Cloud Services Console on Broadcom - External User Guide

Contents

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 22nd, 2025.
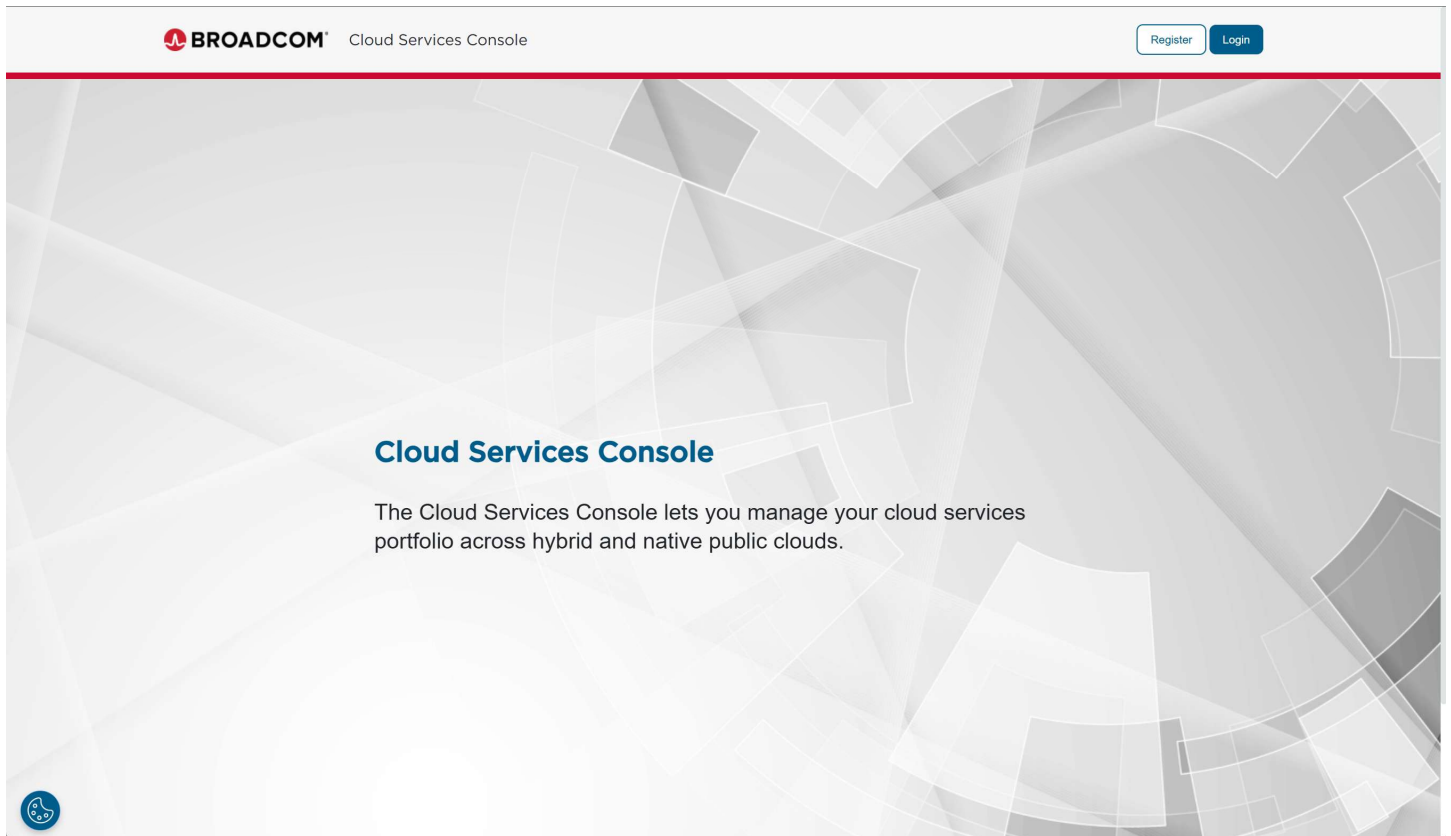
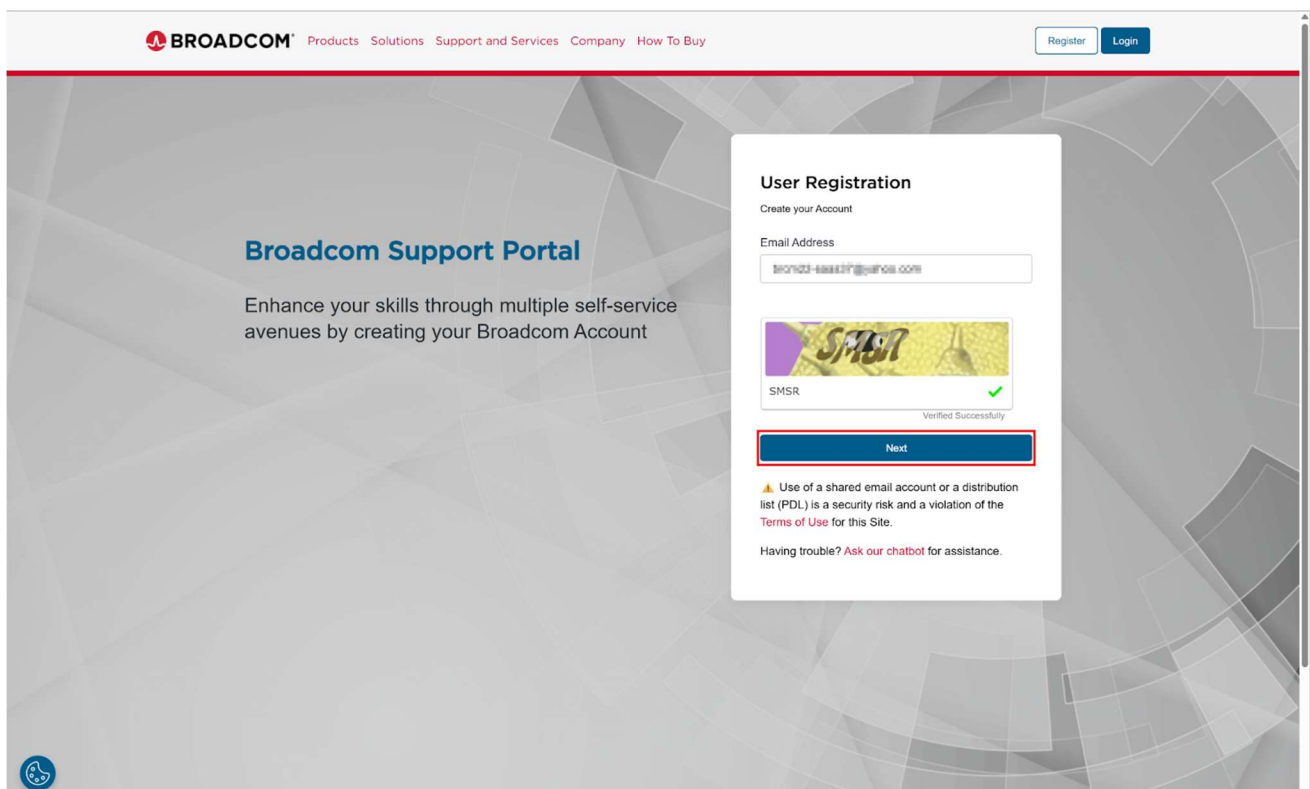# Onboarding - Primary Contact

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".

5. The user profile will be created in our system with the following conditions:
   o They will be auto upgraded to Enterprise User allowing them to create cases, download software, generate license keys via the Broadcom Support Portal
   o Their profile will be associated with the site ID listed on the contract
   o 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.

6. 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.
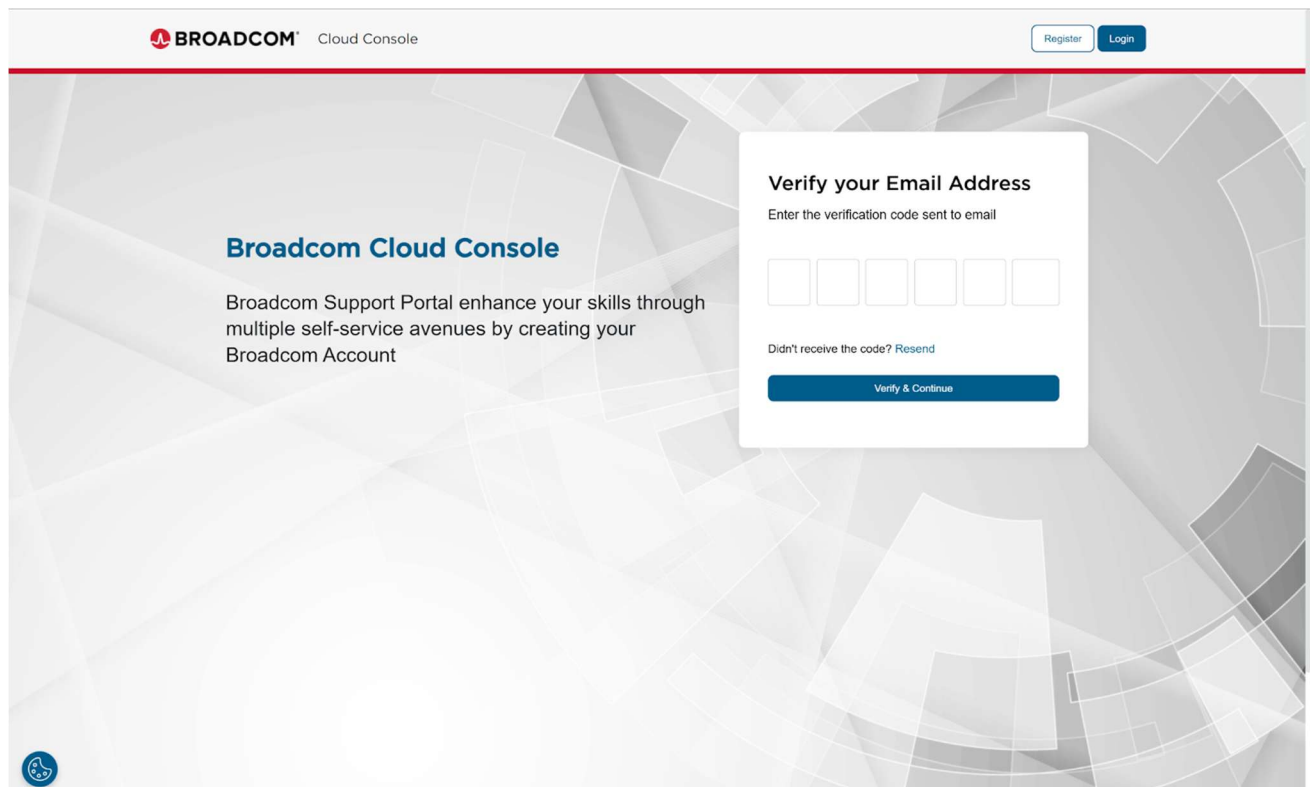
Onboarding - Alternate Contact

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.
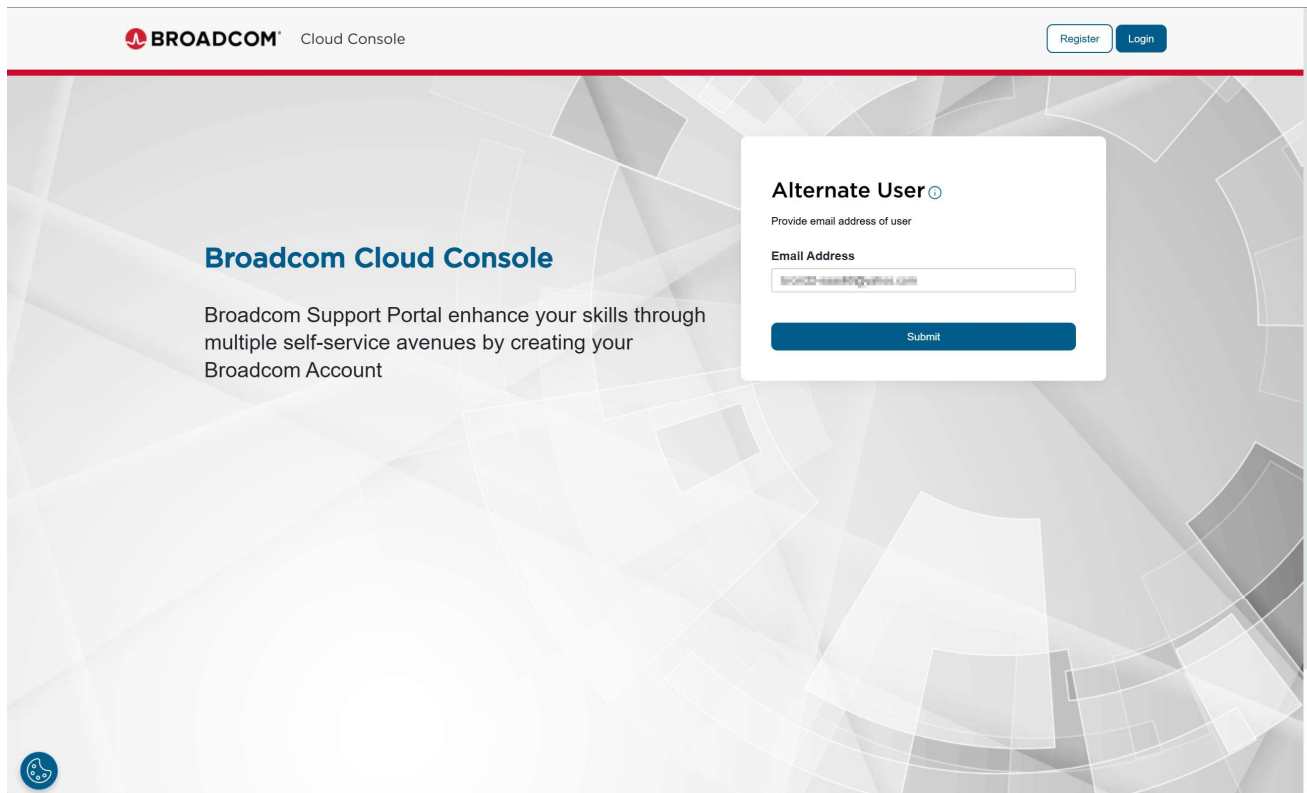
1. If the Ship To contact who received this message is not the correct user to manage the product in the Cloud Services Console, they should click the second link to assign an Alternate Contact.
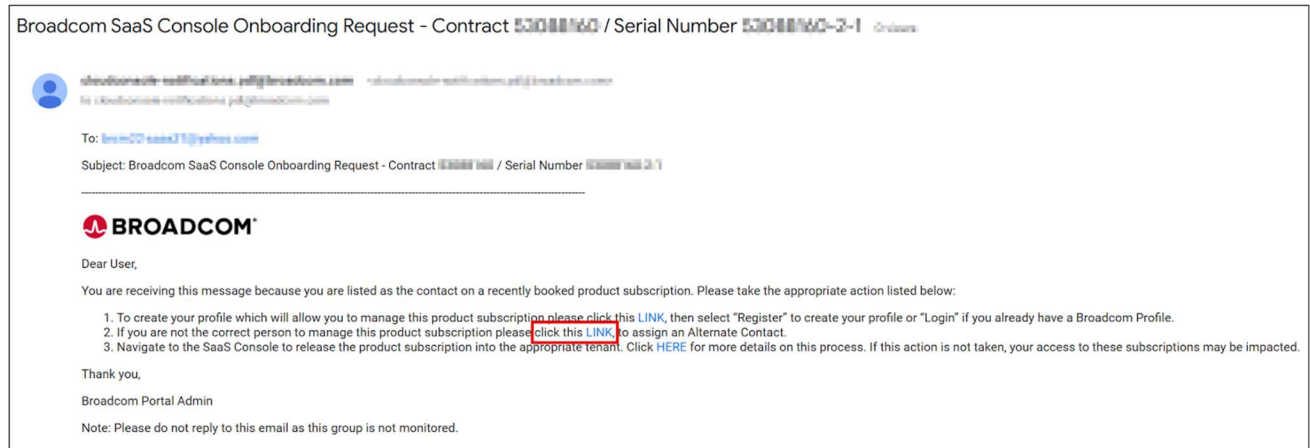
2. The user first needs to verify who they are by entering the 6x digit verification code. Enter the code and click "Verify & Continue".
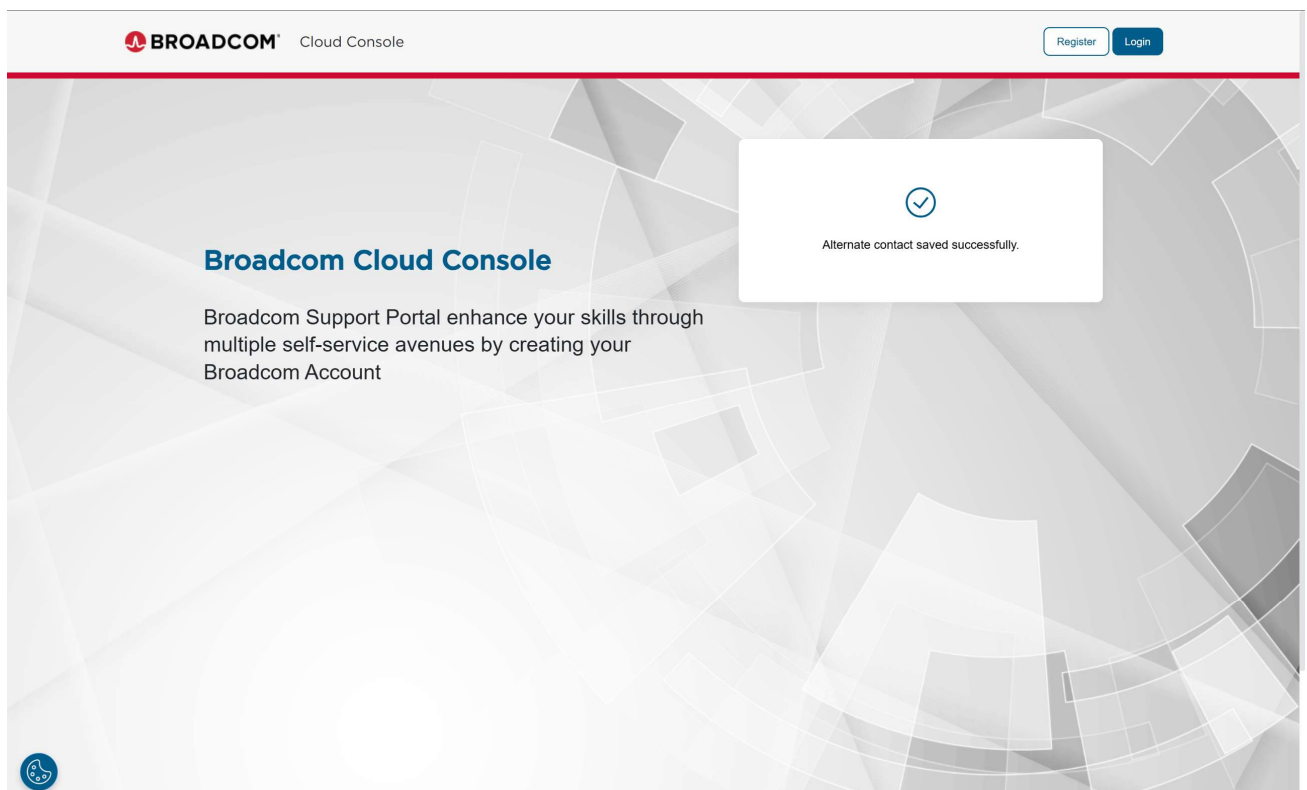
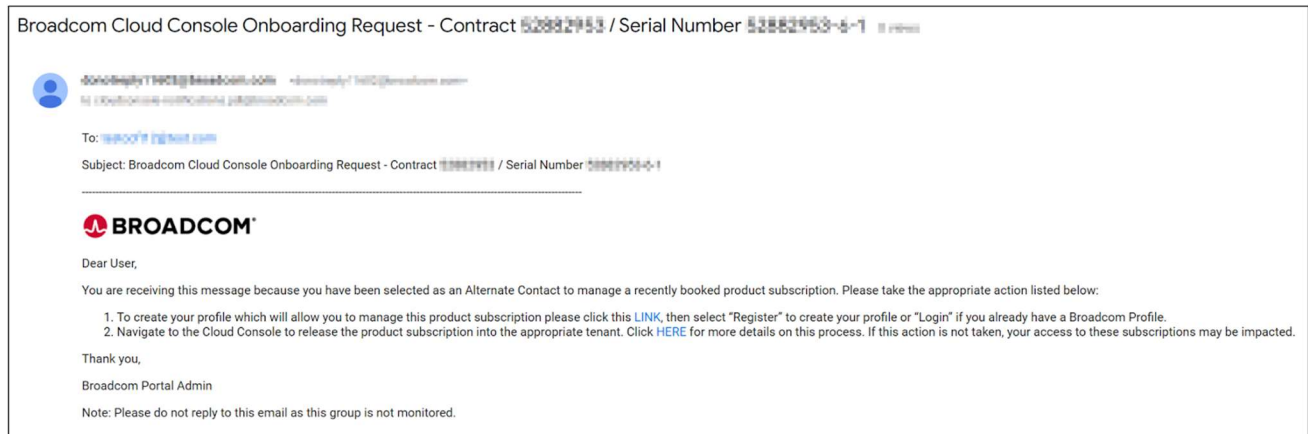3. Enter the Alternate Contact email address and click "Submit"

4. The user is presented with a success message.

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".

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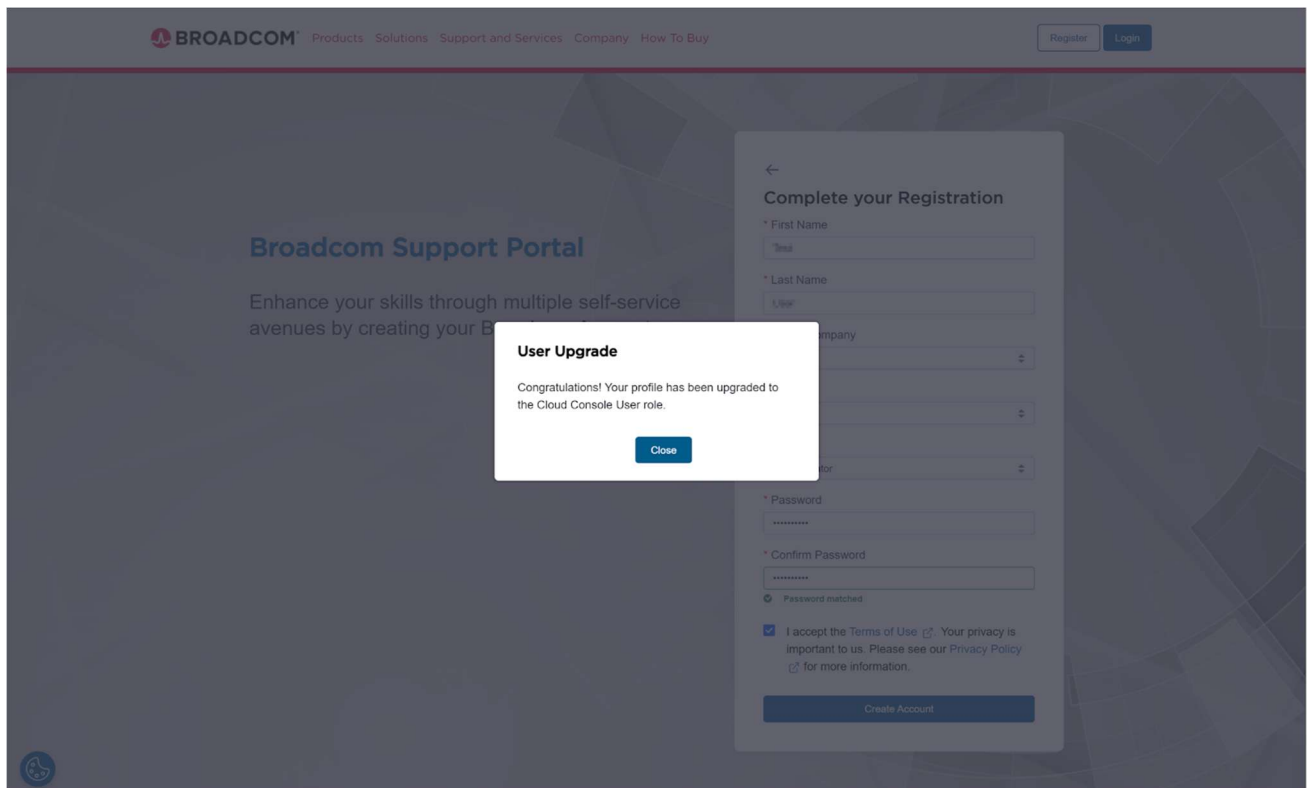
10. After logging in for the first time to the Cloud Services Console the user will be redirected to the Organization Hold page where they can release the product tenant holds by clicking the pencil icon in the Select Org column.
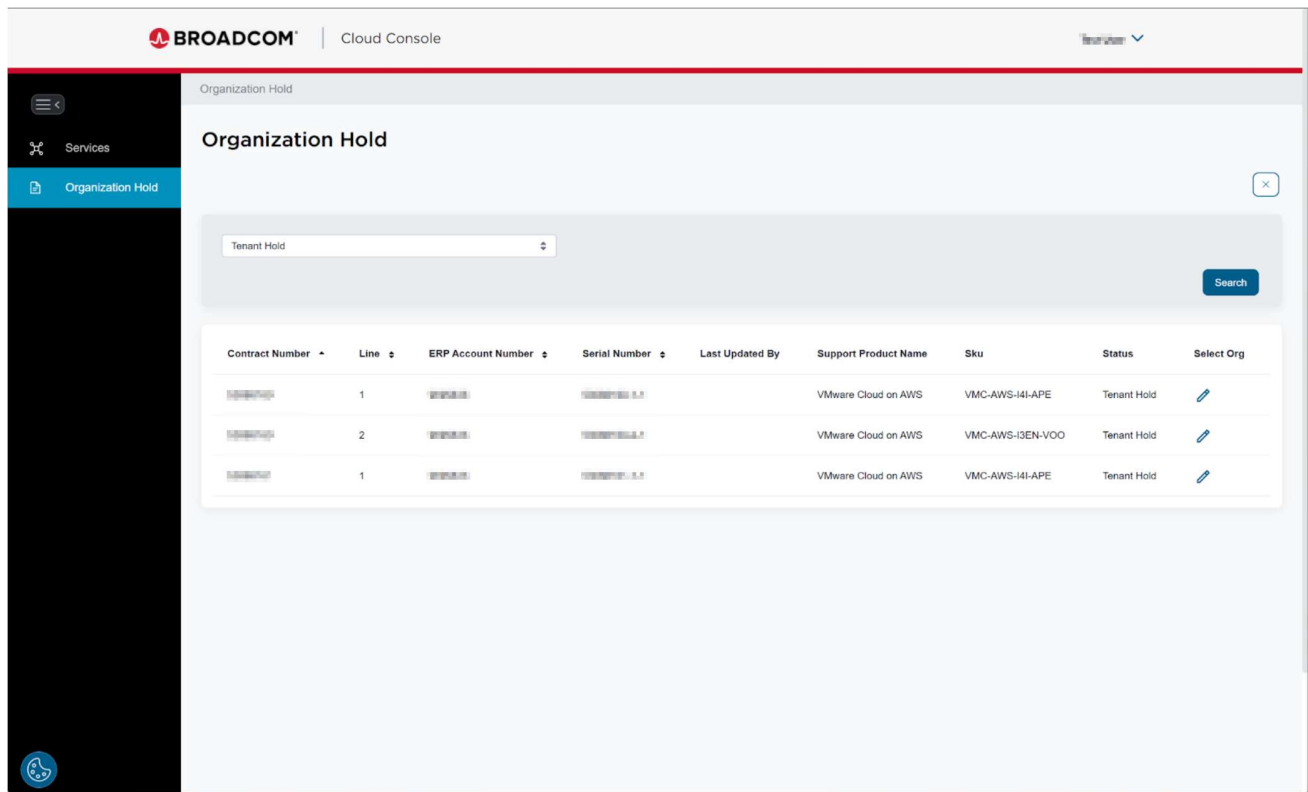
Organization Hold

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.
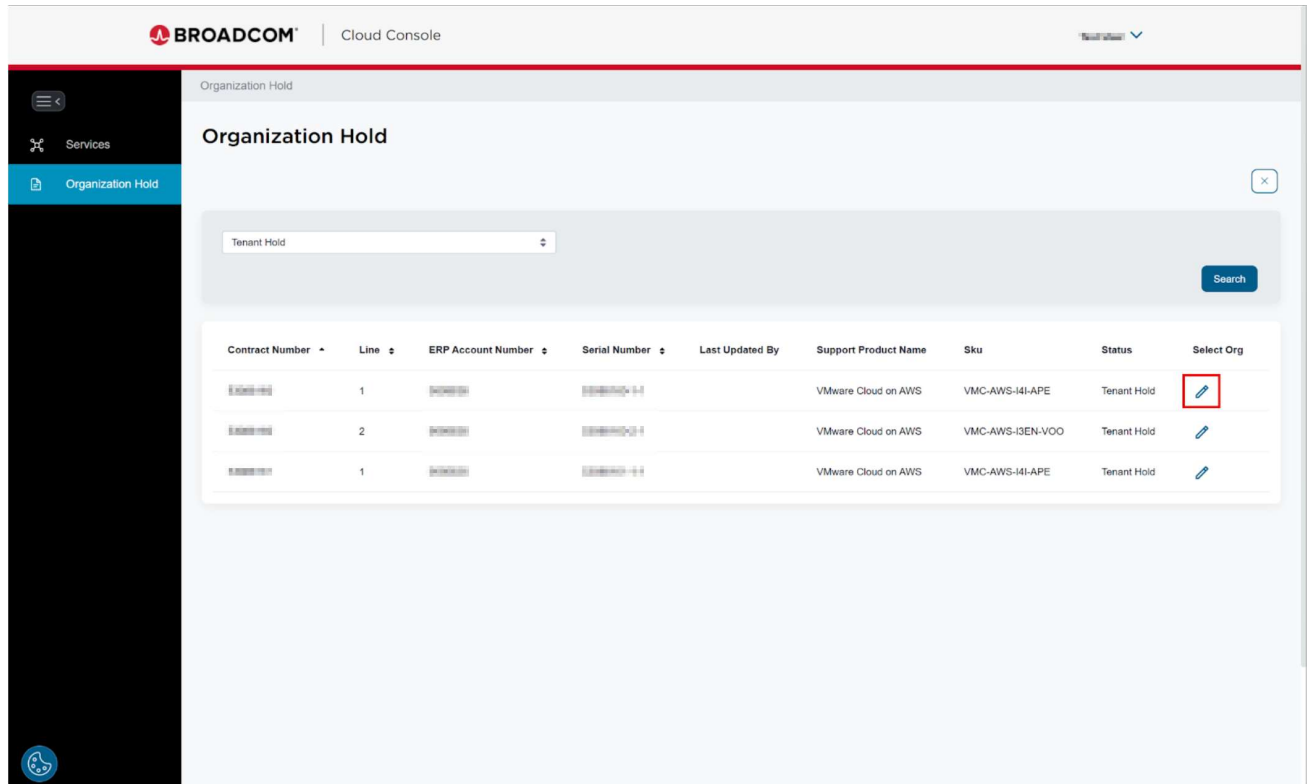

2. From this screen the user will have the option to assign the contract line item to a New Organization or a pre-existing Organization.
   NOTE: The user must be an Organization Owner to select a pre-existing Organization. In the below screenshot you'll see the Orgs greyed out where the user is not an Organization Owner.
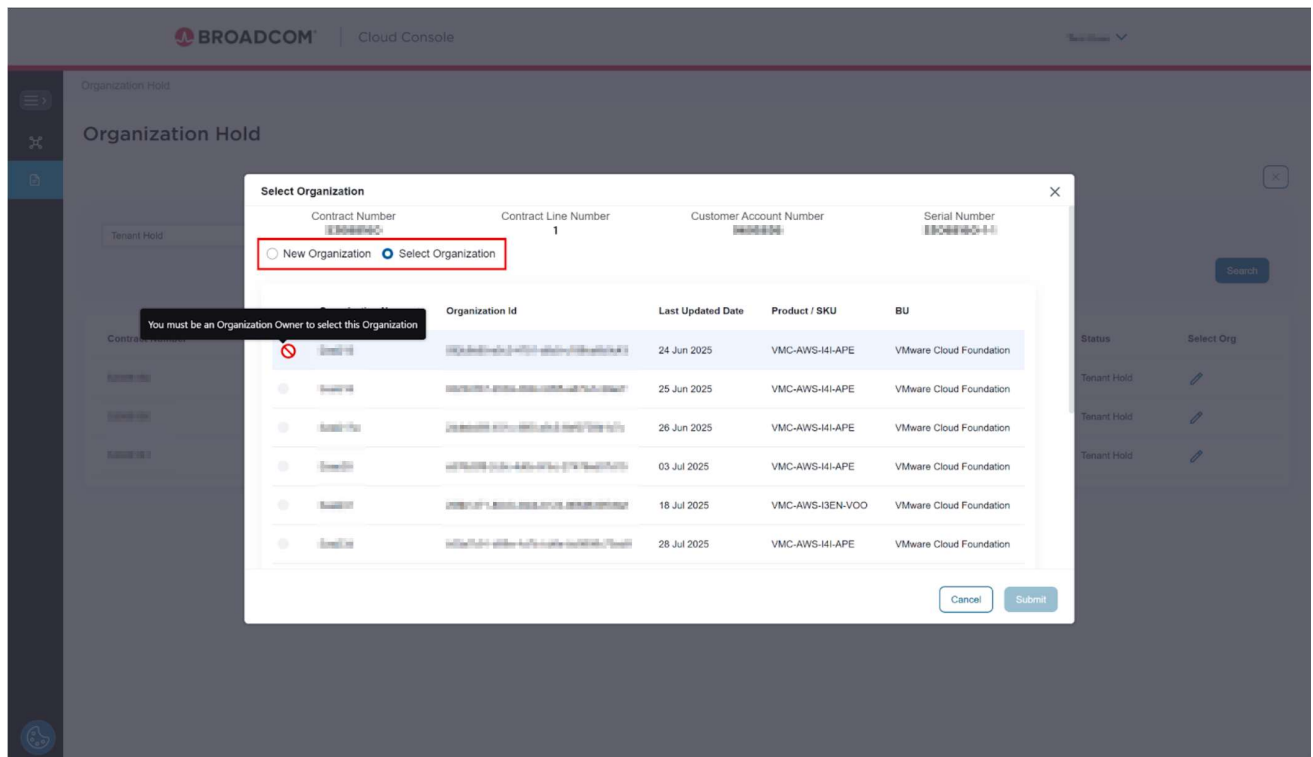
3. Select "New Organization", enter the Organization Name and click "Submit".
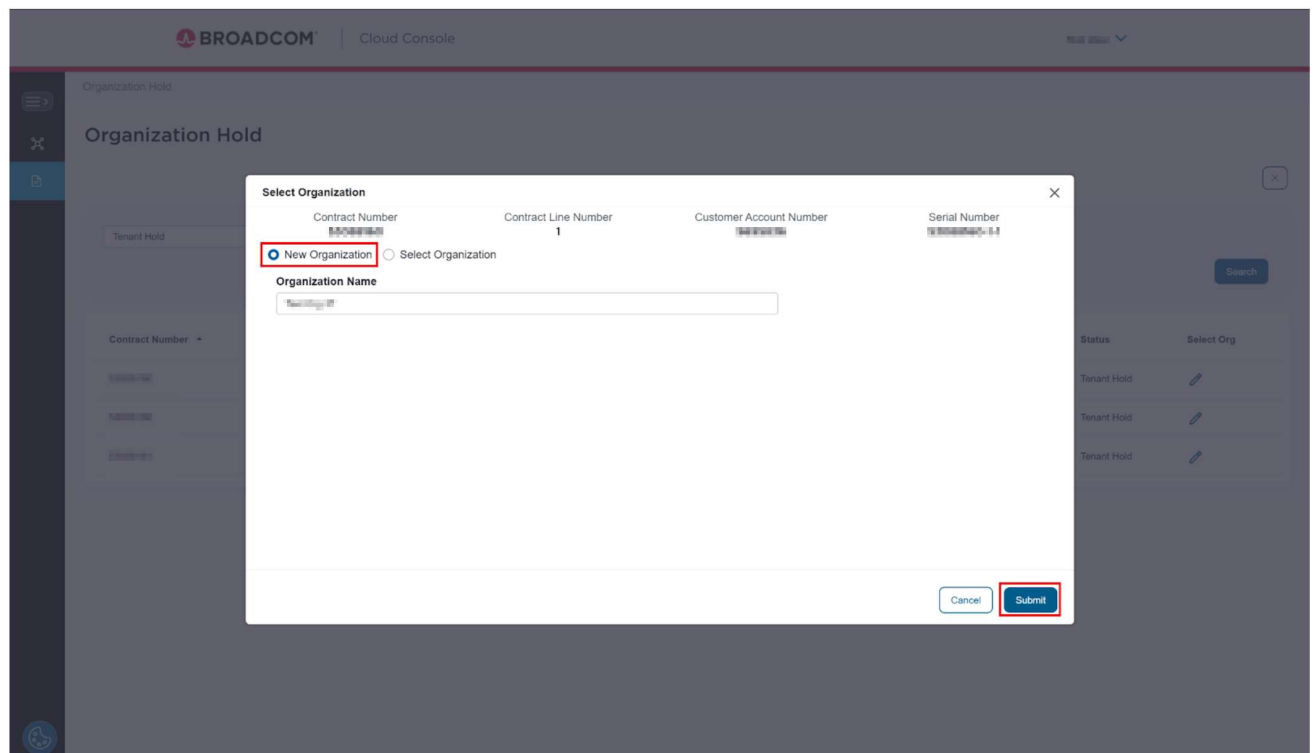
4. Once the user has submitted the request the Last Updated By column will be updated and after some time, the Status will update to Pending then Complete once the provisioning is done.

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

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

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

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
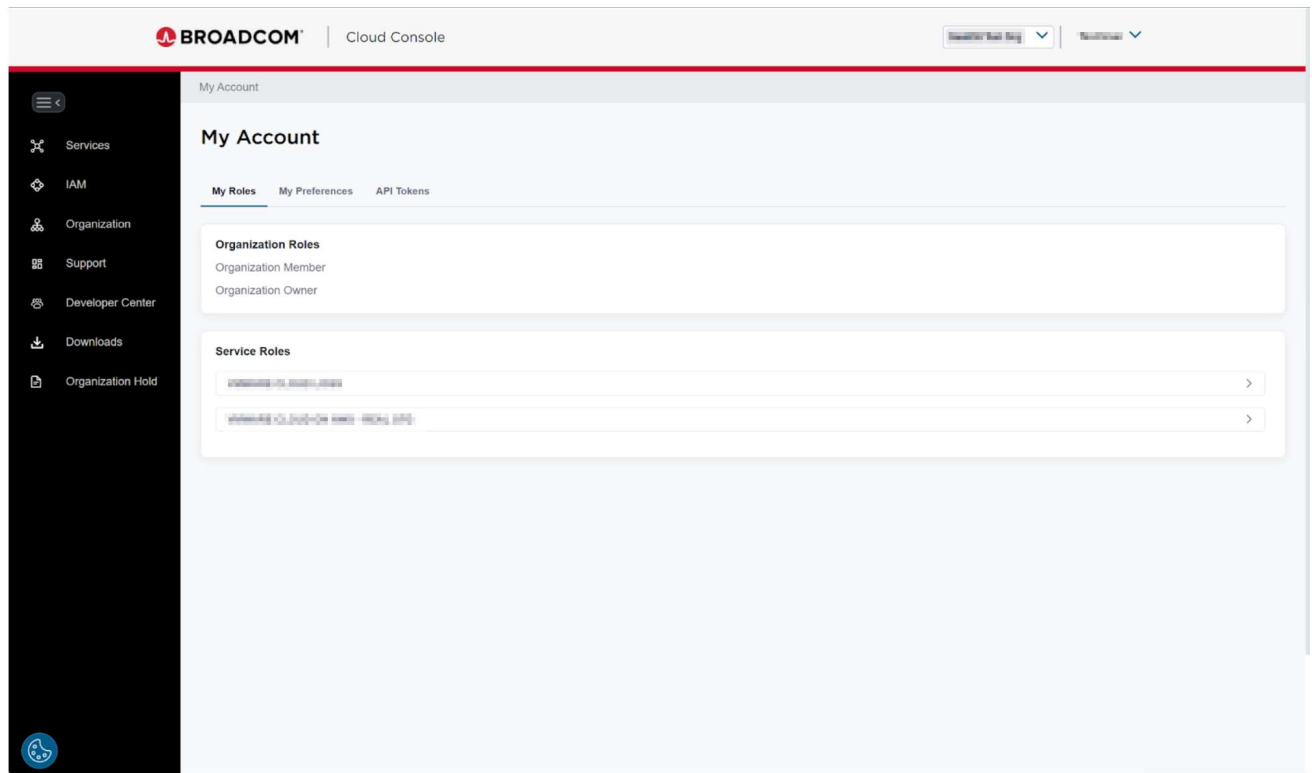
- My Preferences - Provides the ability for users to set the default organization (if associated with more than one).
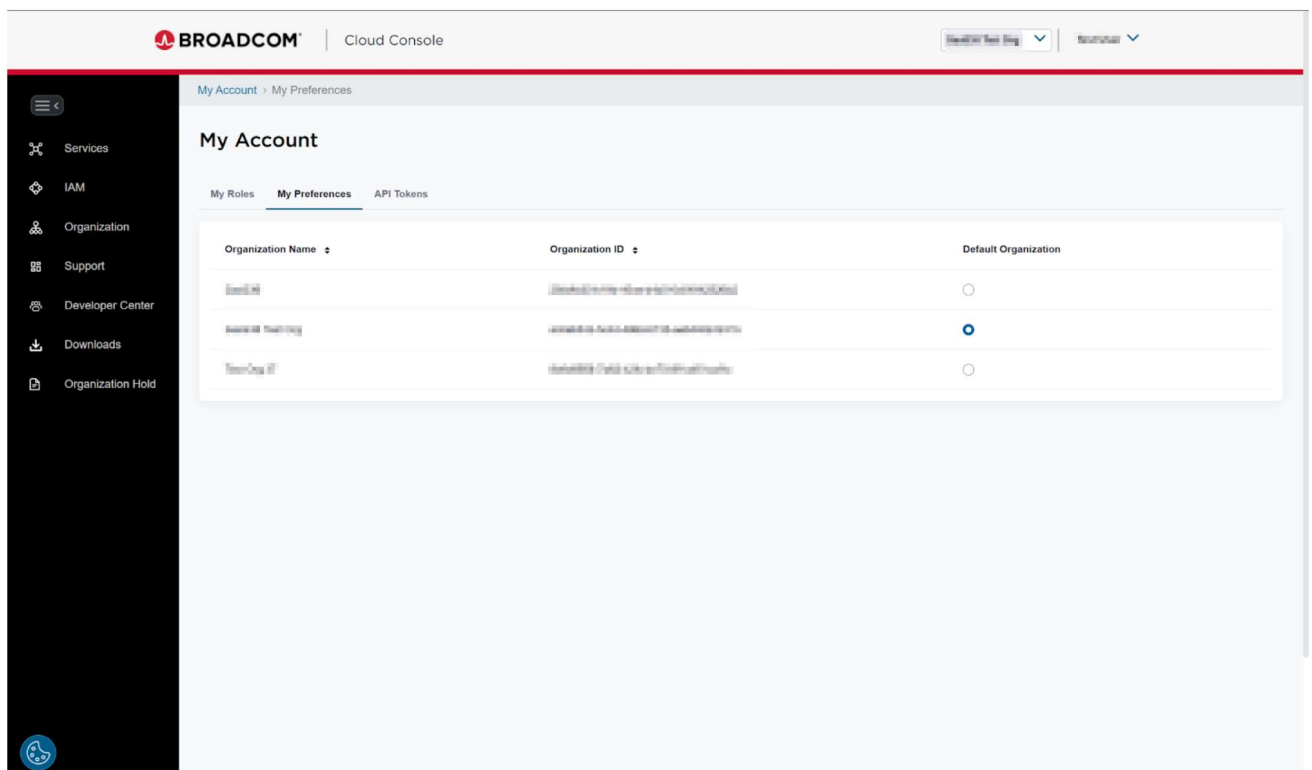
- API Tokens - Provides the ability to generate / manage API Tokens. See the API Tokens of this guide for more information.
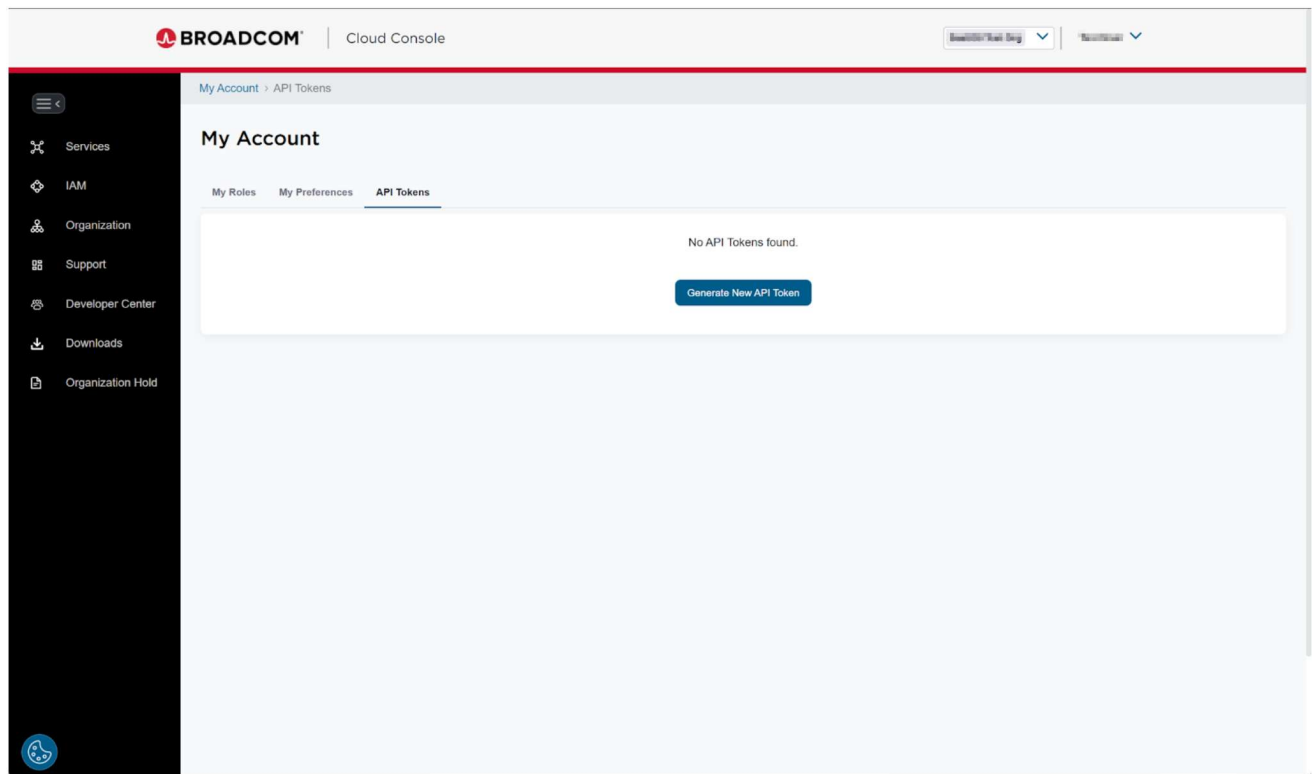
IAM

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
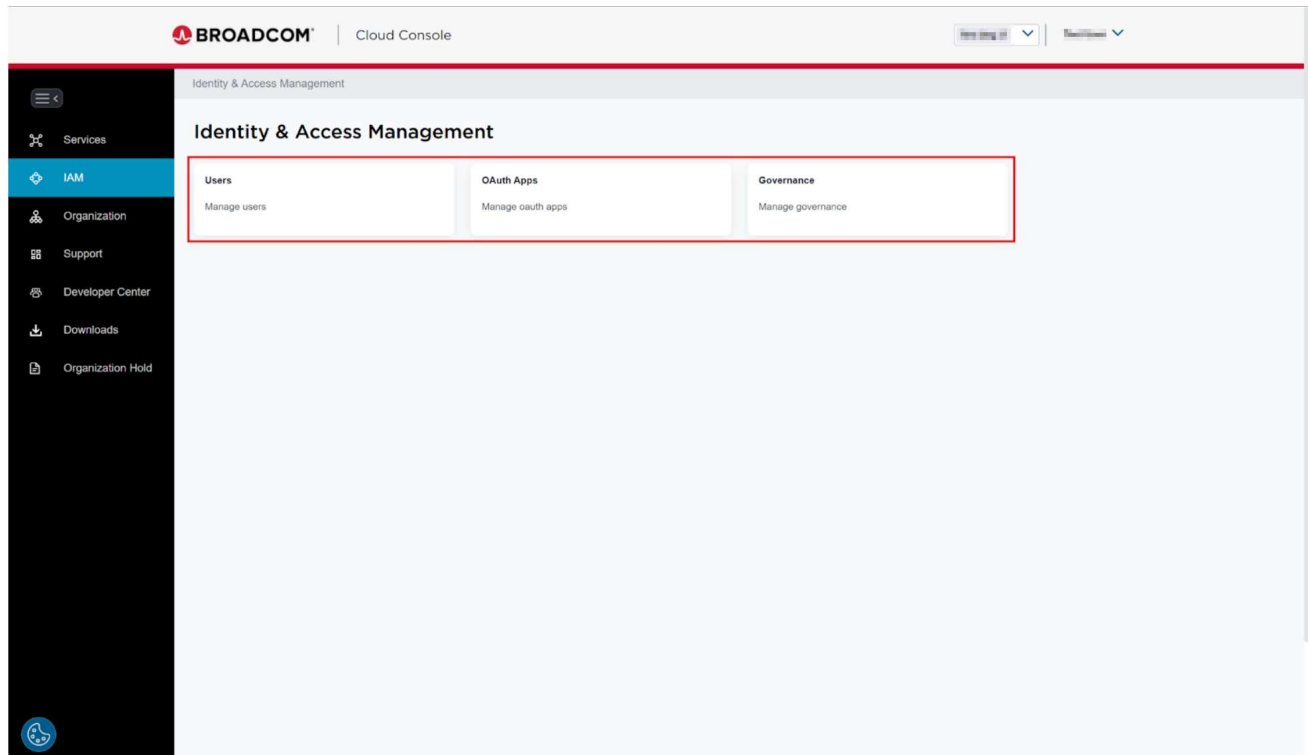
1. The Users tile will display Active Users, Pending Invitations and will also give the ability to Add & Remove Users from the Organization.
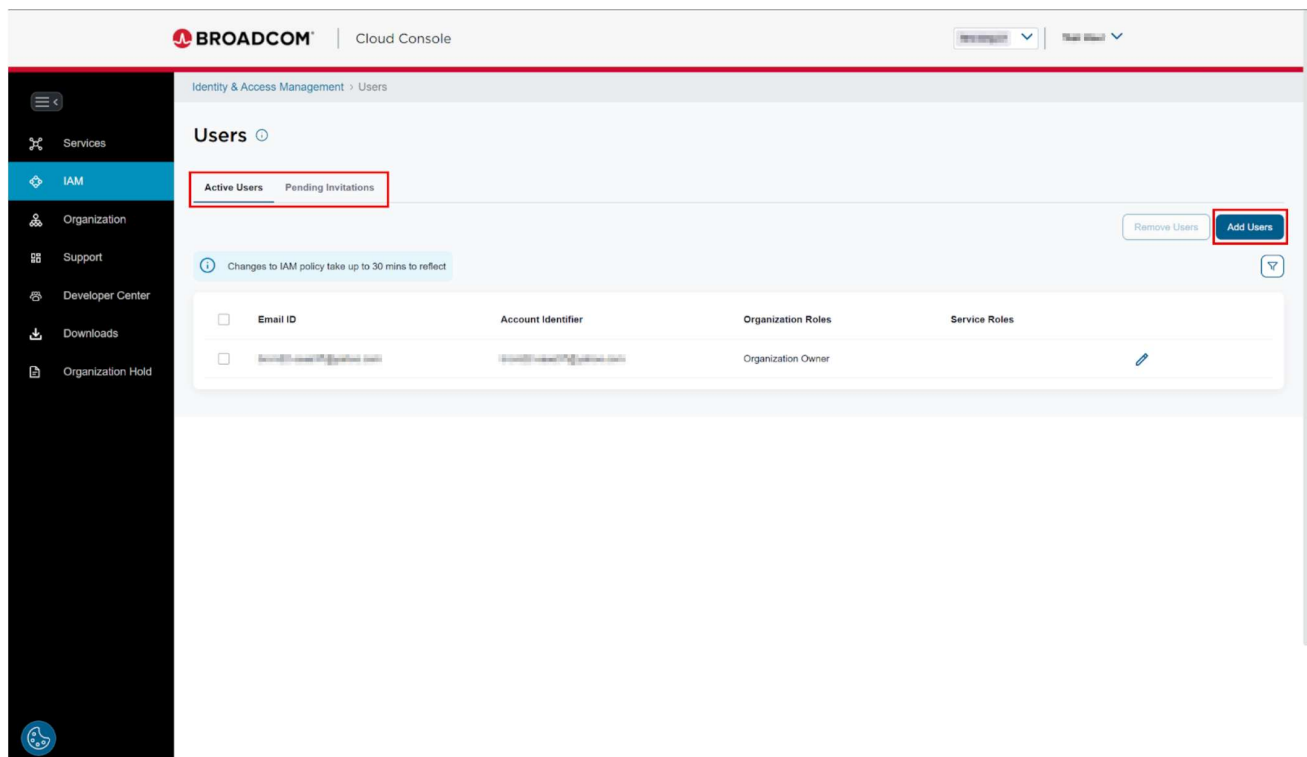
2. To add a user, click the "Add Users" button.
    1. Add a single email address or comma separated to bulk add users
    2. Assign Organization Roles
    3. Assign Additional Roles (Developer) with an expiration if required
    4. Assign Service Roles using the role dropdown menu
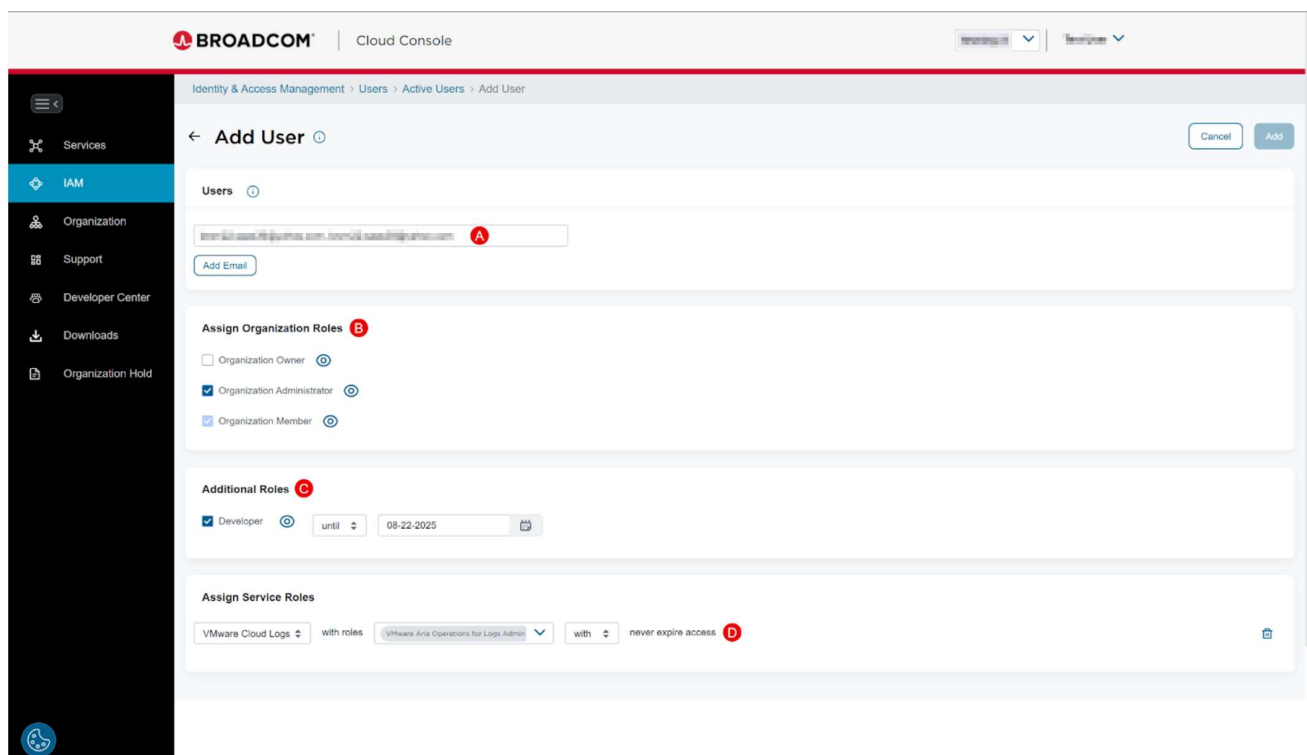
3. Click the "Add" button, then "Add Users".

4. 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.

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.
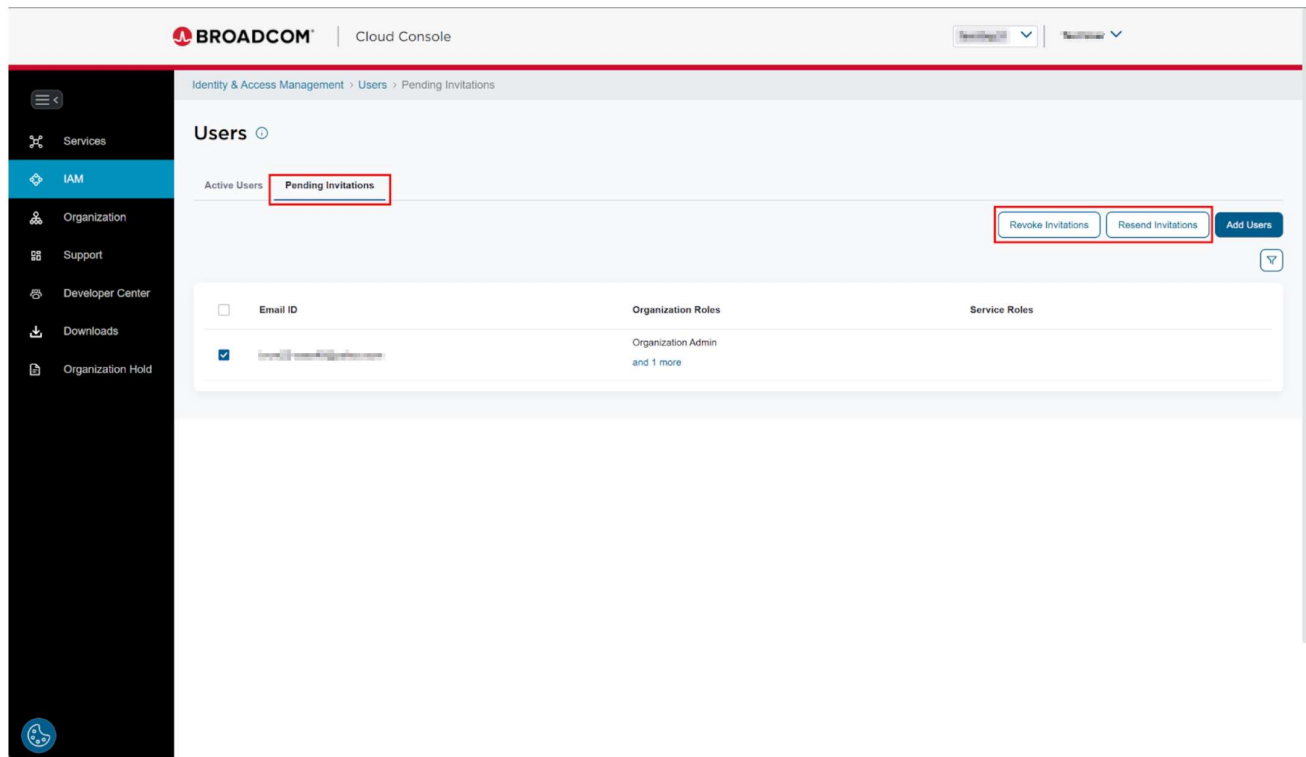
Organization

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.
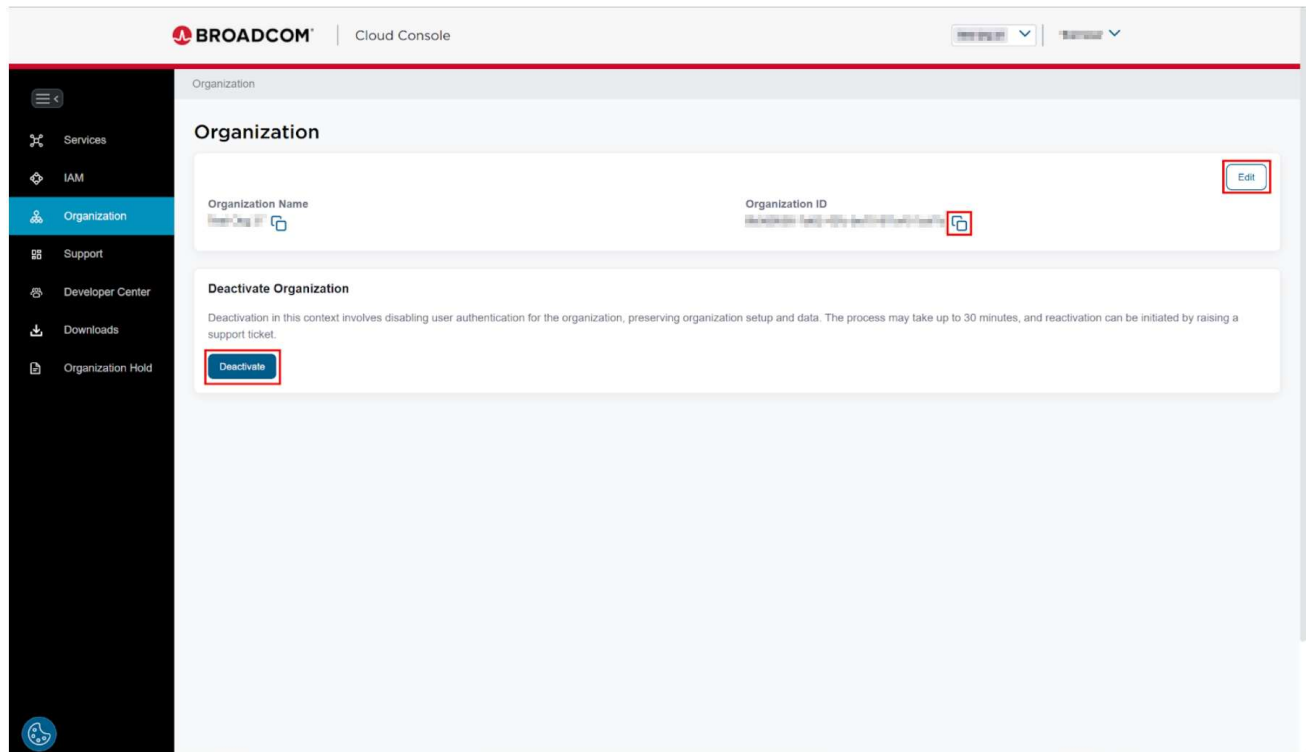
API Tokens

Users will have the ability to manage API Tokens from their username drop-down / My Account page.
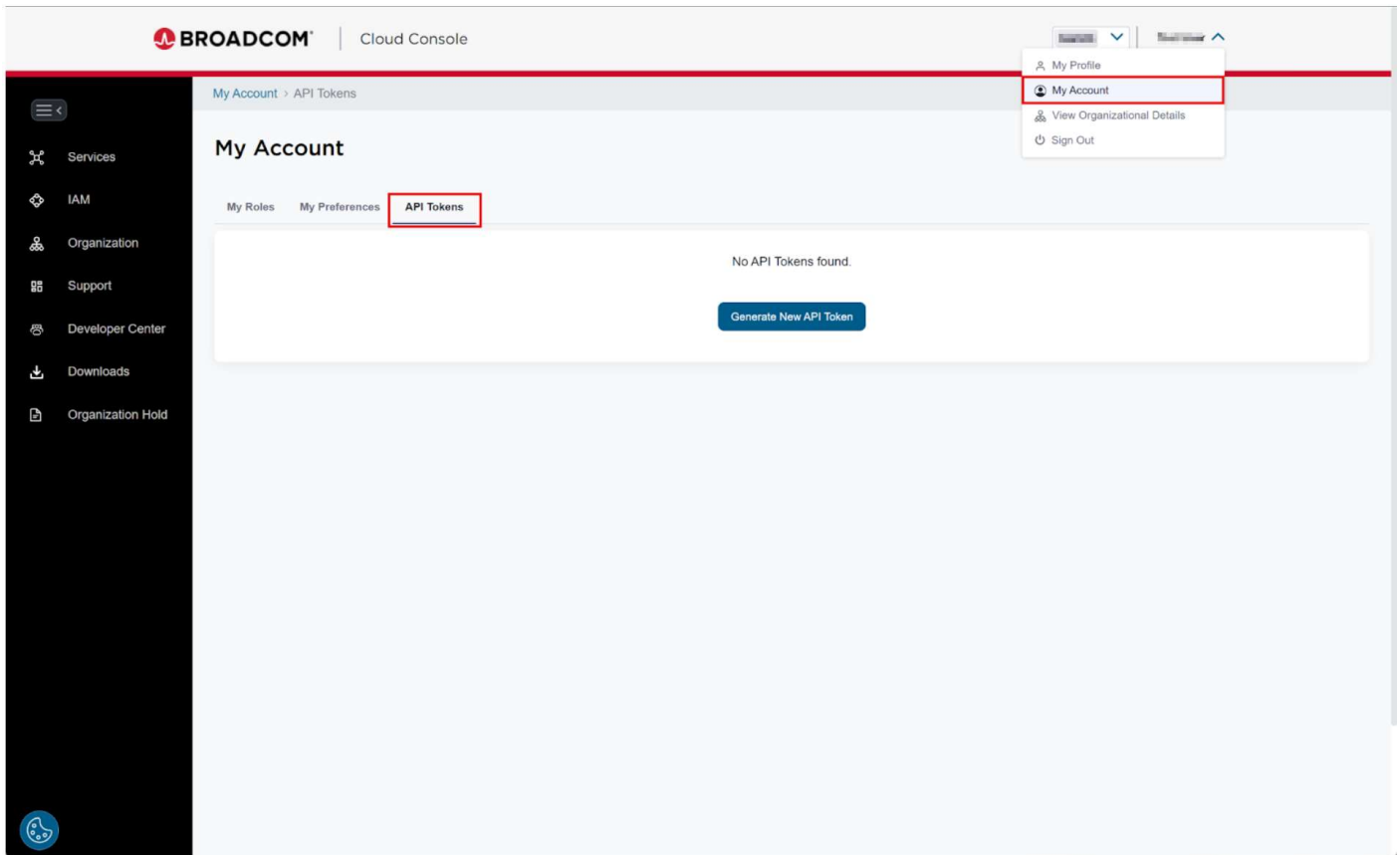
To generate a new API Token:

1. Navigate to the username drop-down / My Account page / API Tokens tab and click "Generate New API Token".
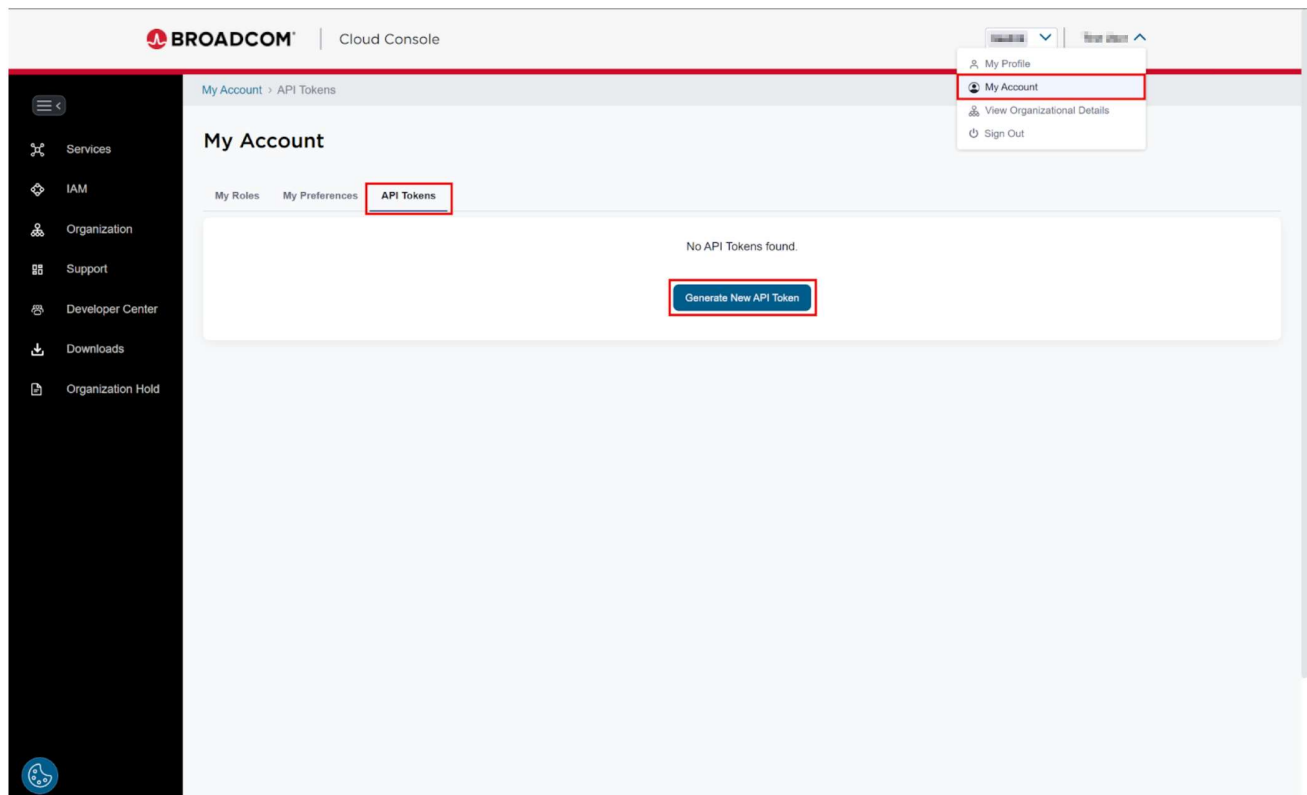
2. Complete the desired fields setting the name, roles, etc. then click "Generate New Token".
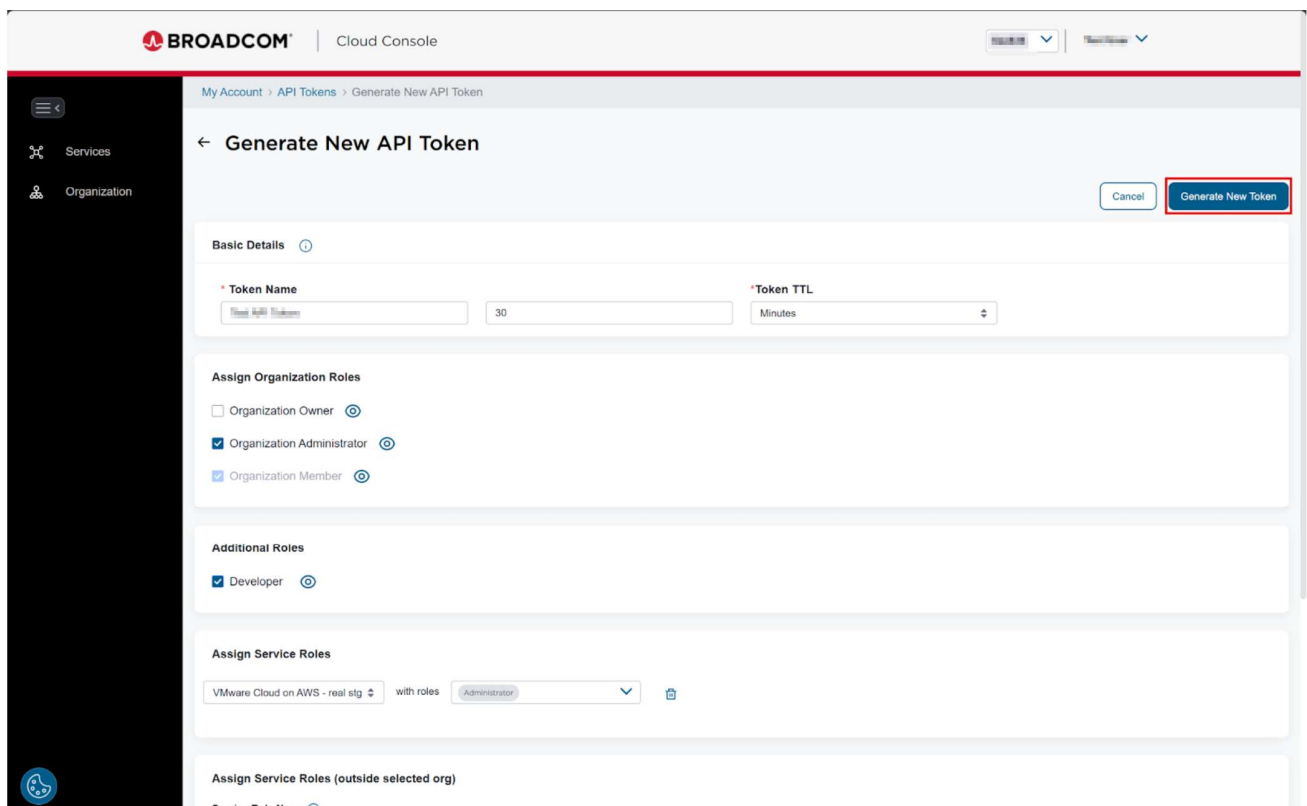
3. The Token Generated pop-up appears where you can copy and/or download the token. Click "Continue" to proceed.
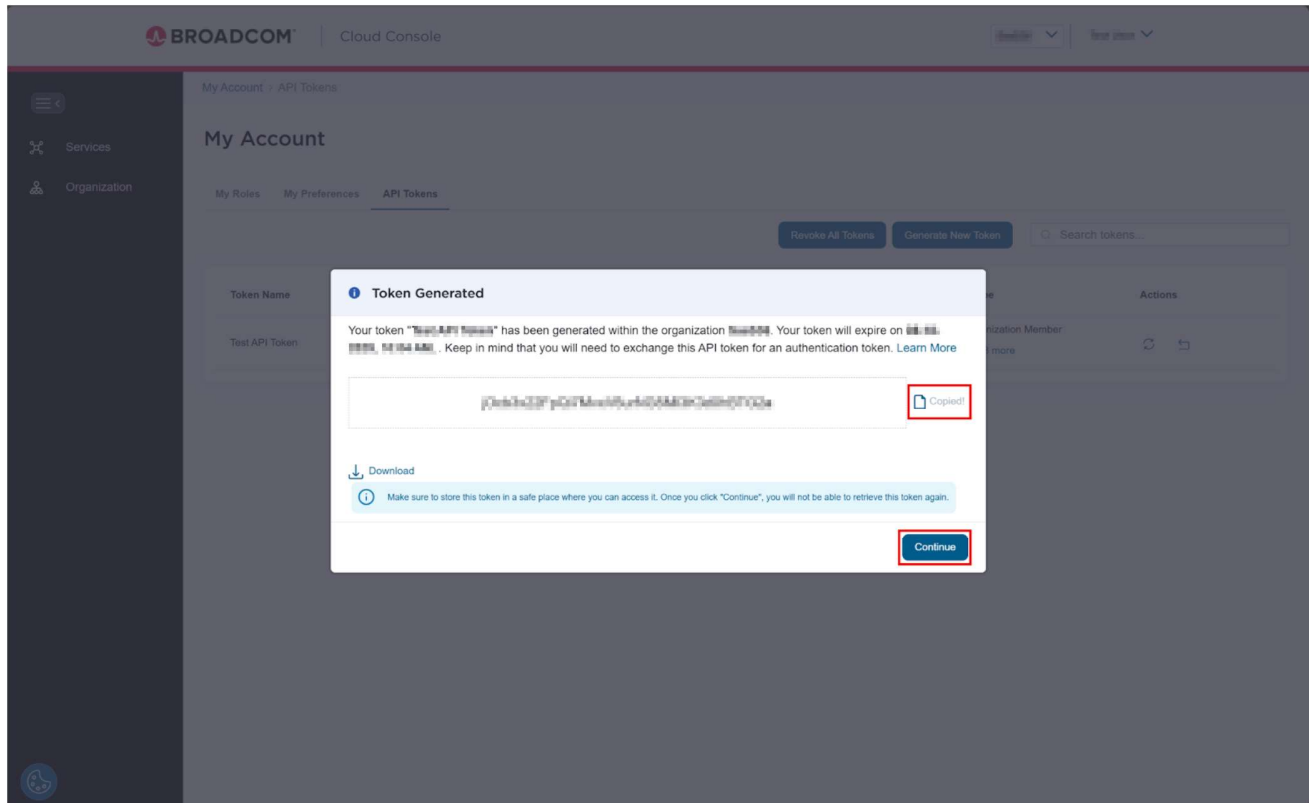
4. Once the token has been generated, you can now Regenerate or Revoke the token as required from the Actions column.
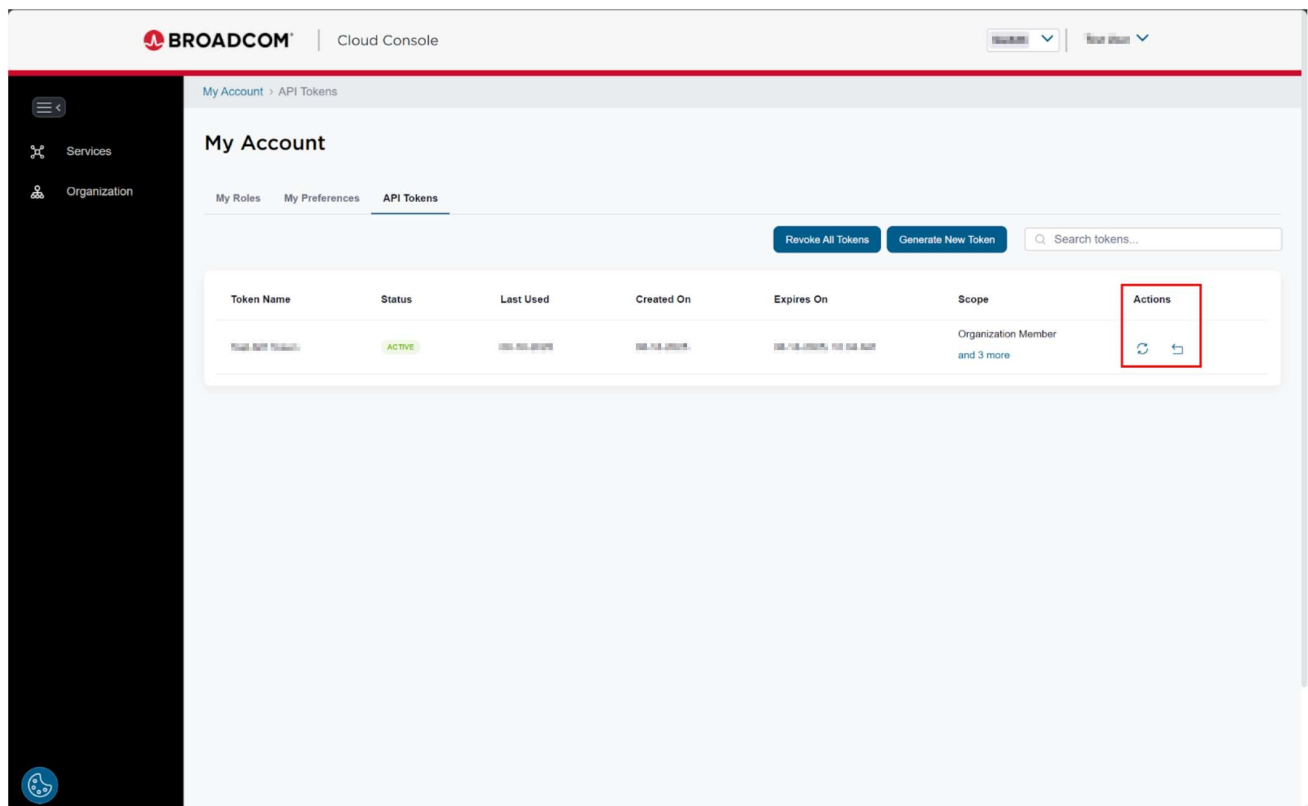
5. To Revoke All Tokens, click the "Revoke All Tokens" button.

6. A pop-up confirmation message will appear, click "Revoke" to revoke all tokens.
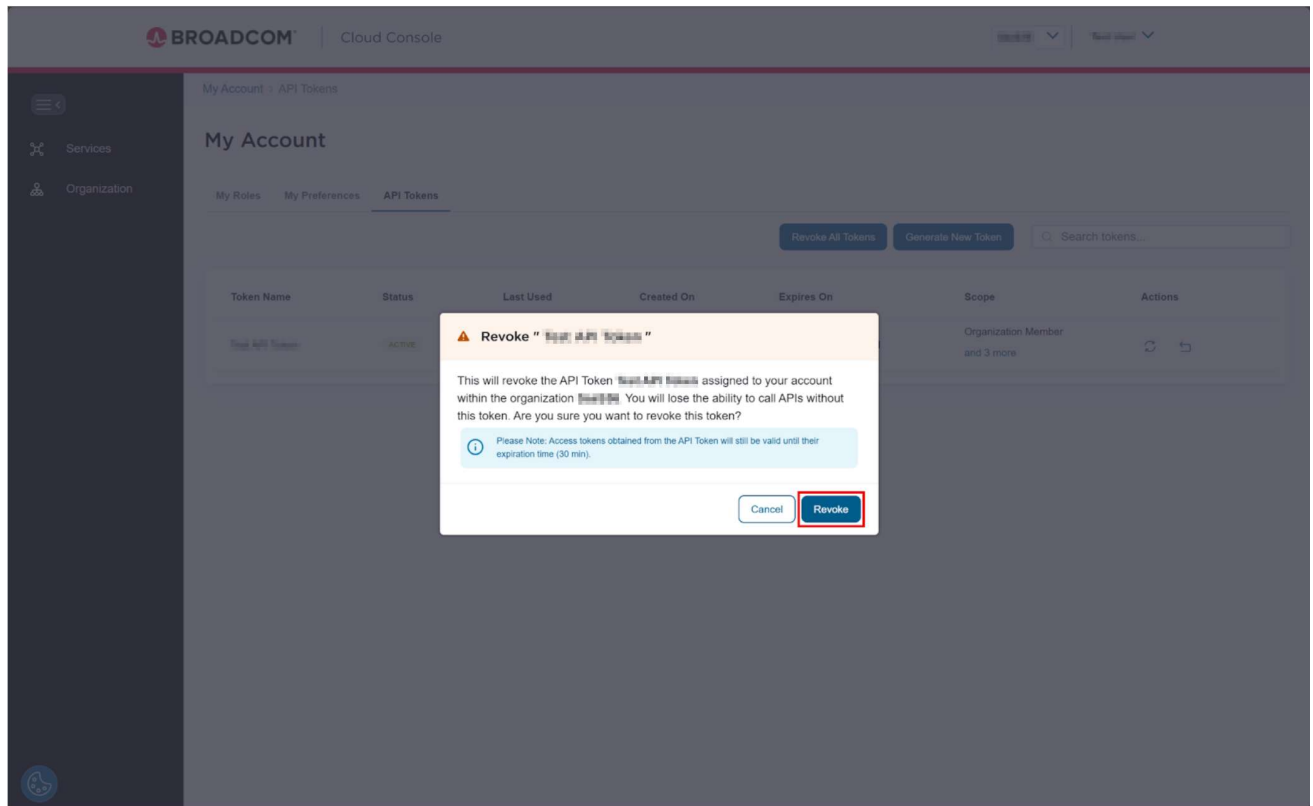
7. All tokens will be revoked, and a toast pop-up message will appear confirming this action.
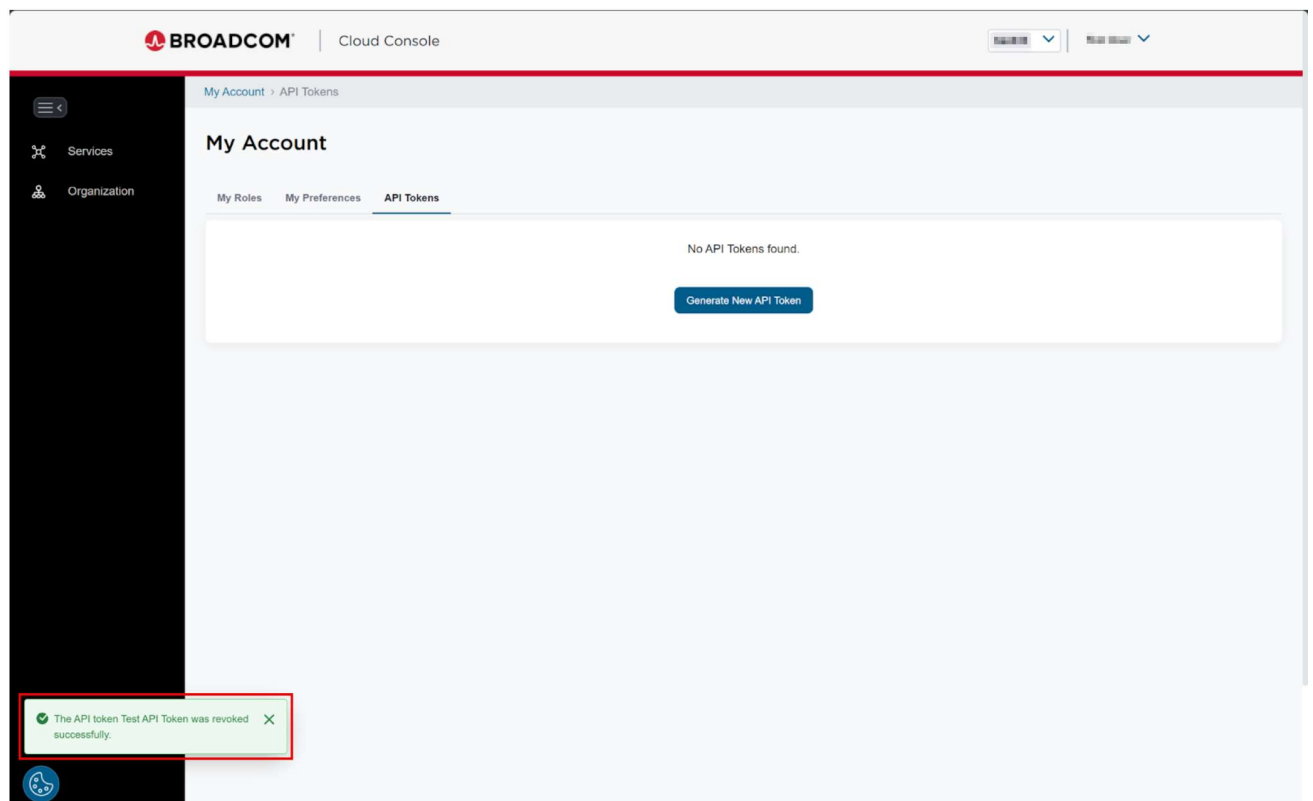
8. Organization Owners can view all API Tokens created under a specific Organization from the IAM / API Tokens tab. From here they can deactivate a Token by togging the Status radio button off.
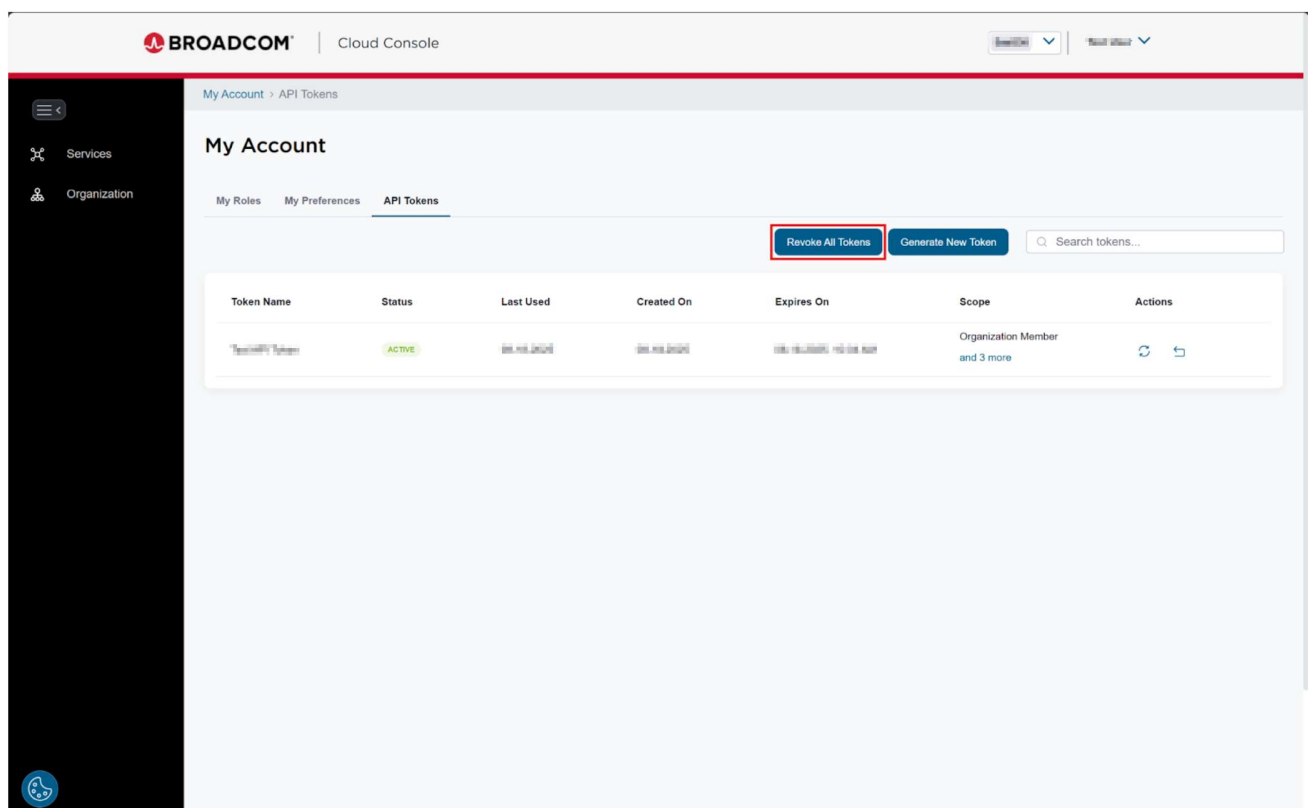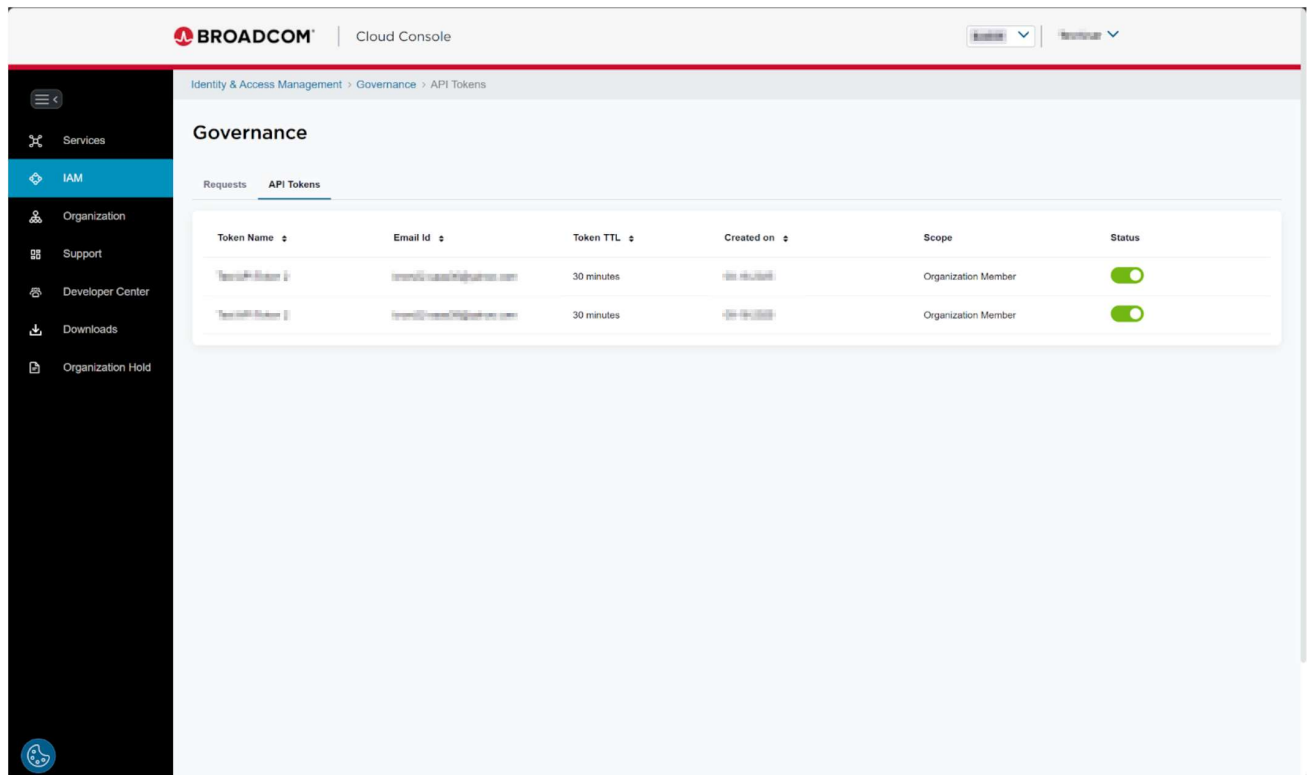

9. The Token Status will then show "Deactivated" from the API Tokens tab.
NOTE: To have the token reactivated the user will need to contact their Organization Owner.
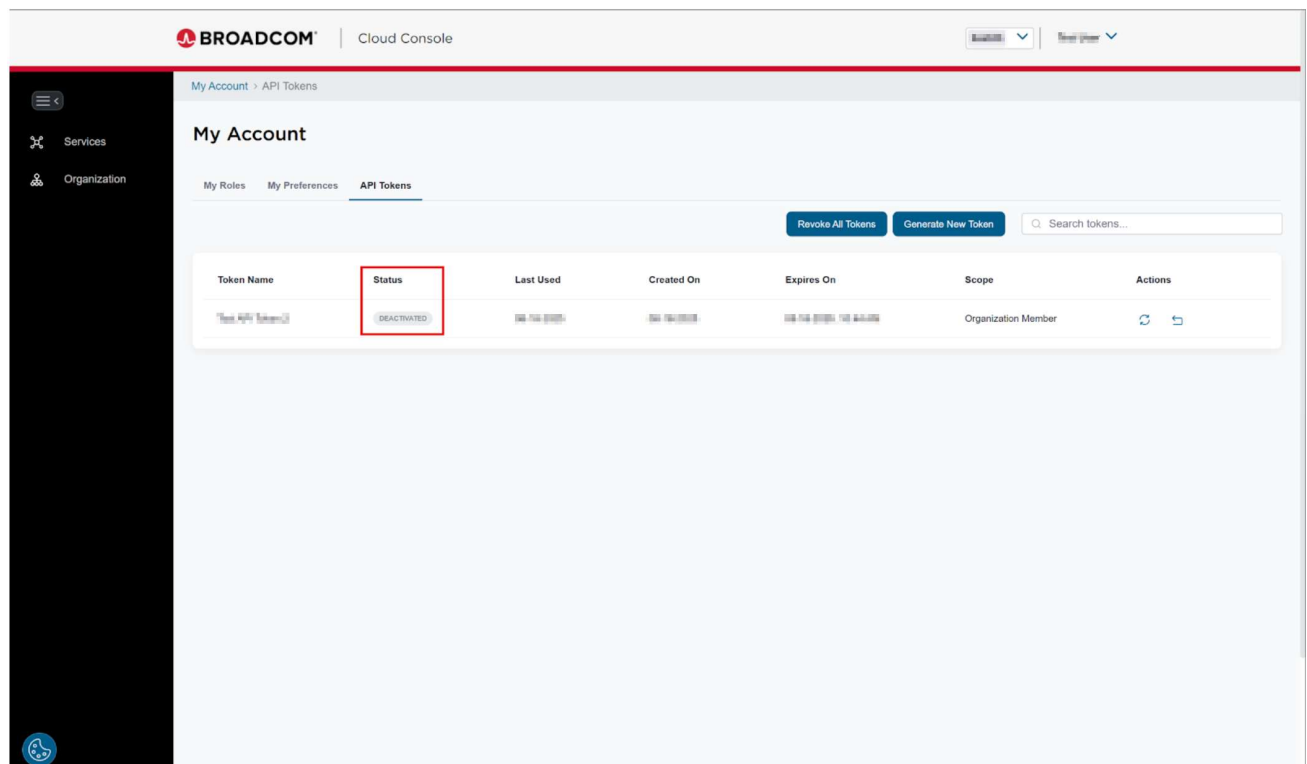
Groups

Below are important details regarding the Groups functionality:

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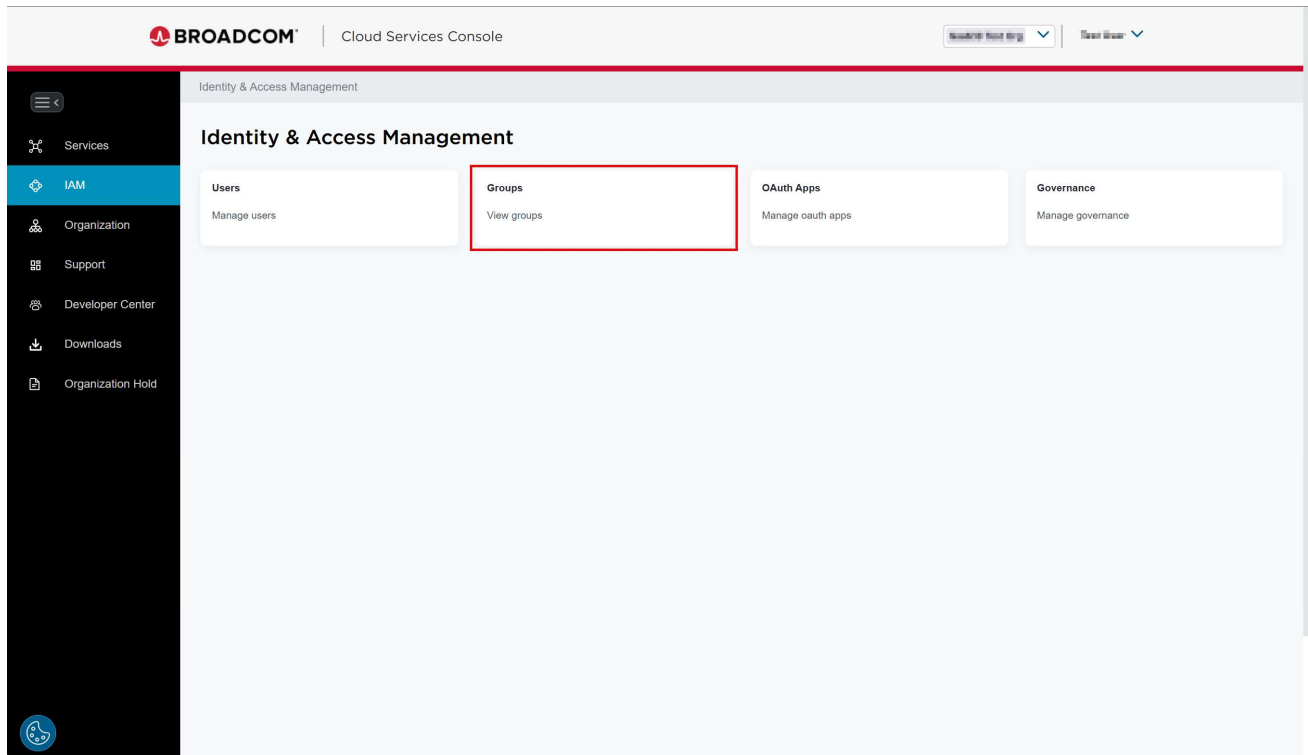- Both Custom and Active Directory Groups will be included in this migration effort.
- View only access to Groups will be available in the Cloud Services Console by navigating to IAM / Groups.

- 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.

Identity & Access Management > 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

No Groups