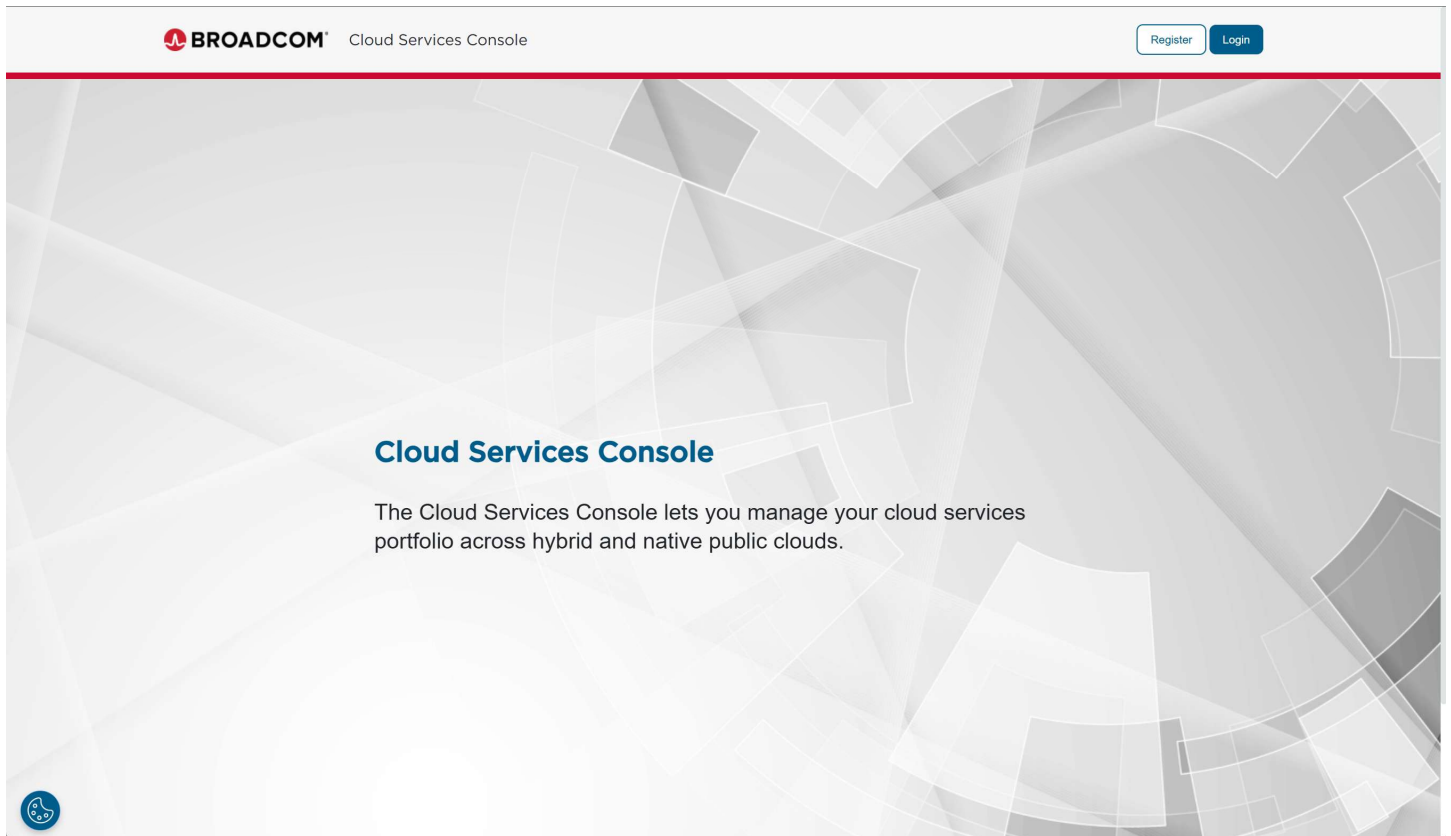
# Cloud Services Console on Broadcom - External User Guide

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# Introduction

As part of our ongoing efforts to integrate VMware systems with Broadcom, the VMware Cloud Services Console will migrate to the Cloud Services Console on September 22<sup>nd</sup>, 2025.



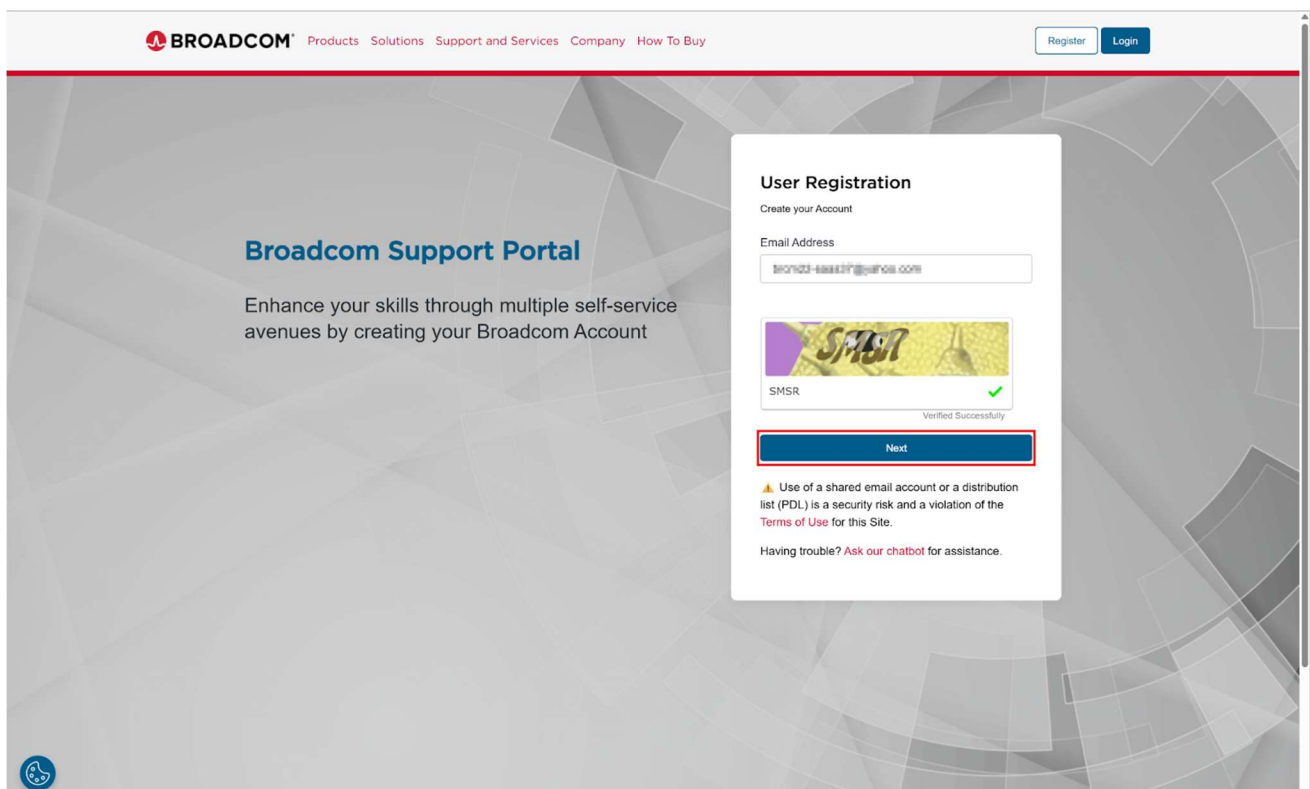
## Onboarding - Primary Contact

When a new contract is booked for VMC and/or VLR products, the Ship To contact will receive a welcome letter containing instructions for onboarding to the new Cloud Services Console.

1. If the Ship To contact who received this message is the correct user to manage the product in the Cloud Services Console, they should click the first link to onboard.



2. Once the link is clicked, the user will be redirected to the Cloud Services Console where they can select "Register" if they are a new user with no current profile in our system, or "Login" if they have a pre-existing profile.
3. Assuming they are a new user, and they select "Register" the user will enter their email address and captcha and click "Next".



4. Complete the Basic User details and click “Create Account”.

The screenshot shows the Broadcom Support Portal registration page. The header includes the Broadcom logo and navigation links: Products, Solutions, Support and Services, Company, and How To Buy. There are 'Register' and 'Login' buttons in the top right. The main content area has a large background image with the text 'Broadcom Support Portal' and 'Enhance your skills through multiple self-service avenues by creating your Broadcom Account'. A registration form is displayed on the right side of the page. The form is titled 'Complete your Registration' and includes the following fields: First Name (with a back arrow icon), Last Name, Select Company (dropdown menu), Country (dropdown menu), Job Title (dropdown menu), Password, and Confirm Password. The Password and Confirm Password fields are masked with asterisks. Below the Confirm Password field, there is a green checkmark and the text 'Password matched'. At the bottom of the form, there is a checkbox for 'I accept the Terms of Use' and a link to 'Privacy Policy'. A 'Create Account' button is located at the bottom of the form.

**BROADCOM** Products Solutions Support and Services Company How To Buy Register Login

## Broadcom Support Portal

Enhance your skills through multiple self-service avenues by creating your Broadcom Account

### Complete your Registration

\* First Name

\* Last Name

\* Select Company

\* Country

Job Title

\* Password

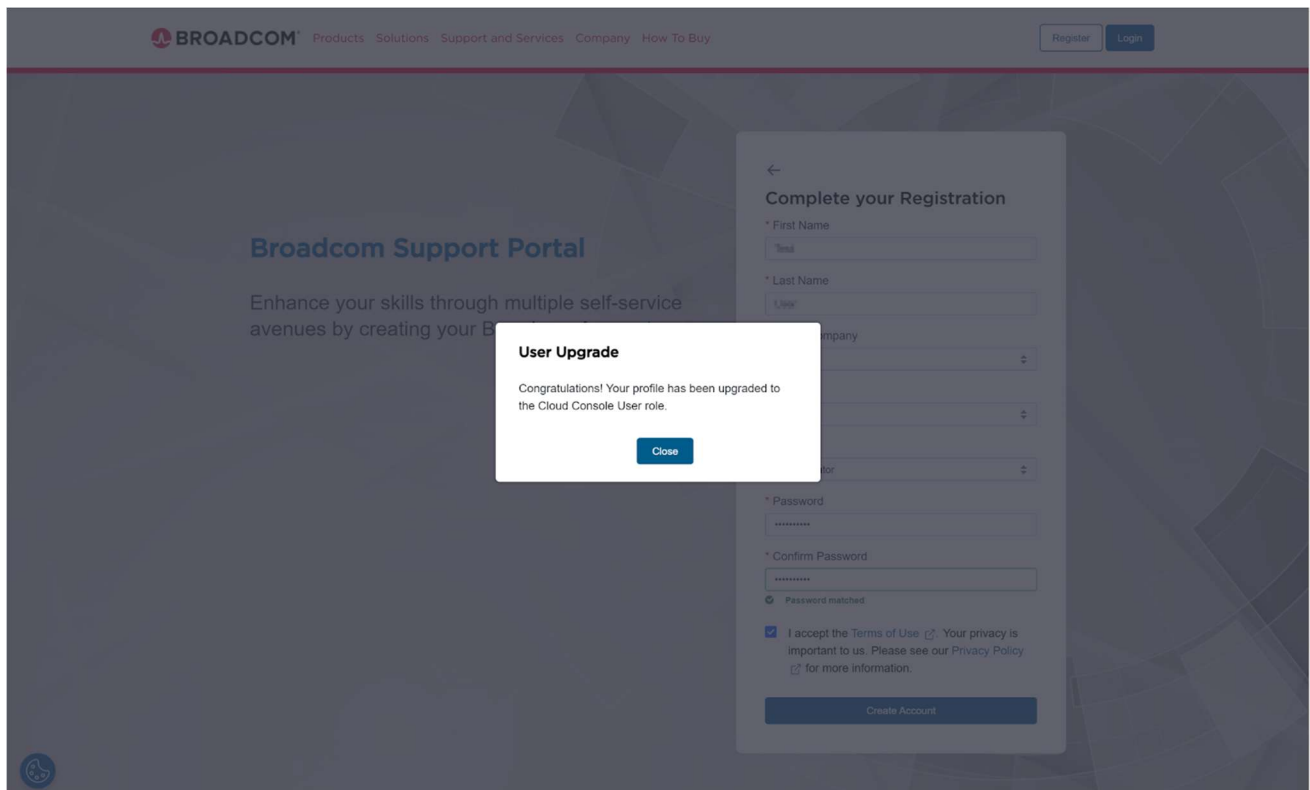
\* Confirm Password

✓ Password matched

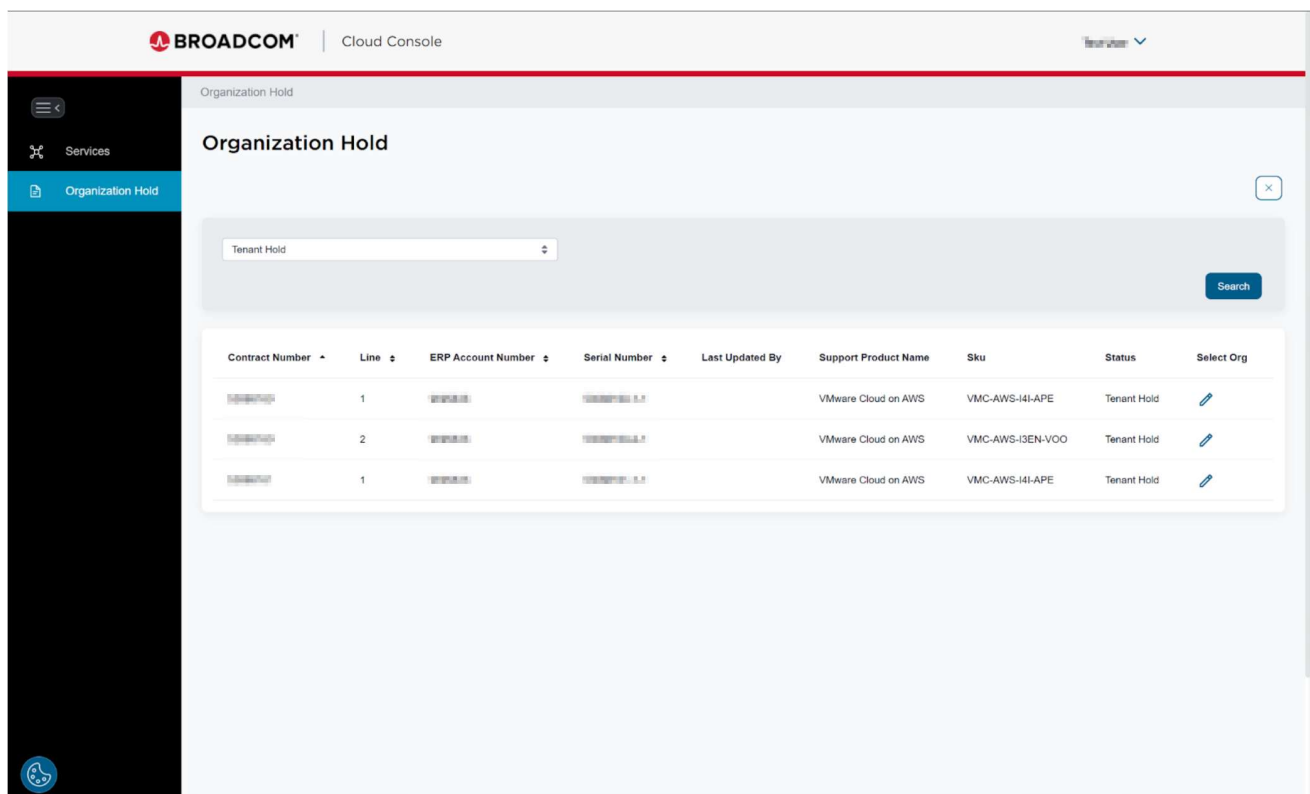
☒ I accept the [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.

Create Account

5. The user profile will be created in our system with the following conditions:
  - They will be auto upgraded to Enterprise User allowing them to create cases, download software, generate license keys via the Broadcom Support Portal
  - Their profile will be associated with the site ID listed on the contract
  - Their Cloud Services Console profile will be created and assigned the Organization Owner role allowing them to manage the product, release tenant holds, add/remove users, etc.



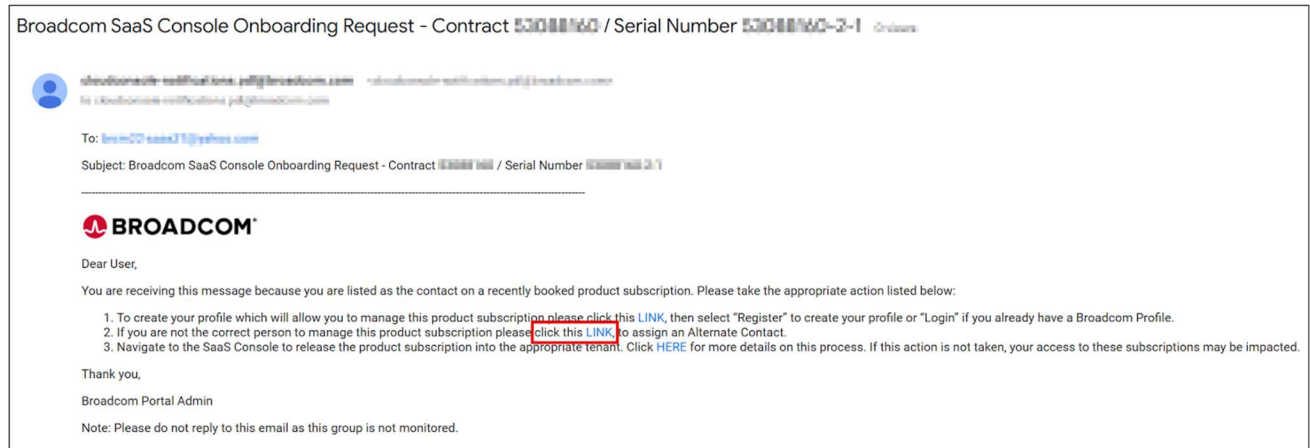
- After logging in for the first time to the Cloud Services Console the user will be redirected to the Organization Hold page where they can release the product tenant holds by clicking the pencil icon in the Select Org column.



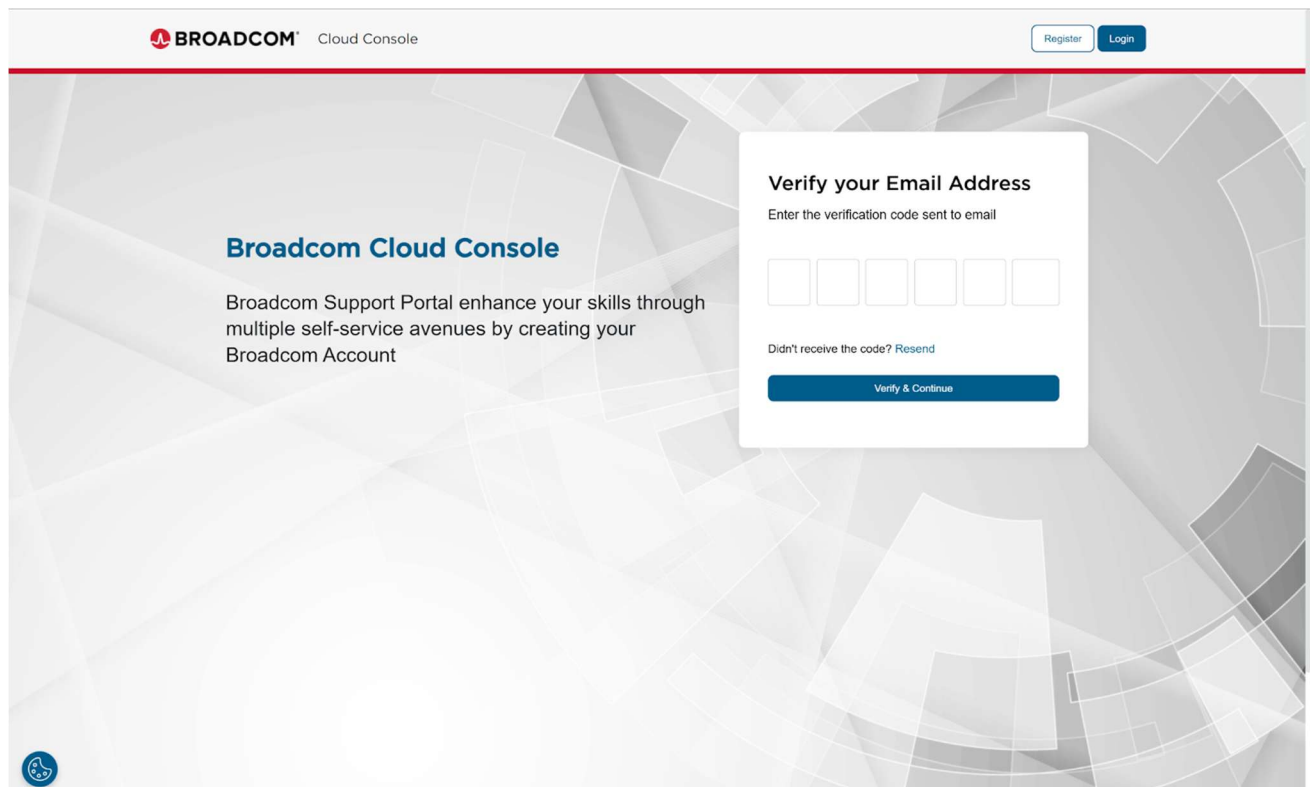
## Onboarding - Alternate Contact

When a new contract is booked for VMC and/or VLR products, the Ship To contact will receive a welcome letter containing instructions for onboarding to the new Cloud Services Console.

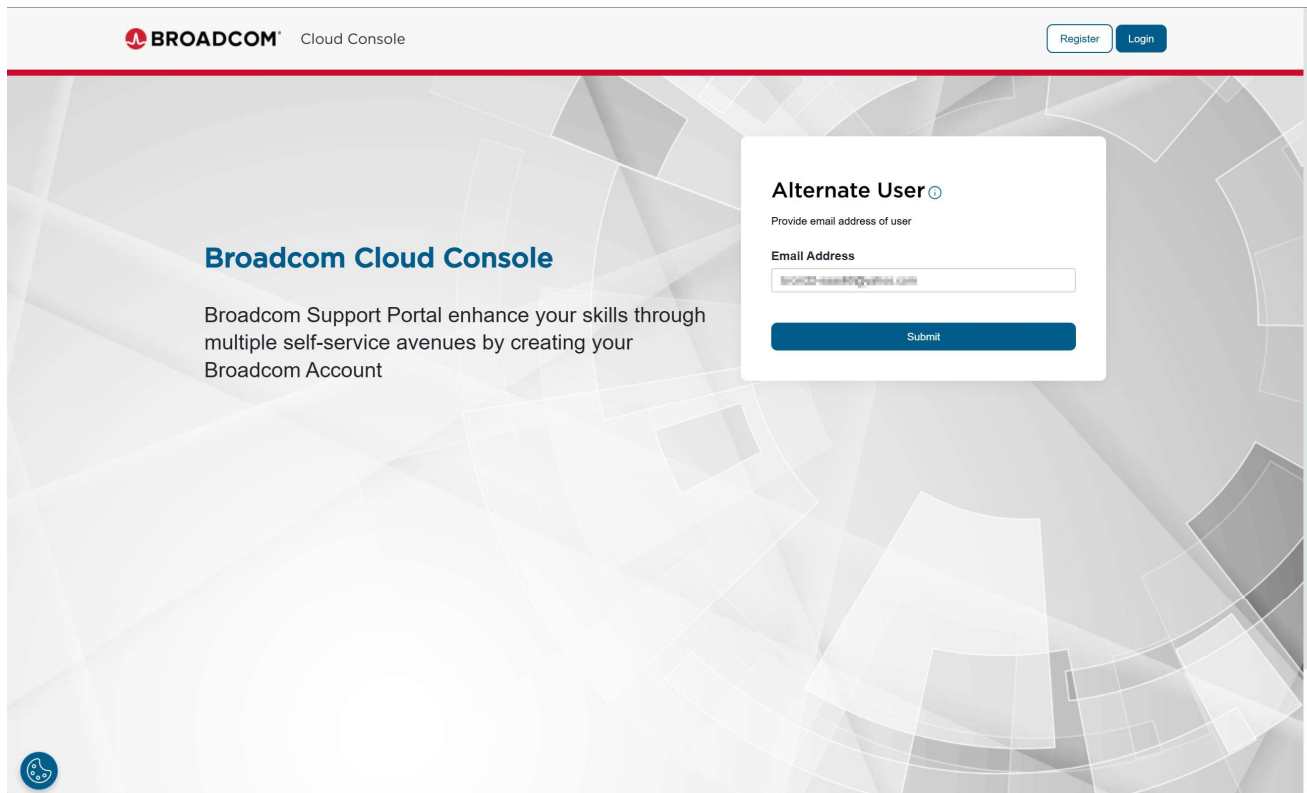
1. If the Ship To contact who received this message is not the correct user to manage the product in the Cloud Services Console, they should click the second link to assign an Alternate Contact.



2. The user first needs to verify who they are by entering the 6x digit verification code. Enter the code and click "Verify & Continue".

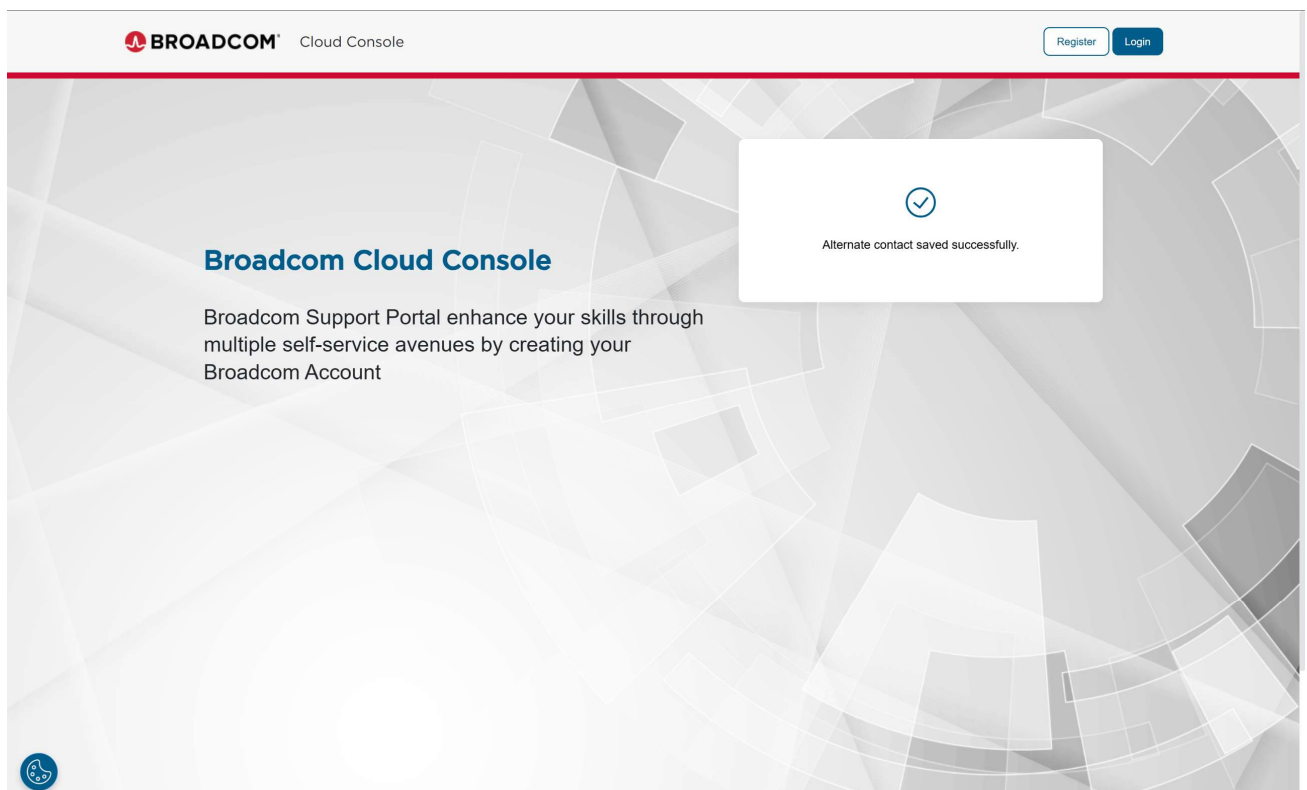


3. Enter the Alternate Contact email address and click “Submit”



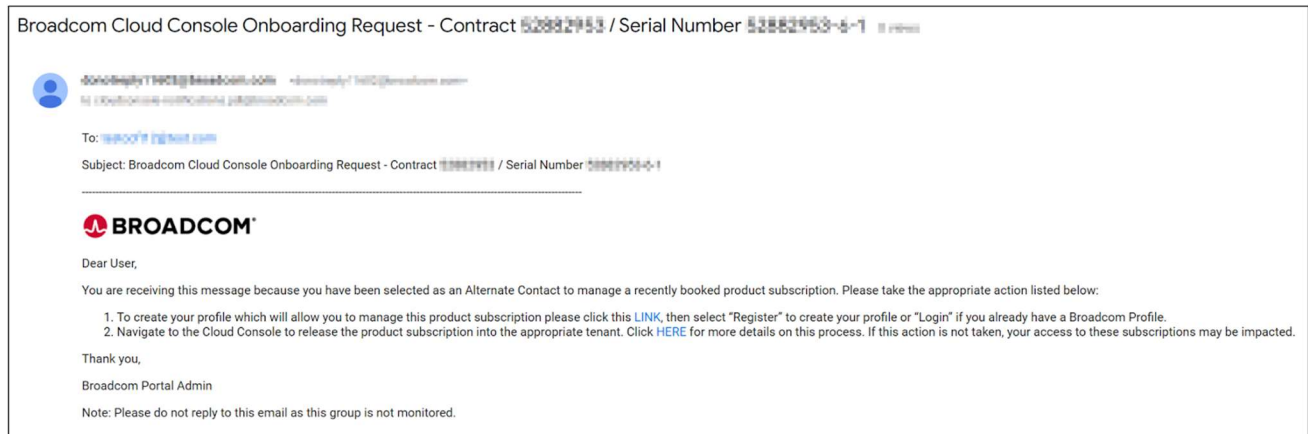
The screenshot shows the Broadcom Cloud Console interface. At the top, the Broadcom logo and 'Cloud Console' text are on the left, and 'Register' and 'Login' buttons are on the right. The main content area has a background with abstract geometric shapes. On the left, the text 'Broadcom Cloud Console' is followed by a paragraph: 'Broadcom Support Portal enhance your skills through multiple self-service avenues by creating your Broadcom Account'. On the right, a white modal box titled 'Alternate User' with a help icon contains the text 'Provide email address of user'. Below this is a label 'Email Address' and a text input field containing 'broadcom@broadcom.com'. A blue 'Submit' button is at the bottom of the modal.

4. The user is presented with a success message.

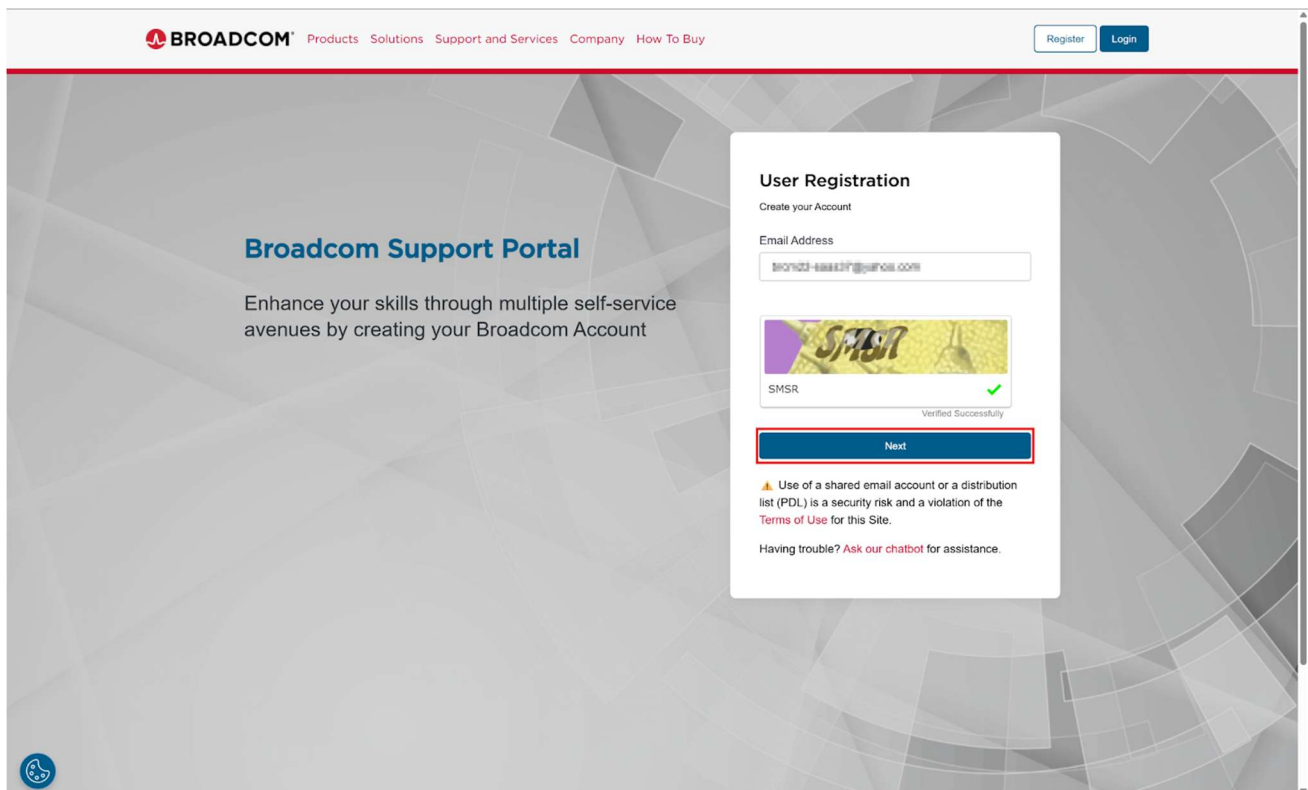


This screenshot shows the same Broadcom Cloud Console interface as the previous one, but with a success message. The 'Alternate User' modal box now displays a green checkmark icon and the text 'Alternate contact saved successfully.' The rest of the page, including the header, background, and main text, remains unchanged.

5. Alternate contact gets a welcome message.



6. When a user clicks the link in the welcome message, the user will be redirected to the Cloud Services Console where they can select "Register" if they are a new user with no current profile in our system, or "Login" if they have a pre-existing profile.
7. Assuming they are a new user, and they select "Login", the user will enter their email address and captcha and click "Next".





8. Complete the Basic User details and click “Create Account”.

The screenshot shows the Broadcom Support Portal registration page. The header includes the Broadcom logo and navigation links: Products, Solutions, Support and Services, Company, and How To Buy. There are 'Register' and 'Login' buttons in the top right. The main content area has a large background image with the text 'Broadcom Support Portal' and 'Enhance your skills through multiple self-service avenues by creating your Broadcom Account'. A registration form is displayed on the right, titled 'Complete your Registration'. The form fields include: First Name (with a back arrow icon), Last Name, Select Company (dropdown menu), Country (dropdown menu), Job Title (dropdown menu), Password, and Confirm Password. The Password and Confirm Password fields are masked with dots. Below the password fields, there is a green checkmark and the text 'Password matched'. At the bottom of the form, there is a checkbox for 'I accept the Terms of Use' and a link to 'Privacy Policy'. A 'Create Account' button is at the bottom of the form.

**Broadcom Support Portal**

Enhance your skills through multiple self-service avenues by creating your Broadcom Account

**Complete your Registration**

\* First Name  
First

\* Last Name  
User

\* Select Company  
Other

\* Country  
Canada

Job Title  
Administrator

\* Password  
\*\*\*\*\*

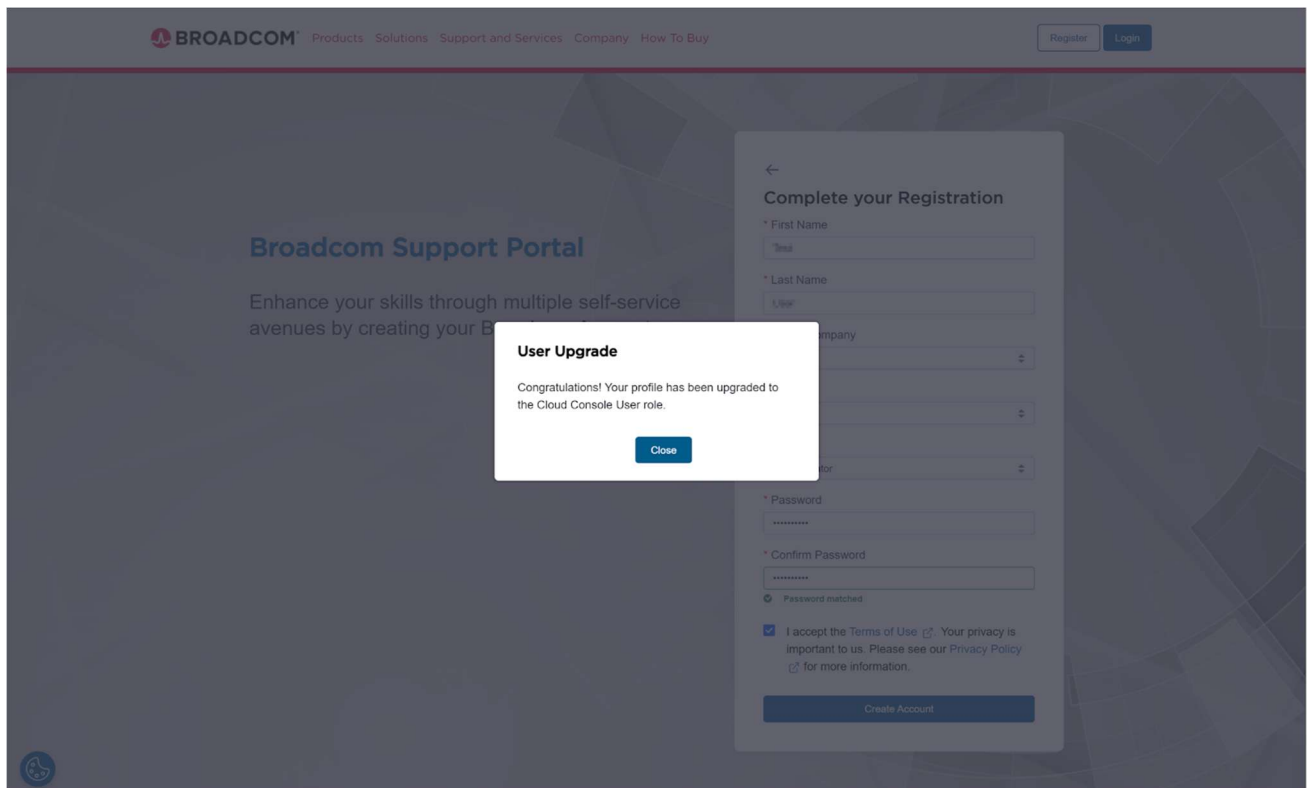
\* Confirm Password  
\*\*\*\*\*

✓ Password matched

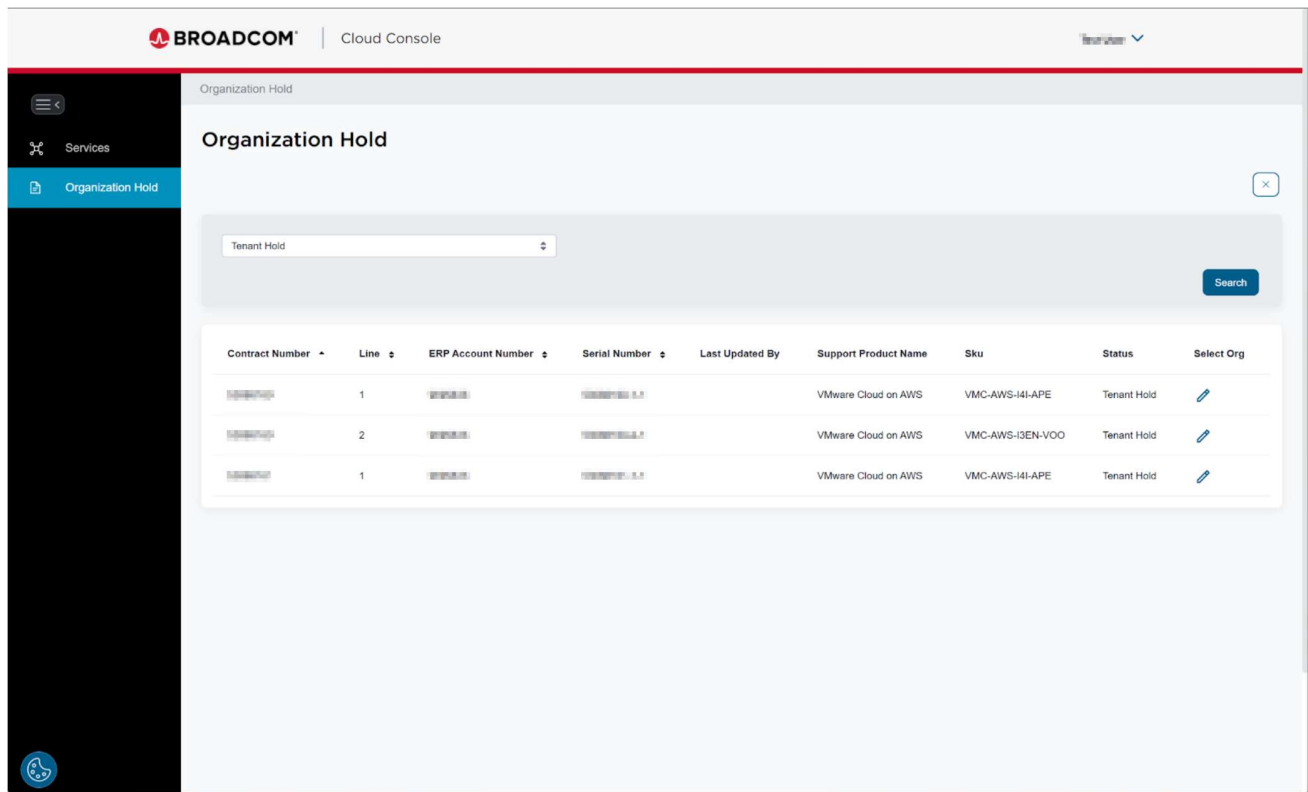
☒ I accept the [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.

Create Account

9. The user profile will be created in our system with the following conditions:
- They will be auto upgraded to Enterprise User allowing them to create cases, download software, generate license keys via the Broadcom Support Portal
  - Their profile will be associated with the site ID listed on the contract
  - Their Cloud Services Console profile will be created and assigned the Organization Owner role allowing them to manage the product, release tenant holds, add/remove users, etc.



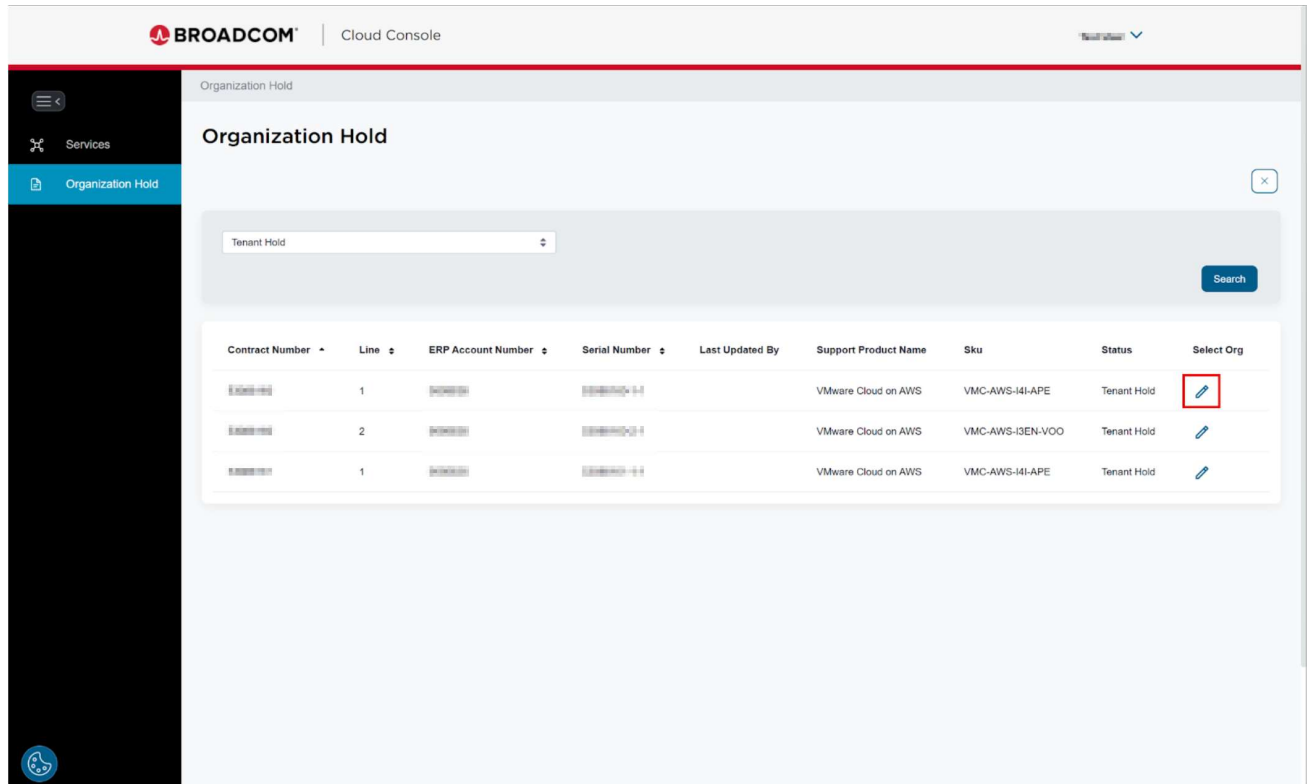
10. After logging in for the first time to the Cloud Services Console the user will be redirected to the Organization Hold page where they can release the product tenant holds by clicking the pencil icon in the Select Org column.



# Organization Hold

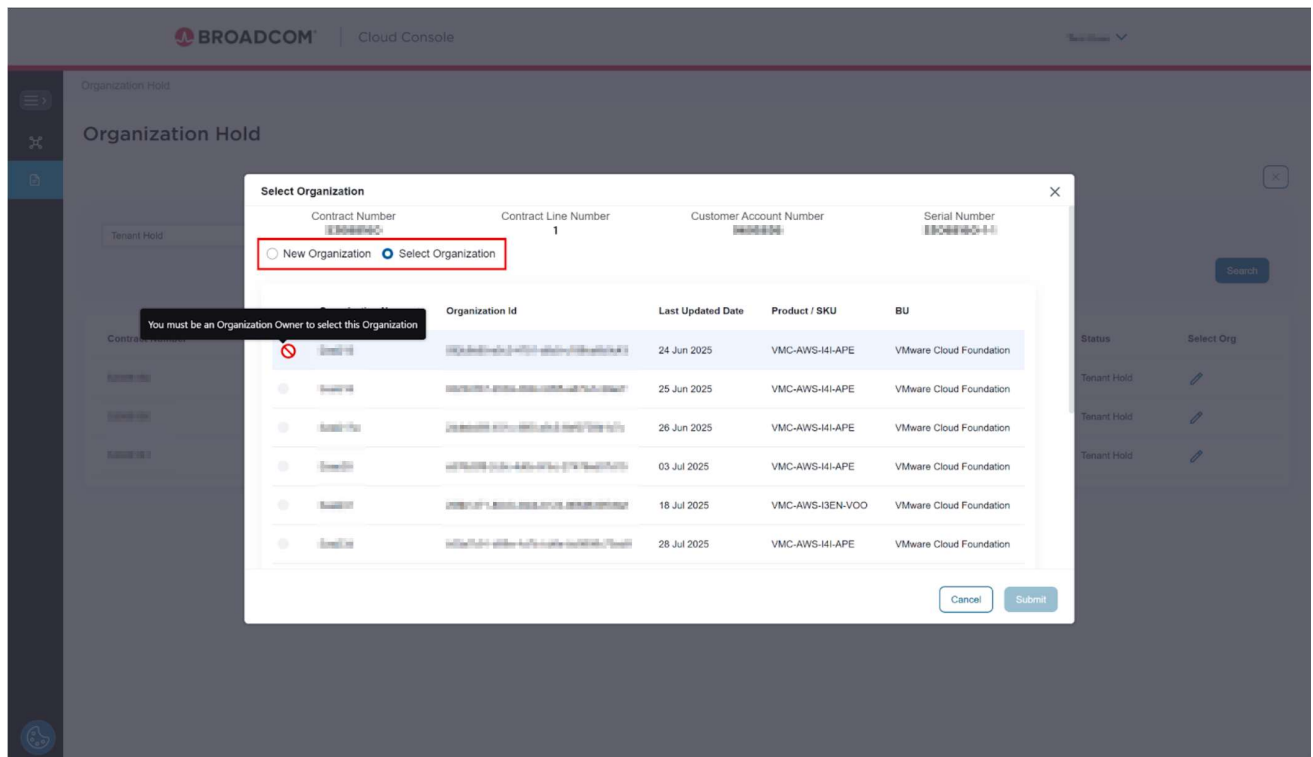
When a new contract is booked for VMC and/or VLR products, the Ship To contact will receive a welcome letter containing instructions for onboarding to the new Cloud Services Console. Once the user has successfully onboarded (See Primary and Alternate Contact sections of this guide for more information) the user will need to release the tenant holds by assigning each contract line item to a new or pre-existing organization.

1. Once logged into the Cloud Services Console the user can navigate to the Organization Hold section via the left navigation menu. Here is where they can view On Hold, Complete, etc. tenants. Click the pencil icon to start the tenant release process.

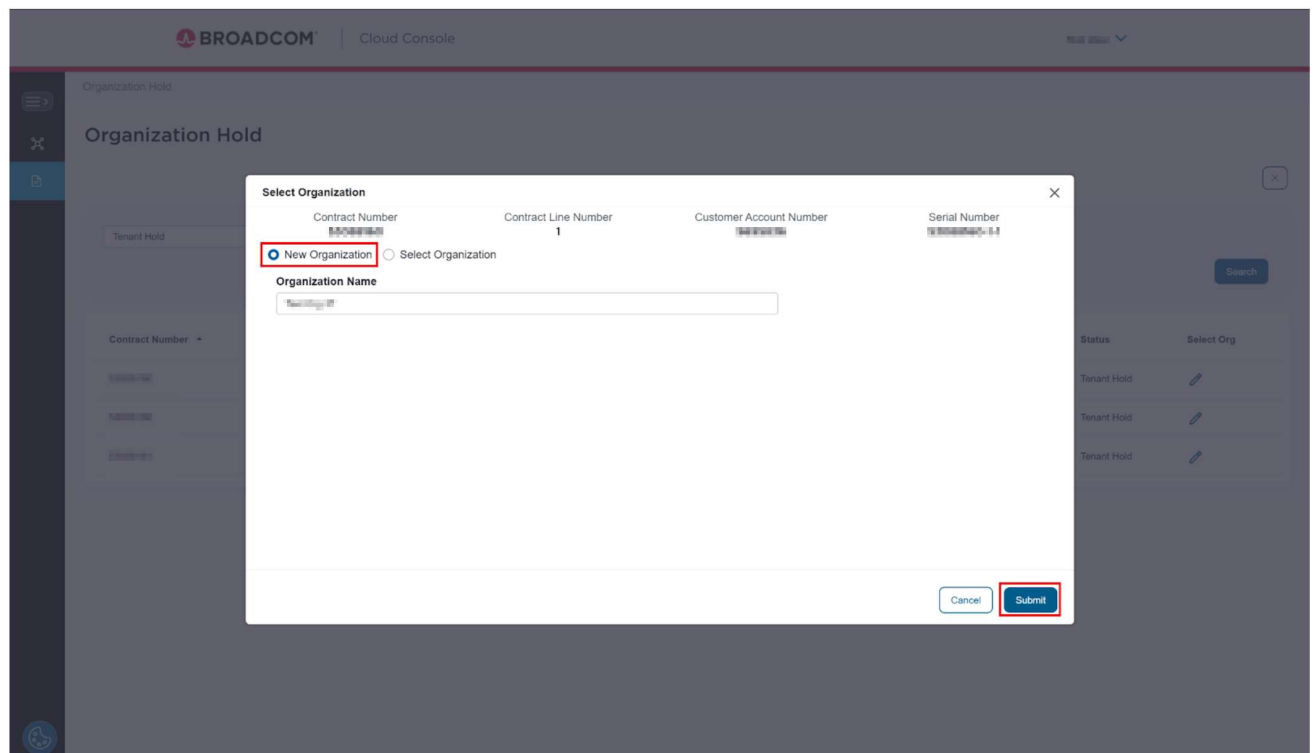


2. From this screen the user will have the option to assign the contract line item to a New Organization or a pre-existing Organization.

NOTE: The user must be an Organization Owner to select a pre-existing Organization. In the below screenshot you'll see the Orgs greyed out where the user is not an Organization Owner.



3. Select "New Organization", enter the Organization Name and click "Submit".



4. Once the user has submitted the request the Last Updated By column will be updated and after some time, the Status will update to Pending then Complete once the provisioning is done.

The screenshot shows the 'Organization Hold' page in the Broadcom Cloud Console. The page has a sidebar with navigation links: Services, IAM, Organization, Support, Developer Center, Downloads, and Organization Hold (selected). The main content area has a 'Tenant Hold' filter dropdown and a 'Search' button. Below is a table with the following data:

Contract Number	Line	ERP Account Number	Serial Number	Last Updated By	Support Product Name	Sku	Status	Select Org
10000000000000000000	1	10000000000000000000	10000000000000000000	admin@broadcom.com	VMware Cloud on AWS	VMC-AWS-I4I-APE	Tenant Hold	
10000000000000000000	2	10000000000000000000	10000000000000000000		VMware Cloud on AWS	VMC-AWS-I3EN-VOO	Tenant Hold	
10000000000000000000	1	10000000000000000000	10000000000000000000		VMware Cloud on AWS	VMC-AWS-I4I-APE	Tenant Hold	

5. To view tenants that fall into different statuses, select the drop-down menu and filter accordingly.

The screenshot shows the 'Organization Hold' page with the 'Tenant Hold' dropdown menu open. The dropdown menu has the following options: Tenant Hold, All, Pending, Complete, and Error. The table below shows the same data as the previous screenshot, but the 'Status' column for all rows now shows 'Tenant Hold'.

Contract Number	Line	ERP Account Number	Serial Number	Last Updated By	Support Product Name	Sku	Status	Select Org
10000000000000000000	1	10000000000000000000	10000000000000000000	admin@broadcom.com	VMware Cloud on AWS	VMC-AWS-I4I-APE	Tenant Hold	
10000000000000000000	2	10000000000000000000	10000000000000000000		VMware Cloud on AWS	VMC-AWS-I3EN-VOO	Tenant Hold	
10000000000000000000	1	10000000000000000000	10000000000000000000		VMware Cloud on AWS	VMC-AWS-I4I-APE	Tenant Hold	

6. Once the tenant selection is processed on the backend the Status will change to Complete.

The screenshot shows the 'Organization Hold' page in the Broadcom Cloud Console. The left sidebar contains navigation links: Services, IAM, Organization, Support, Developer Center, Downloads, and Organization Hold (highlighted). The main content area has a header 'Organization Hold' and a search bar with a dropdown menu set to 'Complete'. Below the search bar is a table with columns: Contract Number, Line, ERP Account Number, Serial Number, Last Updated By, Support Product Name, Sku, Status, and Select Org. The table contains one row with the following data: Contract Number (1), Line (1), ERP Account Number (1), Serial Number (1), Last Updated By (1), Support Product Name (VMware Cloud on AWS), Sku (VMC-AWS-141-APE), Status (Complete), and Select Org (pencil icon). The 'Status' column is highlighted with a red box.

Contract Number	Line	ERP Account Number	Serial Number	Last Updated By	Support Product Name	Sku	Status	Select Org
1	1	1	1	1	VMware Cloud on AWS	VMC-AWS-141-APE	Complete	

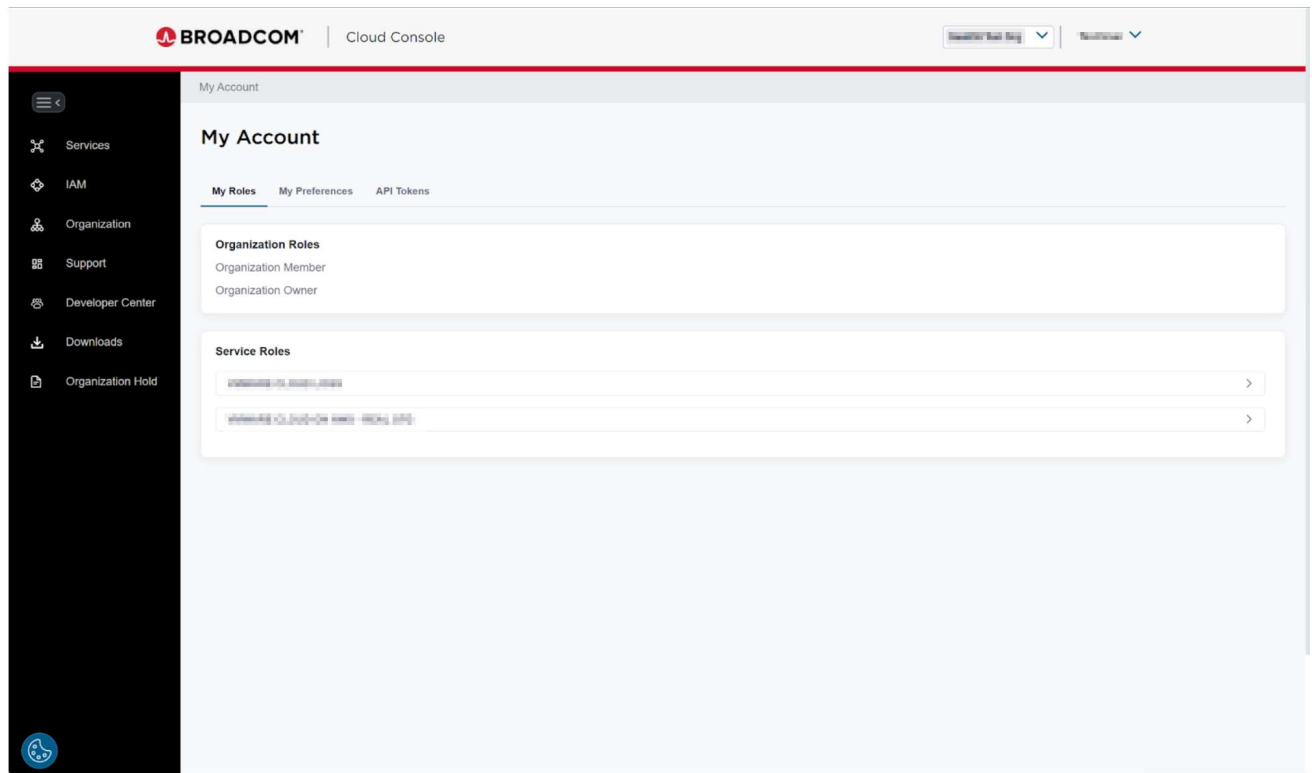
7. The related services will then become available under Services / My Services tab allowing users within that Organization to Access the service.

The screenshot shows the 'Services' page in the Broadcom Cloud Console. The left sidebar contains navigation links: Services (highlighted), IAM, Organization, Support, Developer Center, Downloads, and Organization Hold. The main content area has a header 'Services' and two tabs: 'My Services' (selected and highlighted with a red box) and 'All Services'. Below the tabs is a card for 'VMware Cloud Logs' with the description: 'Analyze logs to promote rapid troubleshooting and root cause analysis across private, public and hybrid cloud environments.' Below the card are links for 'Access' and 'Learn More'.

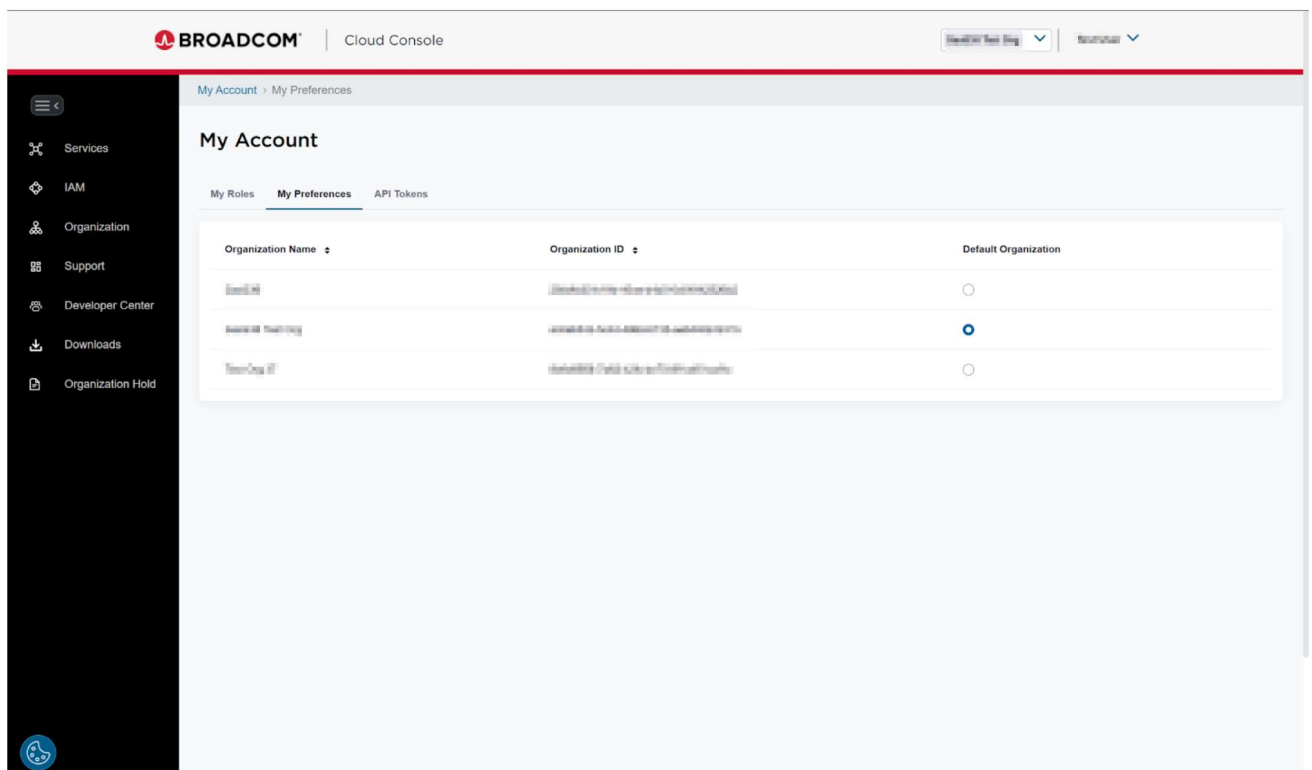
# My Account

The My Account page is available from the top right username dropdown menu. This provides the user access to:

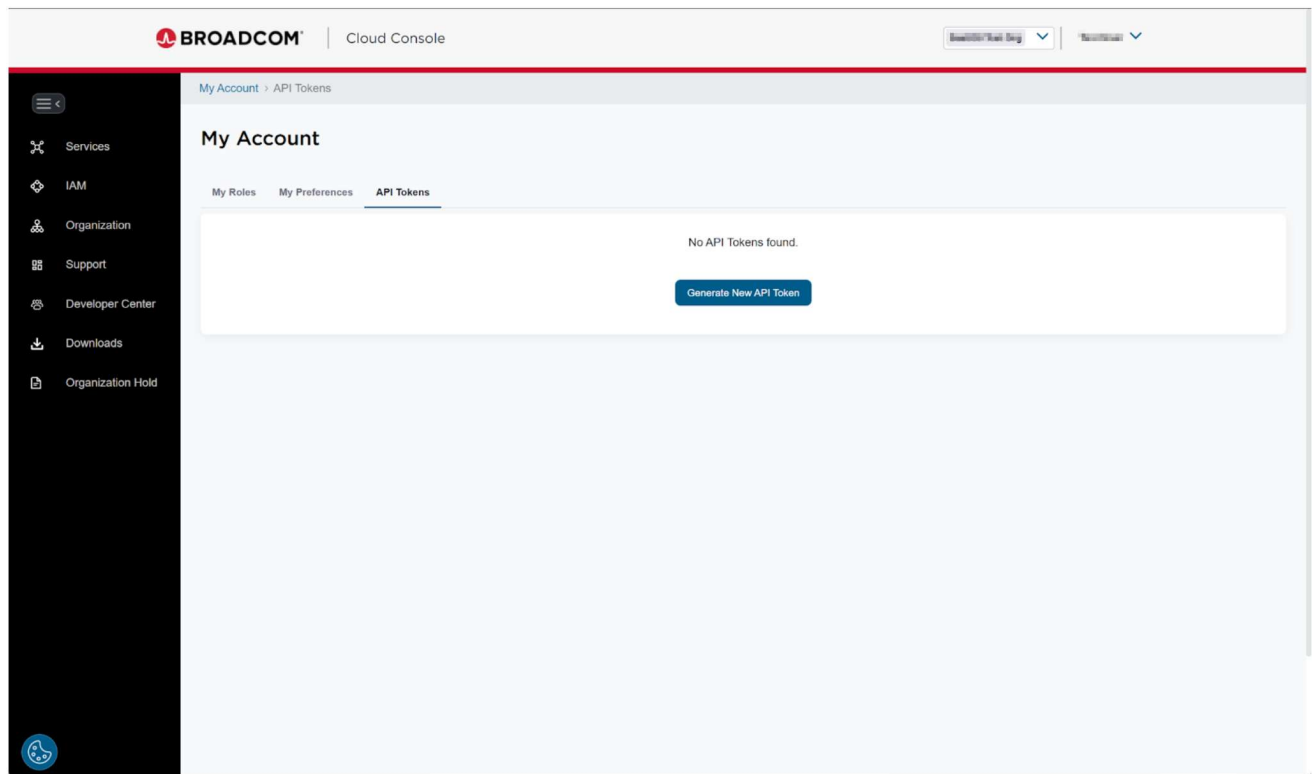
- My Roles - Displays a list of the Organization and Service Roles



- My Preferences - Provides the ability for users to set the default organization (if associated with more than one).



- API Tokens - Provides the ability to generate / manage API Tokens. See the API Tokens of this guide for more information.

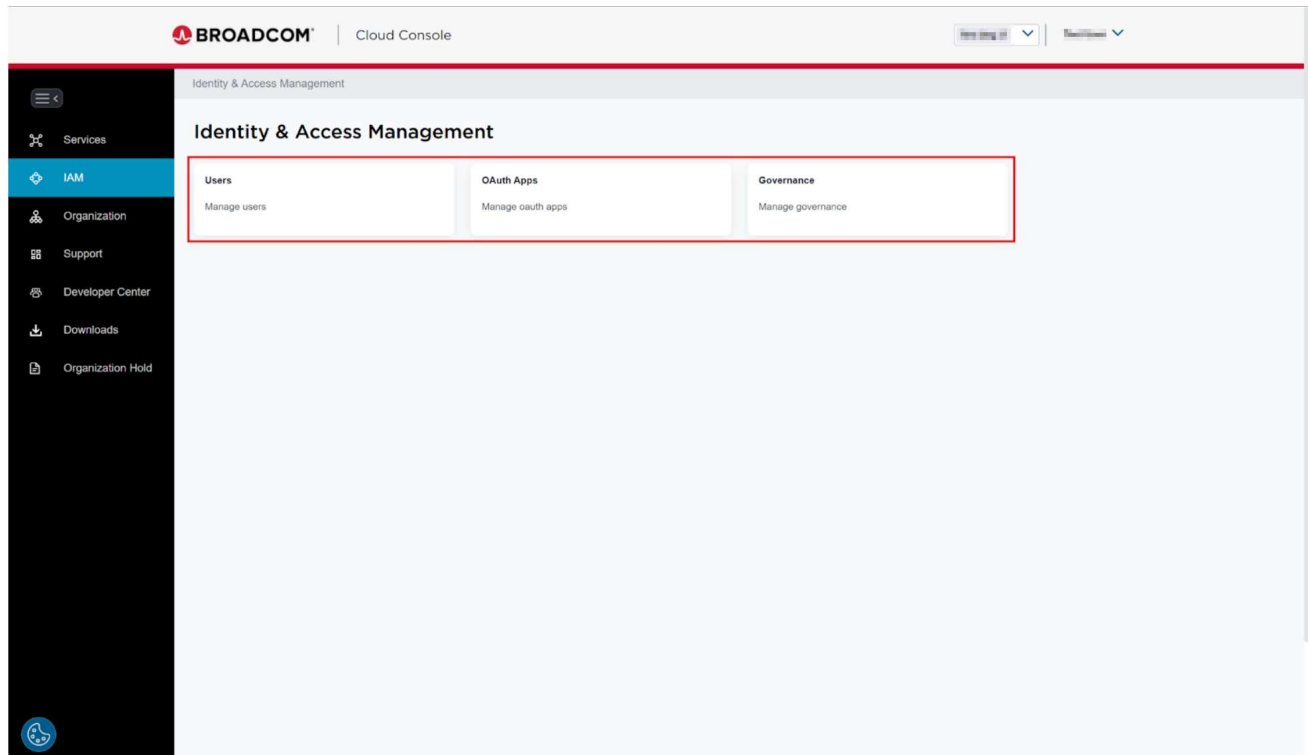




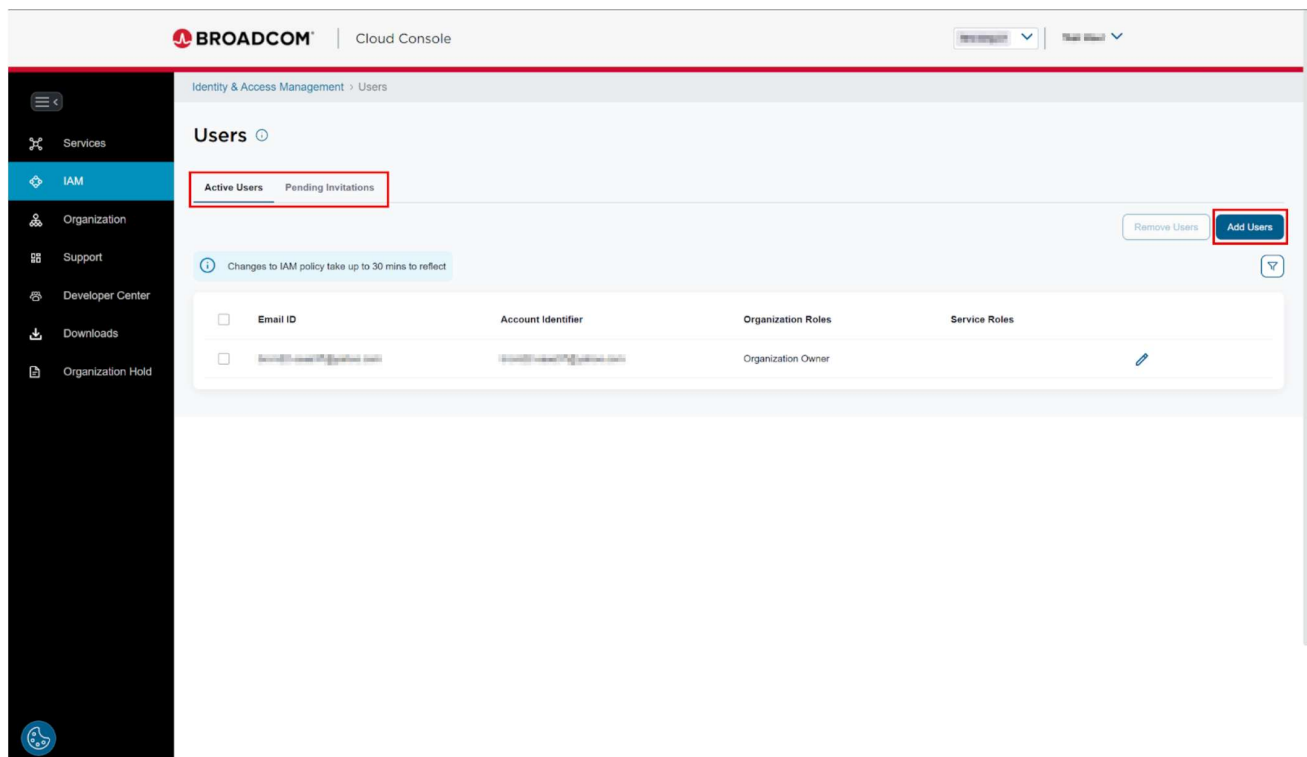
# IAM

Organization Owners will have access to the IAM (Identify & Access Management) page via the lefthand navigation menu. From here they can:

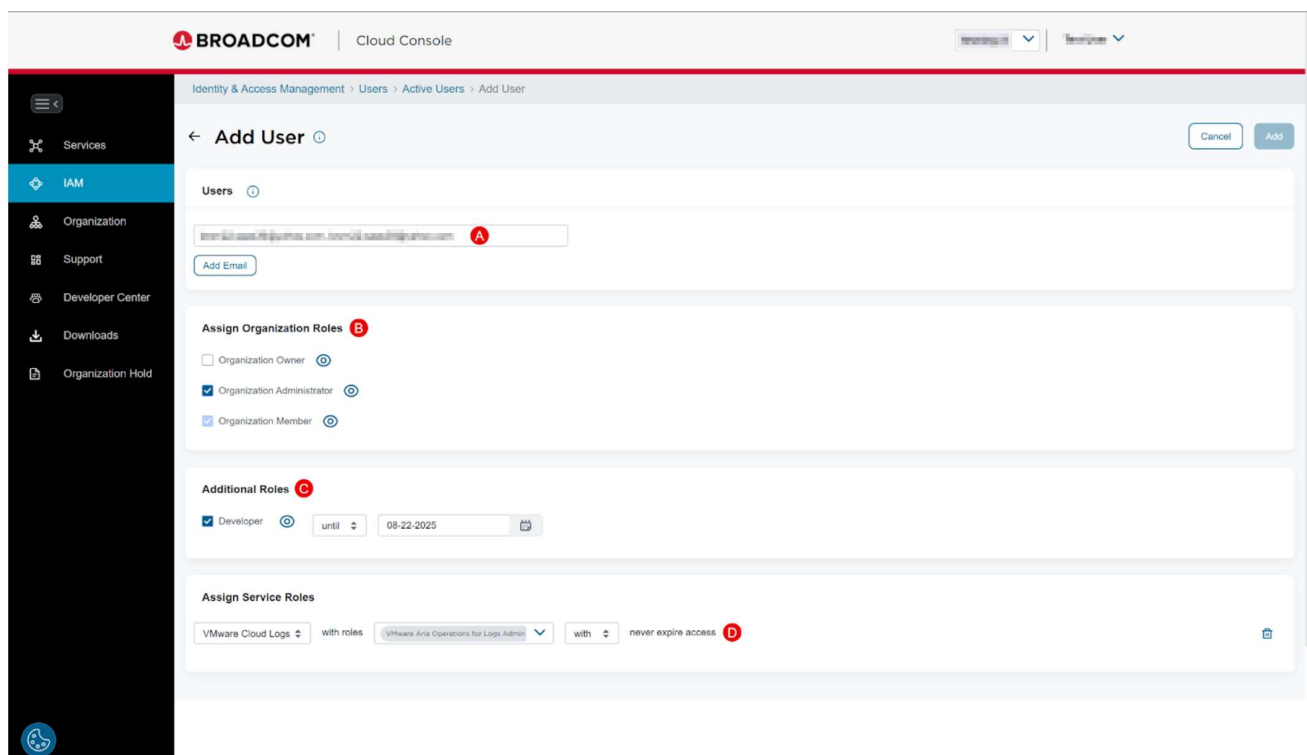
- Manage user permissions from the Users tile
- Manage OAuth Apps from the OAuth Apps tile
- Manage user permission requests via the Governance tile



1. The Users tile will display Active Users, Pending Invitations and will also give the ability to Add & Remove Users from the Organization.



2. To add a user, click the “Add Users” button.
  1. Add a single email address or comma separated to bulk add users
  2. Assign Organization Roles
  3. Assign Additional Roles (Developer) with an expiration if required
  4. Assign Service Roles using the role dropdown menu

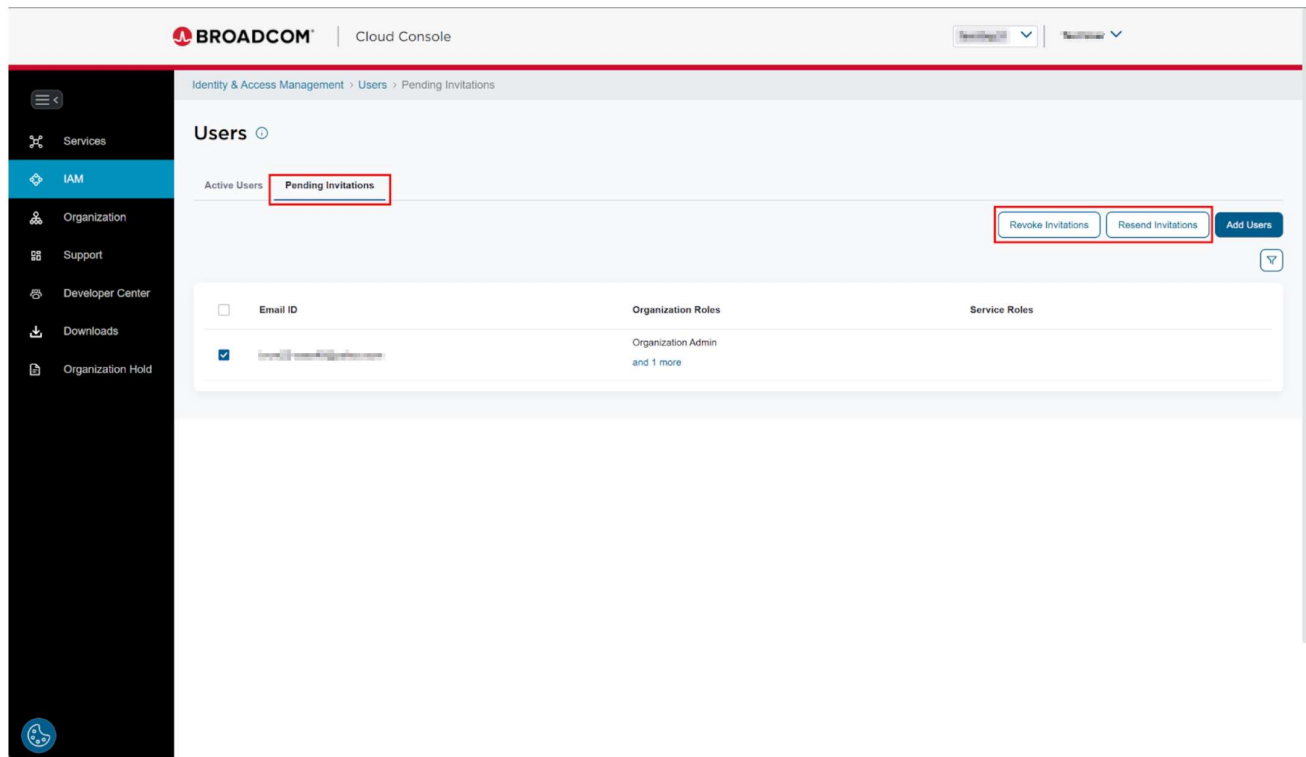


- Click the “Add” button, then “Add Users”.

- If the added user already has a profile in the Cloud Services Console, they will automatically be added to the Organization and will appear under the Active Users tab.

Email ID	Account Identifier	Organization Roles	Service Roles
<a href="#">broadcom.com</a>	<a href="#">broadcom.com</a>	Developer and 2 more	VMware Aria Operations for Logs Admin and 1 more
<a href="#">broadcom.com</a>	<a href="#">broadcom.com</a>	Organization Owner	
<a href="#">broadcom.com</a>	<a href="#">broadcom.com</a>	Developer and 2 more	VMware Aria Operations for Logs Admin and 1 more

5. If the added user does not have a profile in the Cloud Services Console, they will appear under the Pending Invitations tab. From here you can retrigger the invitation or revoke the pending invitation if required.

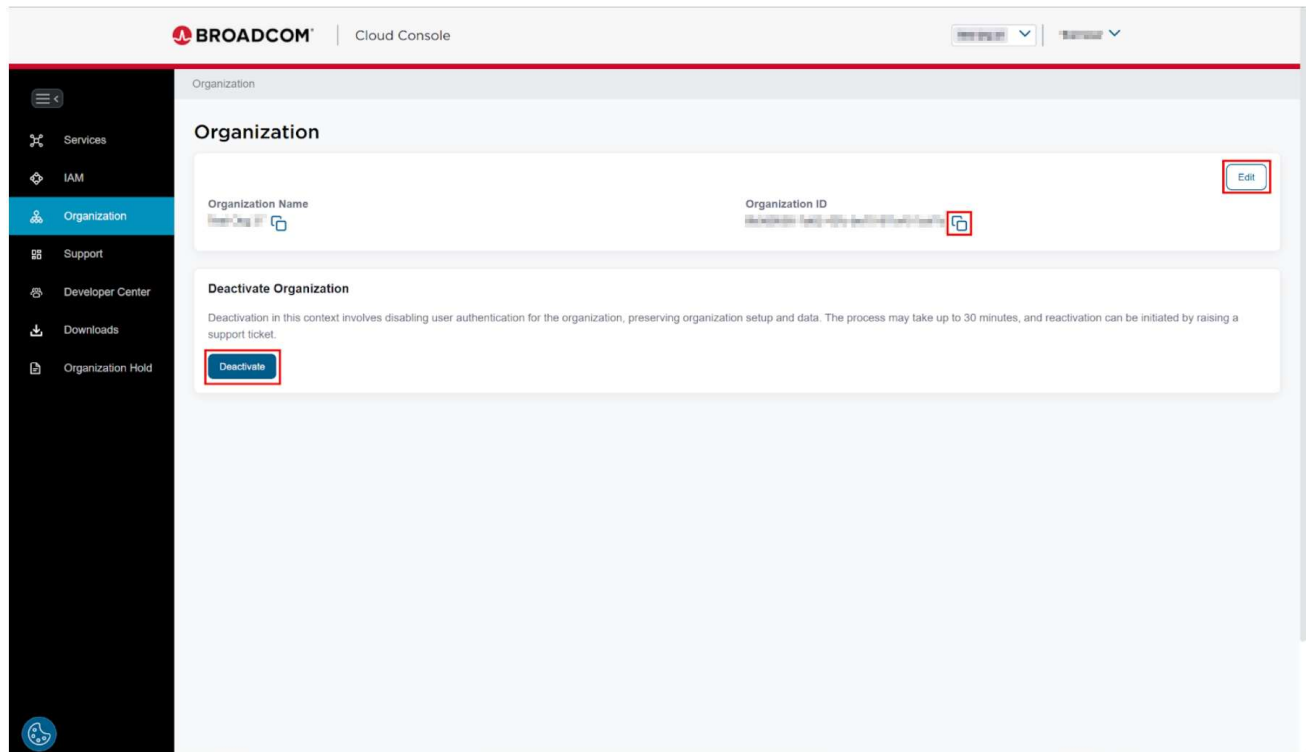


# Organization

Organization Owners will have access to the Organization page via the lefthand navigation menu. From here they can:

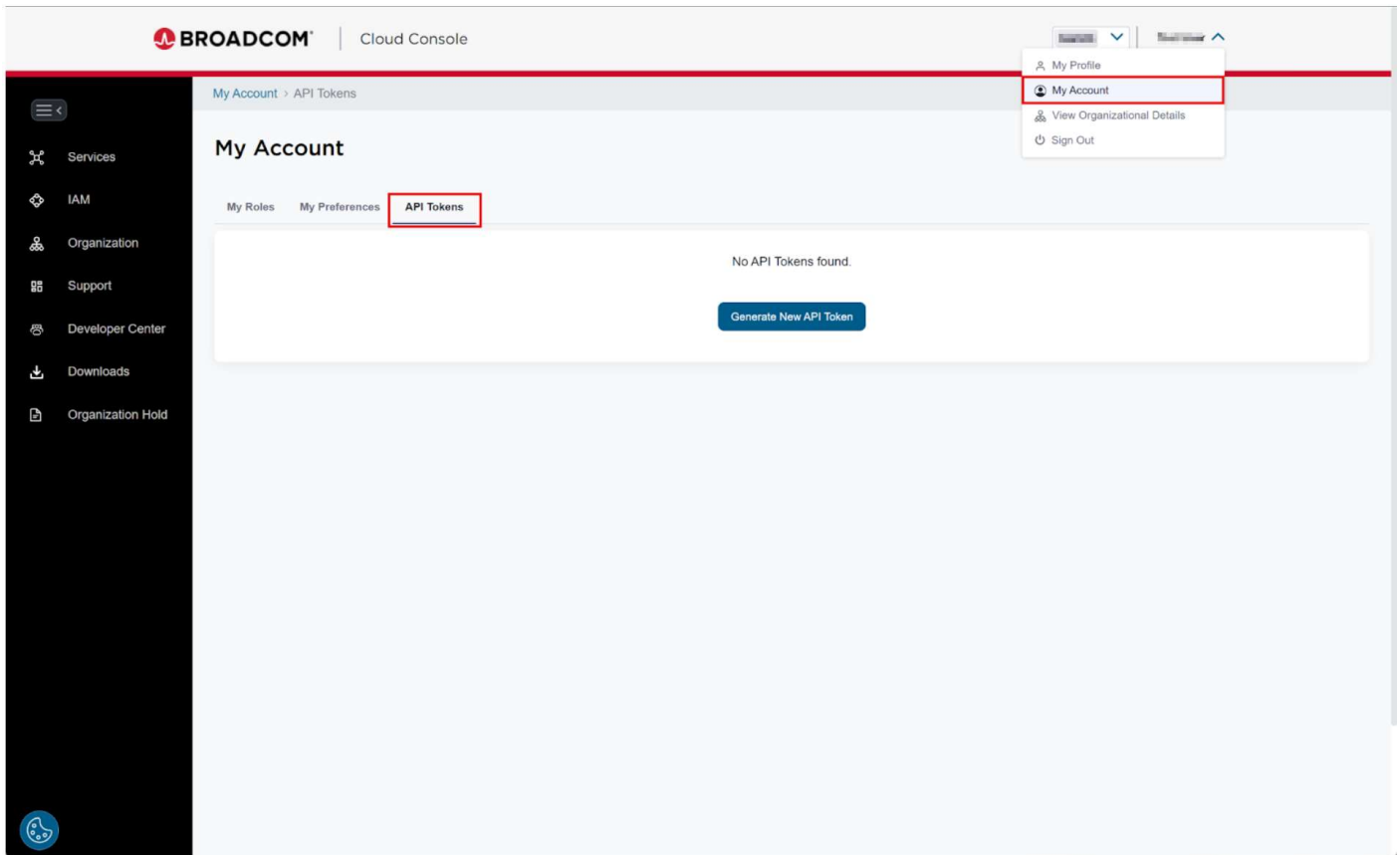
- Edit the Organization Name by clicking the Edit button
- Copy the Organization ID to their clipboard
- Request to Deactivate their Organization by clicking the Deactivate button

NOTE: Once a support ticket is raised with Broadcom Global Customer Assistance (GCA) they will work with the appropriate product team(s) to verify if the Organization is eligible for deactivation.



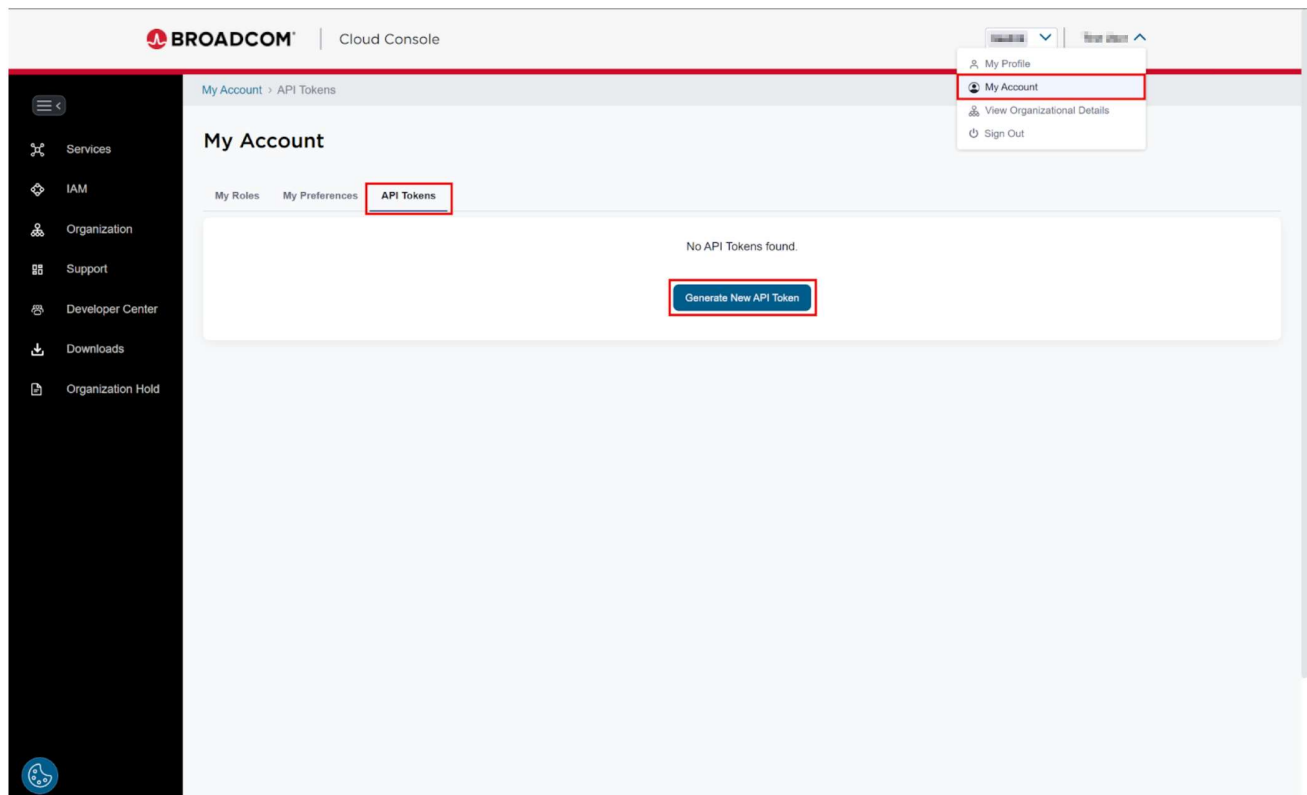
# API Tokens

Users will have the ability to manage API Tokens from their username drop-down / My Account page.

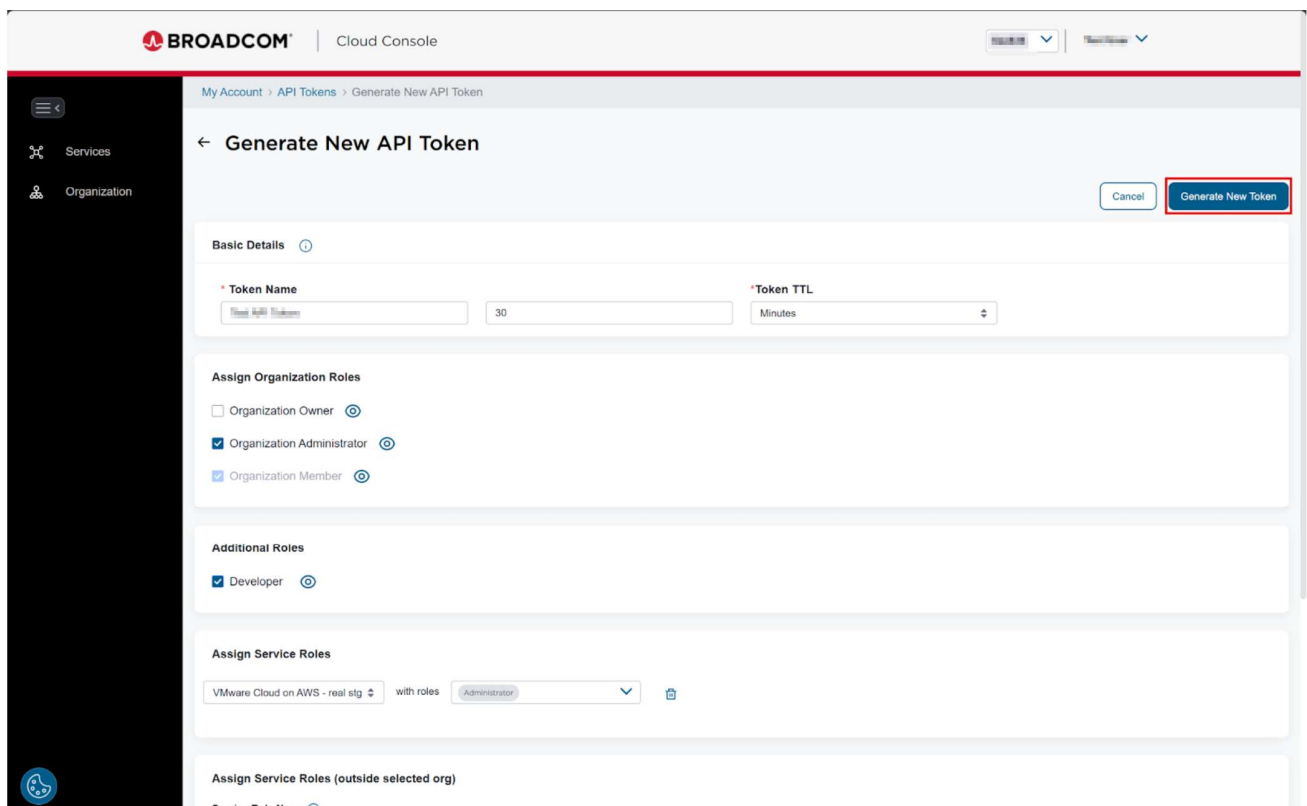


To generate a new API Token:

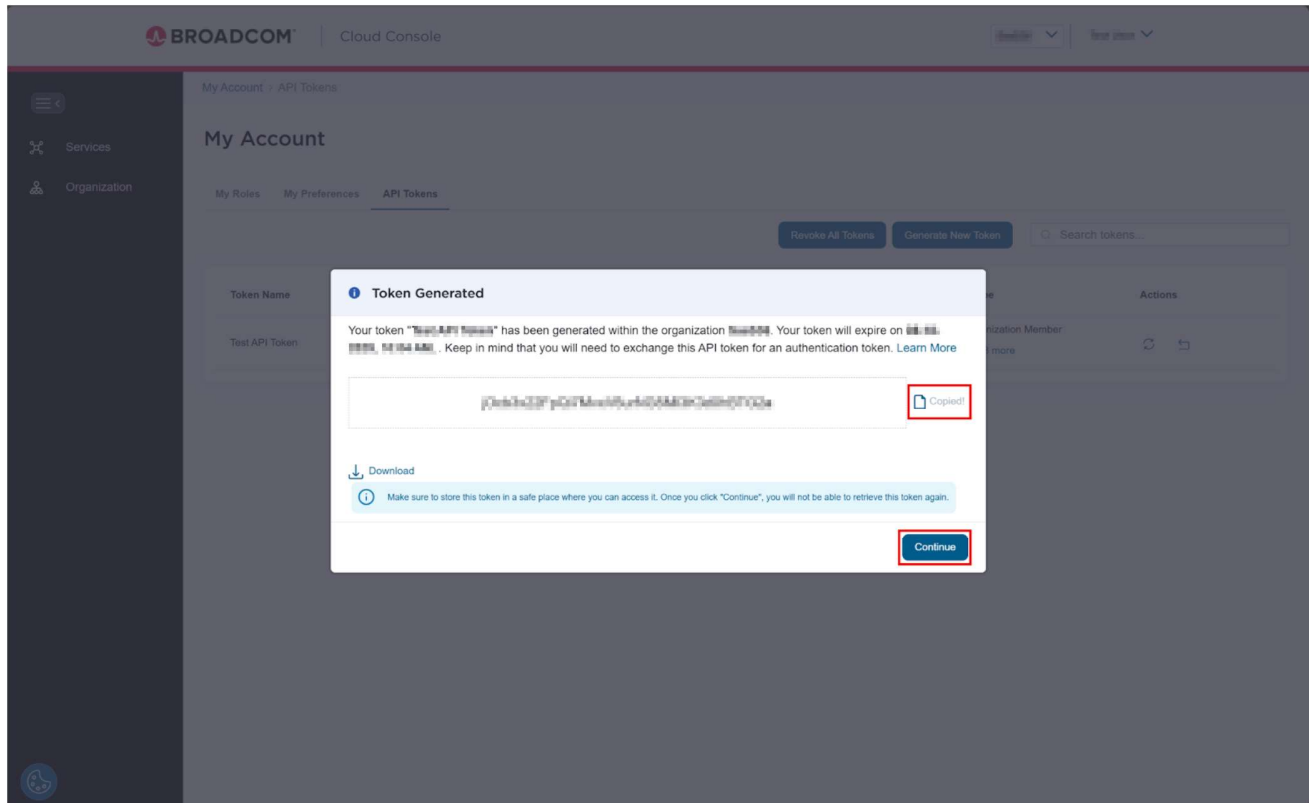
1. Navigate to the username drop-down / My Account page / API Tokens tab and click “Generate New API Token”.



2. Complete the desired fields setting the name, roles, etc. then click “Generate New Token”.

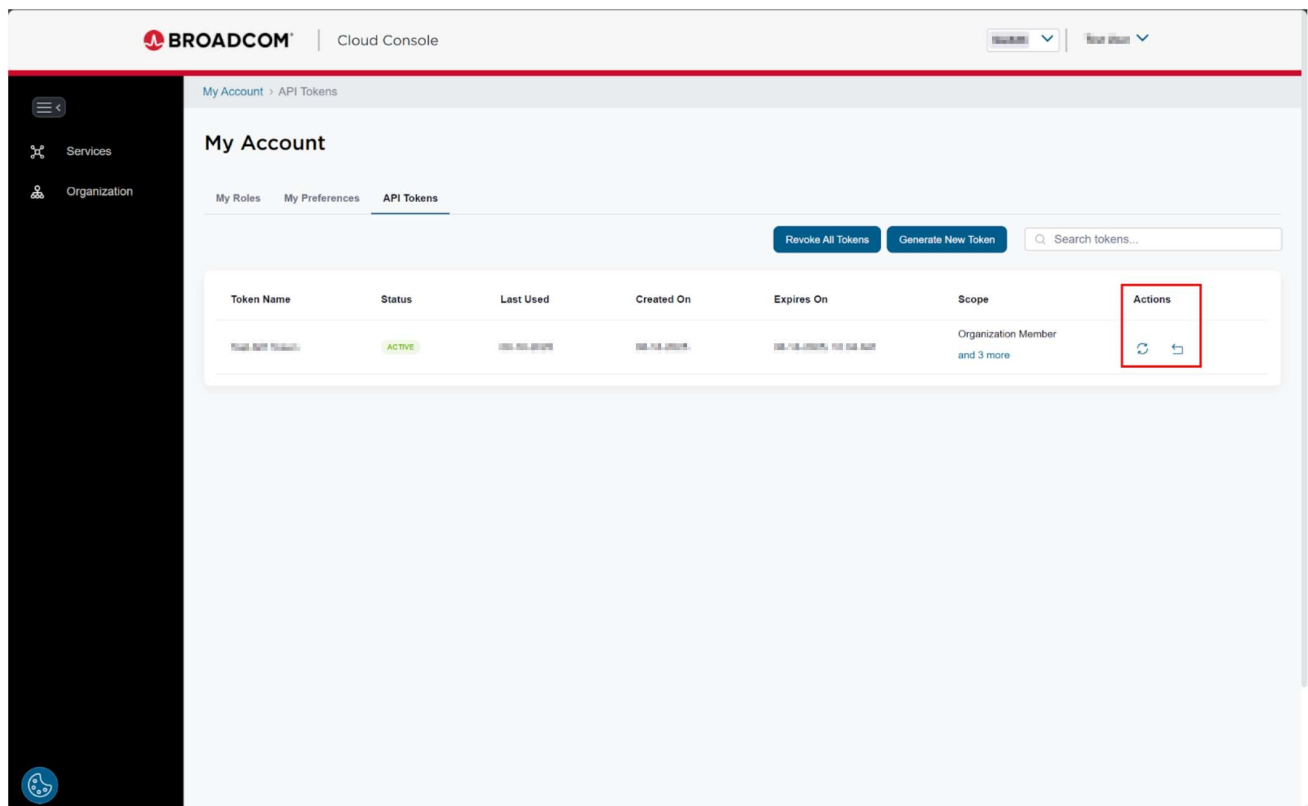


3. The Token Generated pop-up appears where you can copy and/or download the token. Click “Continue” to proceed.

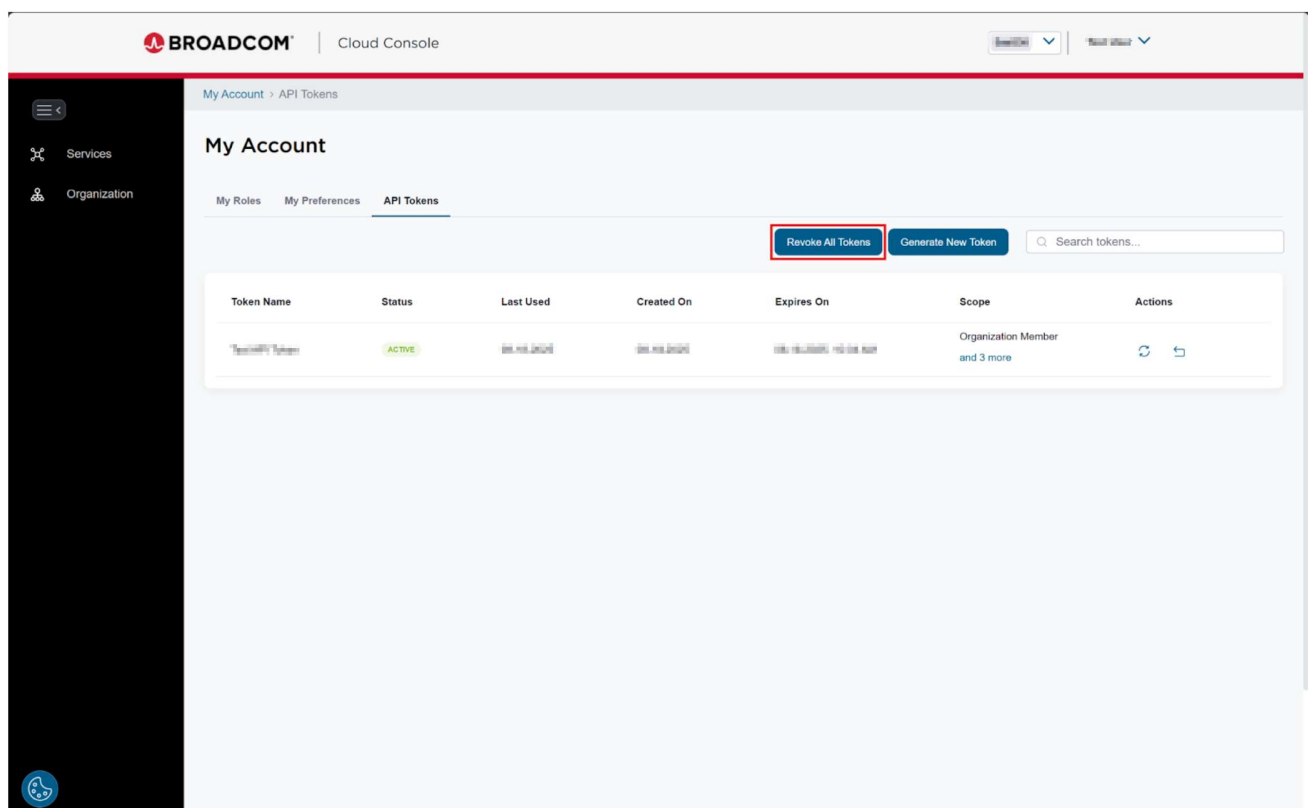


4. Once the token has been generated, you can now Regenerate or Revoke the token as required from the Actions column.

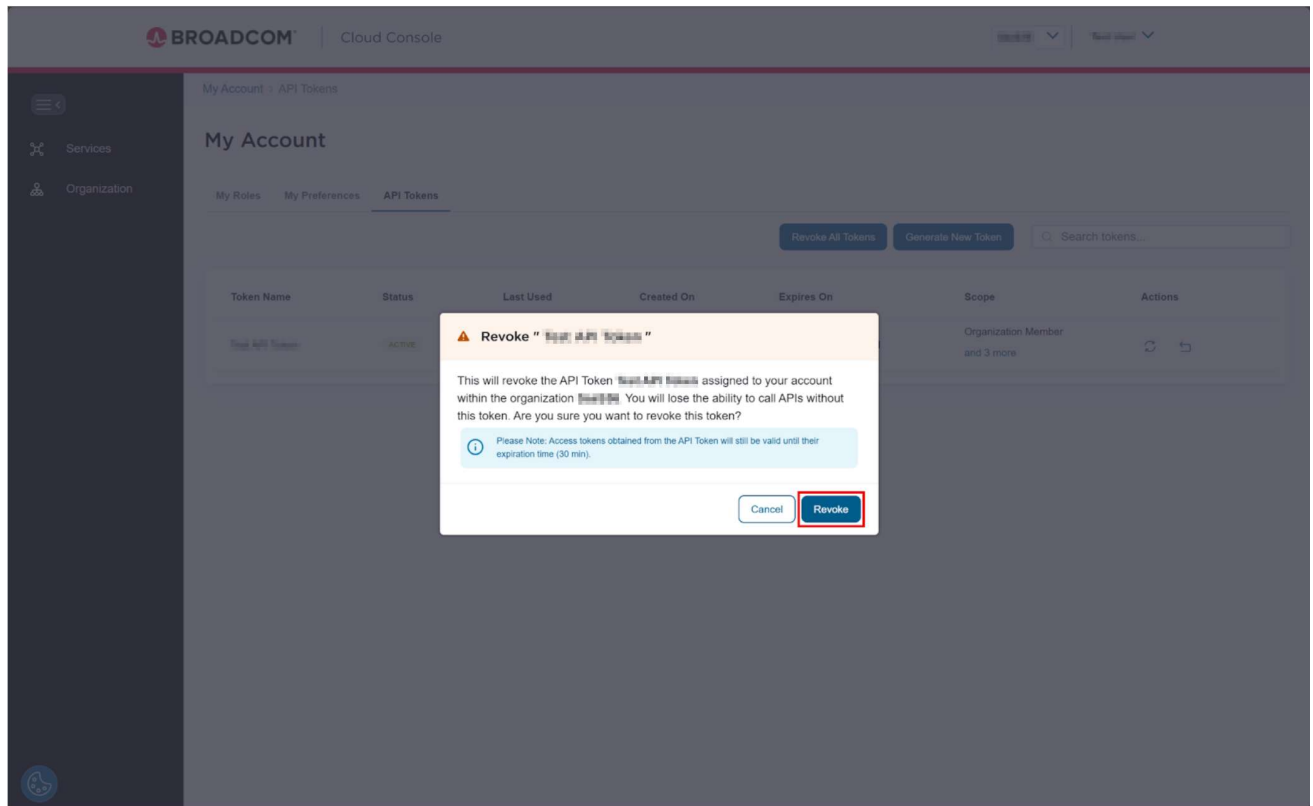




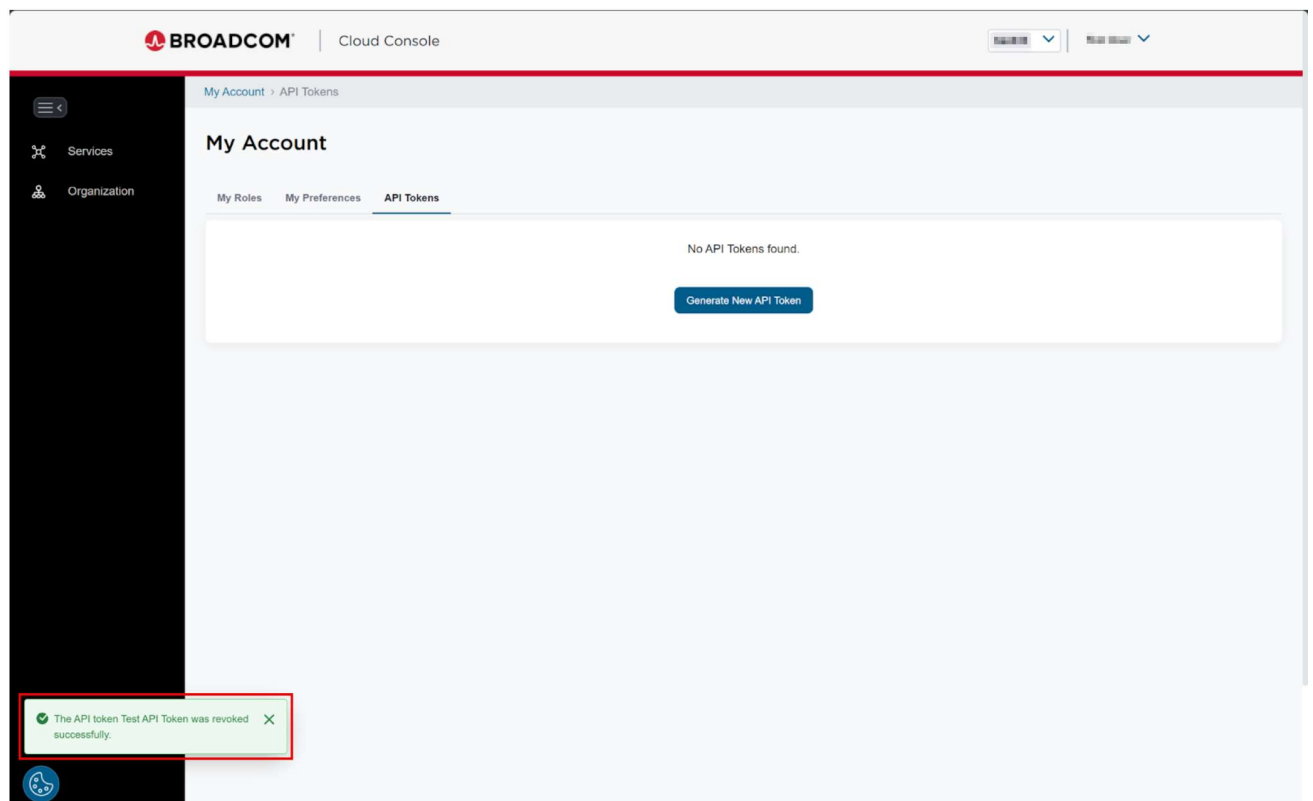
5. To Revoke All Tokens, click the “Revoke All Tokens” button.



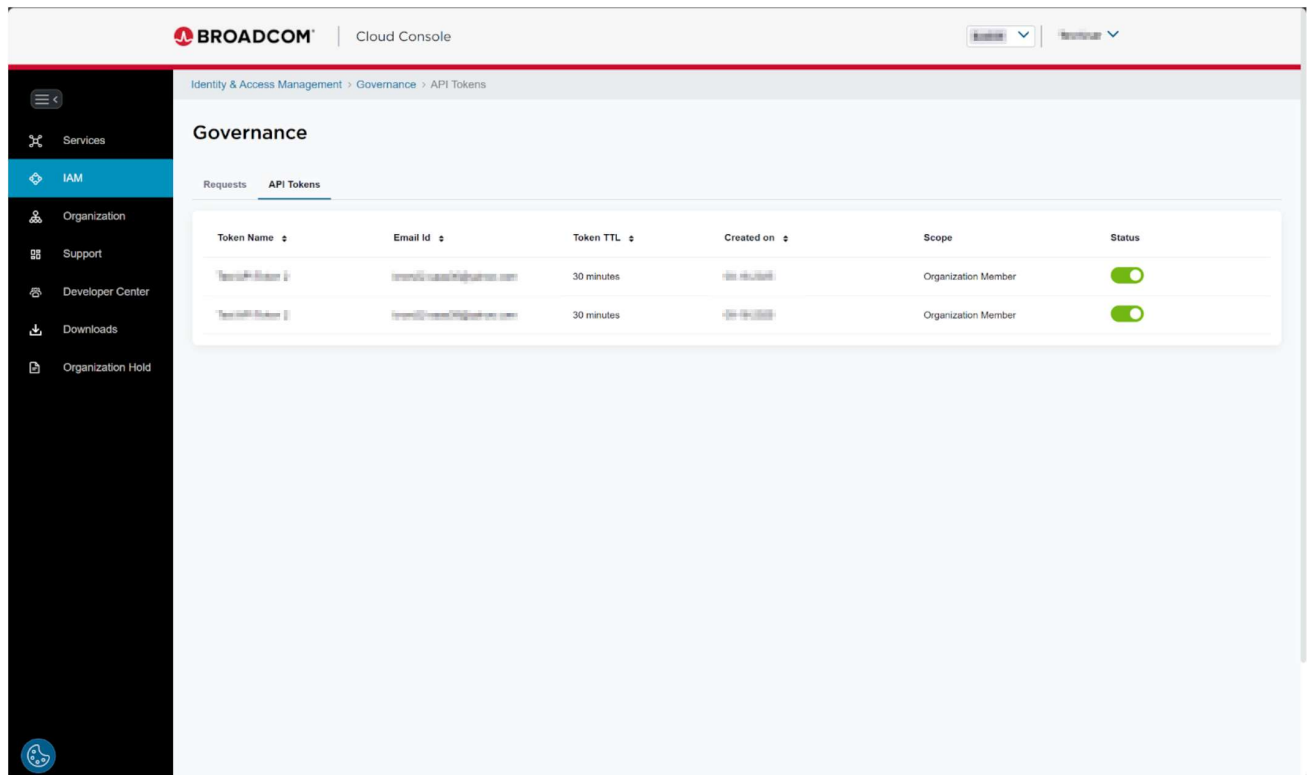
- A pop-up confirmation message will appear, click “Revoke” to revoke all tokens.



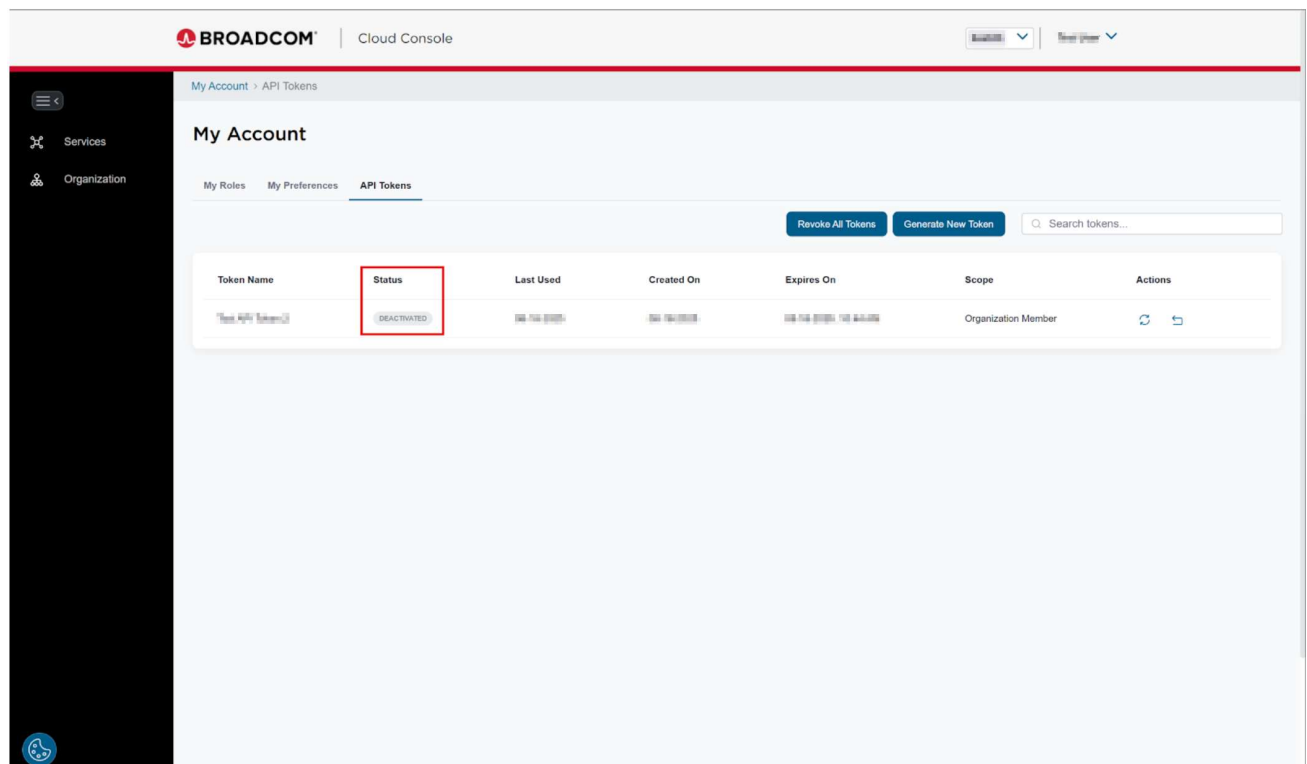
- All tokens will be revoked, and a toast pop-up message will appear confirming this action.



8. Organization Owners can view all API Tokens created under a specific Organization from the IAM / API Tokens tab. From here they can deactivate a Token by toggling the Status radio button off.



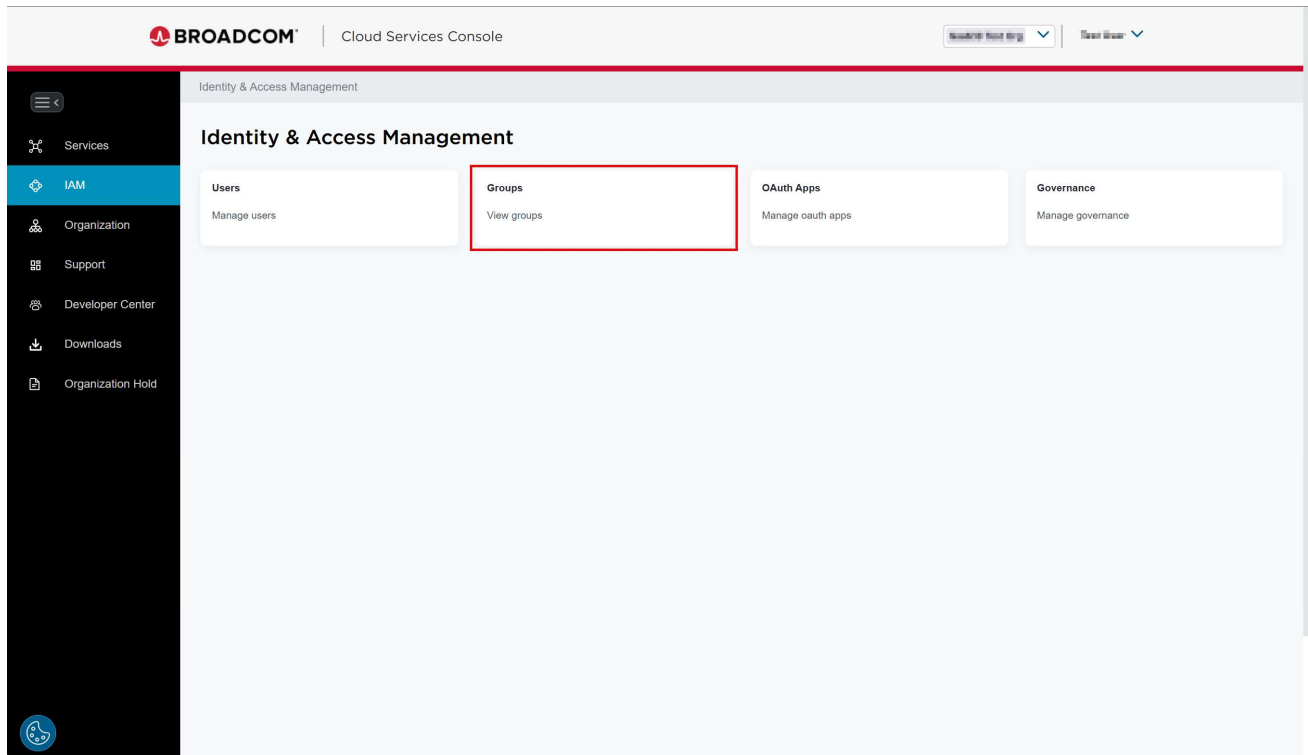
9. The Token Status will then show “Deactivated” from the API Tokens tab.  
NOTE: To have the token reactivated the user will need to contact their Organization Owner.



# Groups

Below are important details regarding the Groups functionality:

- Pre-existing VMware Cloud Services Portal Groups will be migrated to the Cloud Services Console and will continue to work as designed.
- Both Custom and Active Directory Groups will be included in this migration effort.
- View only access to Groups will be available in the Cloud Services Console by navigating to IAM / Groups.



- The management of the migrated Groups along with the creation of new Groups will not be immediately available via self-service in the Cloud Services Console but will be released to production in the coming weeks.

The management of your migrated Groups (i.e. add users, remove users, remove Groups, create new Groups) can be requested by contacting Broadcom Global Customer Assistance and selecting the Non-Technical case type and the Product as “Support Portal & Access Issues”.

Instructions for requesting Group management can be found at the below link available in the portal.



Services

IAM

Organization

Support

Developer Center

Downloads


Organization Hold



Identity &amp; Access Management &gt; Groups

## Groups

Existing Groups within the Org that are migrated will continue to work. [For Group Management activities follow the instructions here.](#)

Group Name	Type	Members	Organization Roles	Service Roles
<div><p>No Groups</p></div>				