Customer ESP training

May 2023

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Agenda

- Self-Registration (New Users Only)
- Logging into the CSP (Customer Support Portal)
- Navigation to Document/Software Downloads
- Navigation to Case Management System
- Document/Software Downloads Instructions
  - Document password

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Self-Registration (New Users Only)

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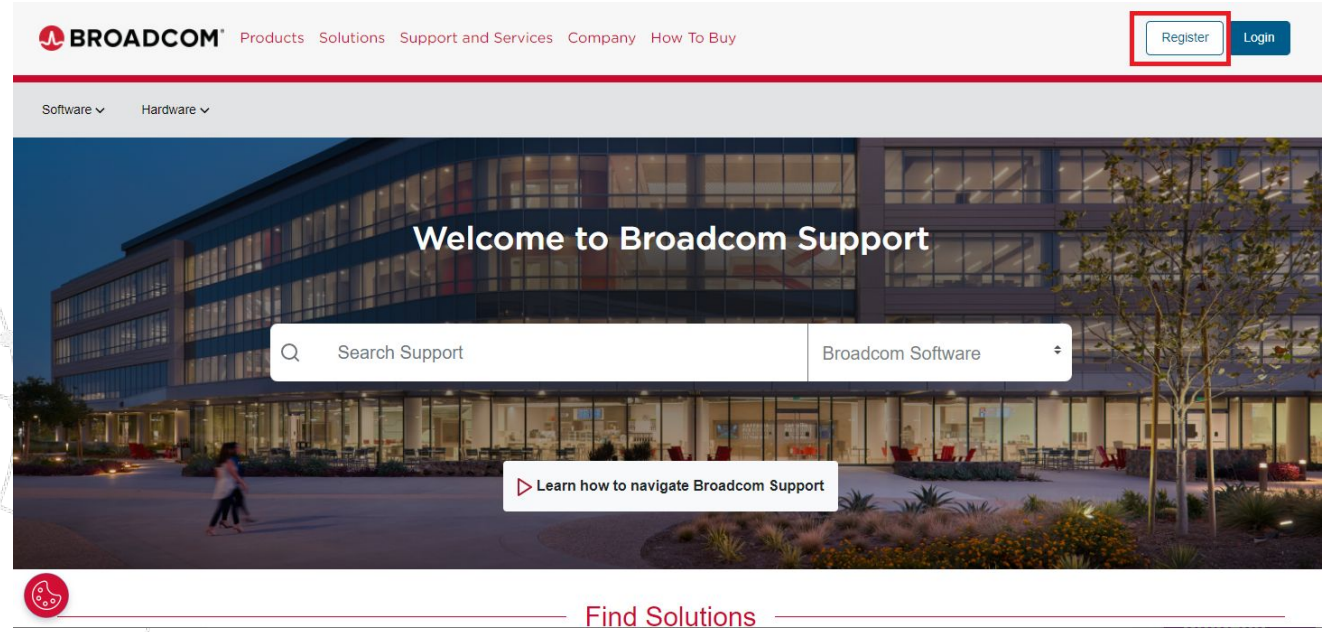
Self-Registration – Step 1

1) If you are a new user and do not have an account at https://support.broadcom.com
2) Go to https://support.broadcom.com and select Register:



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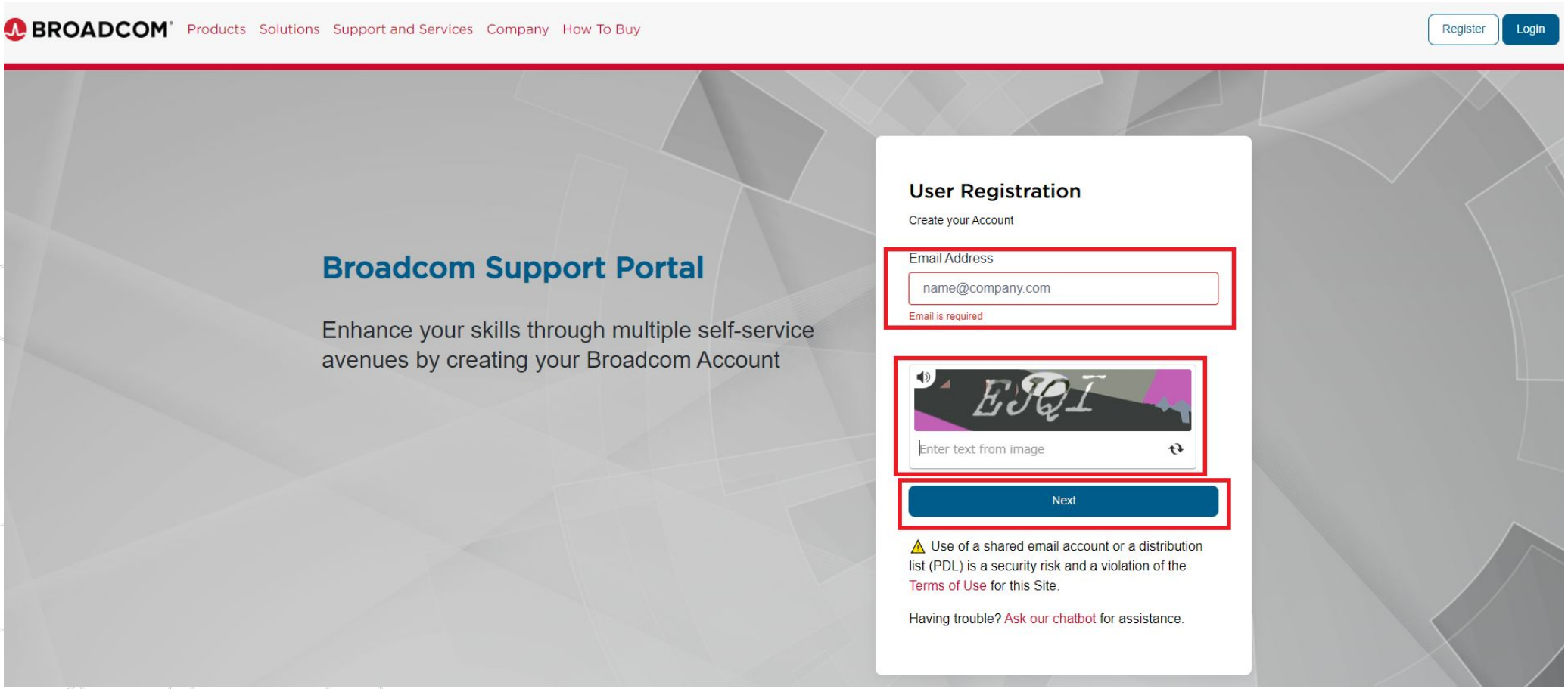
Self-Registration – Step 2

2) Enter your company email address and challenge question and click next:



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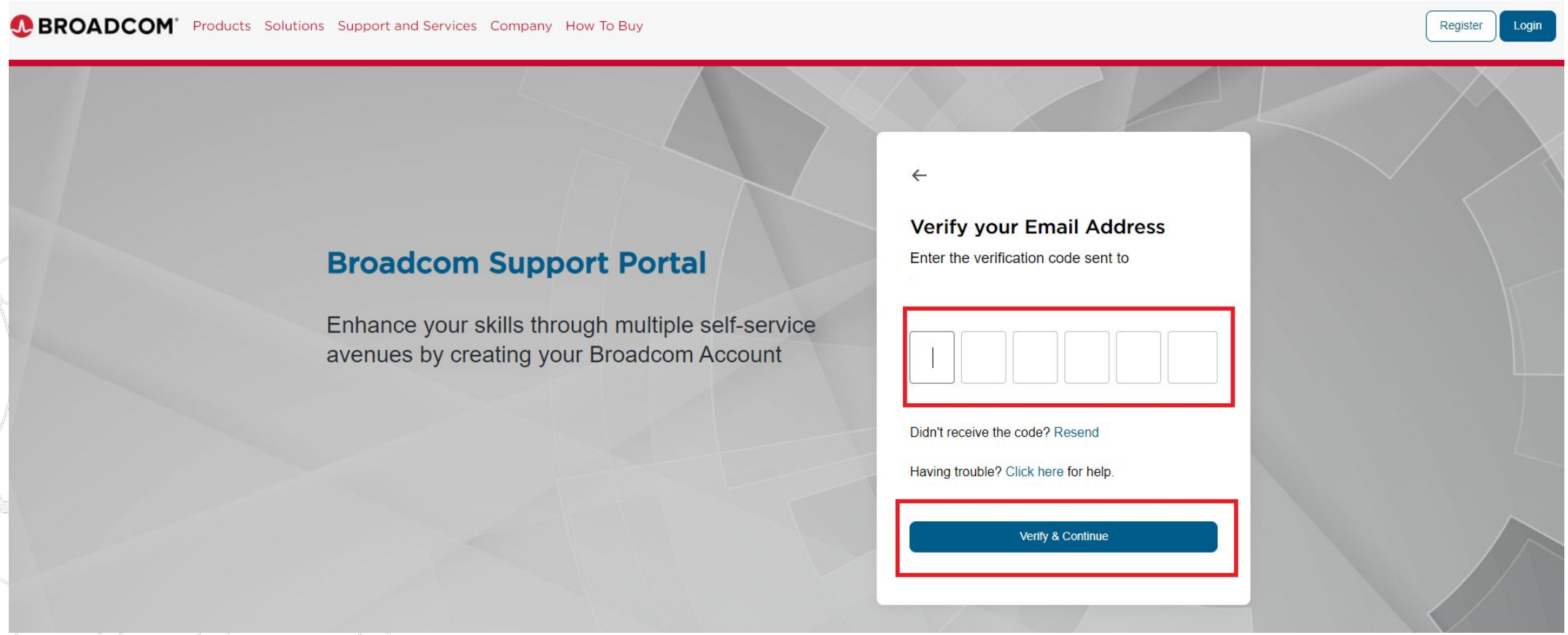
Self-Registration – Step 3

3) Enter verification code sent to your corporate email you entered in Step 2 and click on “Verify & Continue” button:



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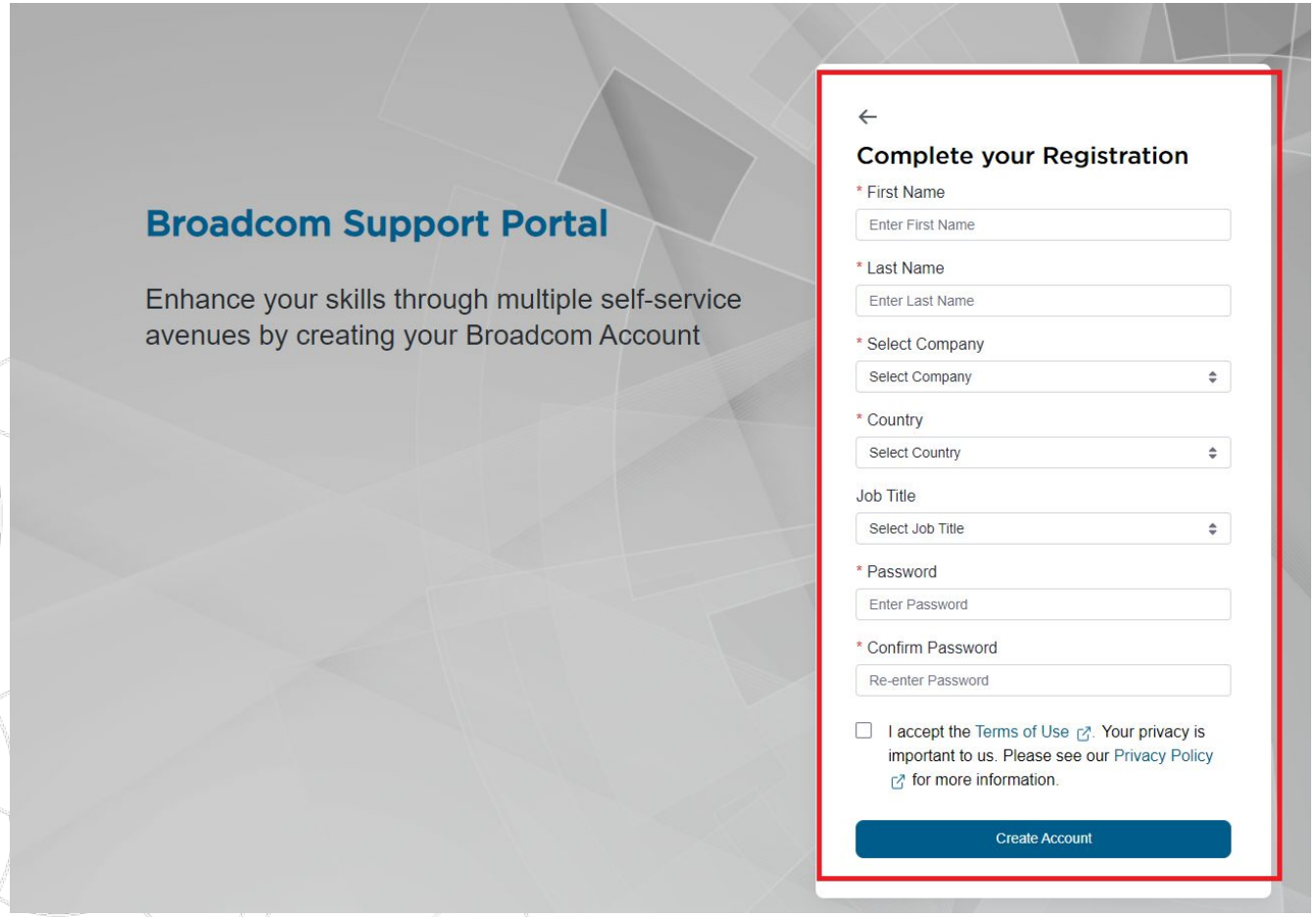
Self-Registration – Step 4

4) Enter your contact info, a password for your account, read and accept the Terms of Use, and click on Create Account:



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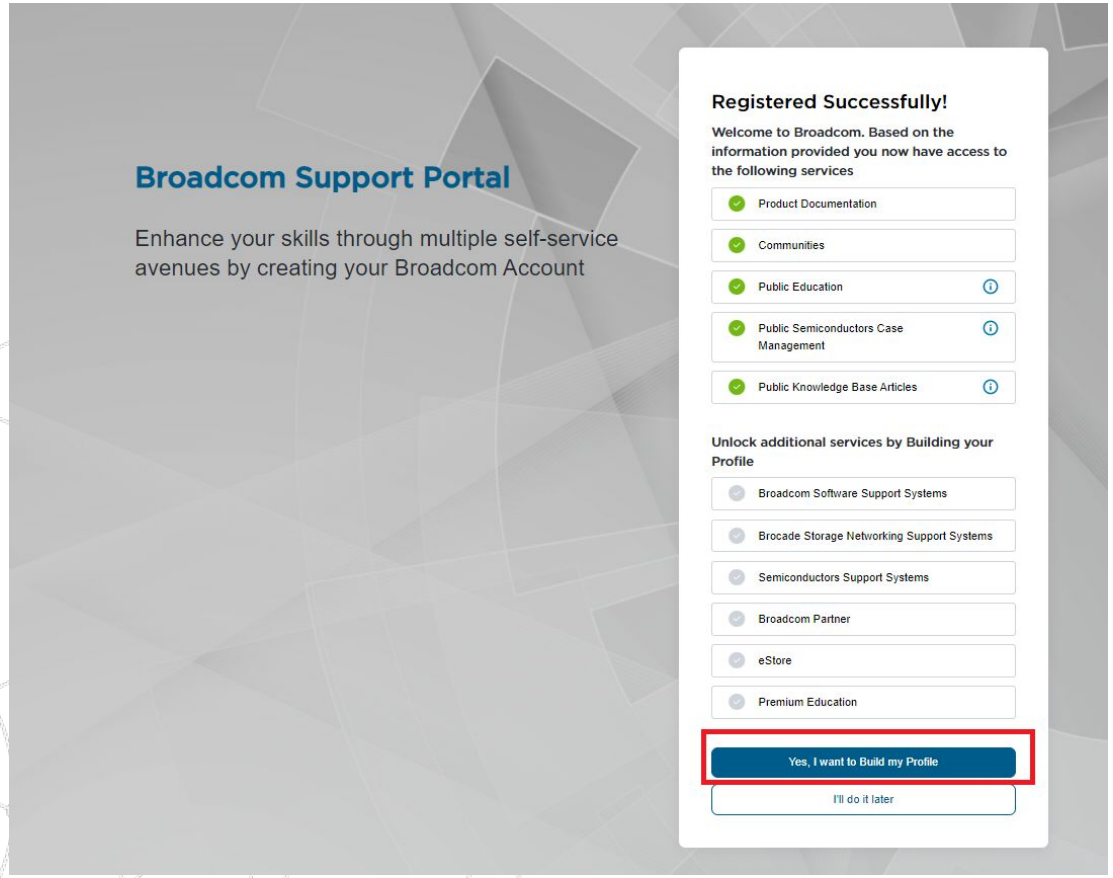
Self-Registration – Step 5

5) Upgrade your account to Semiconductor Enterprise User. Select "Yes, I want to Build my Profile"



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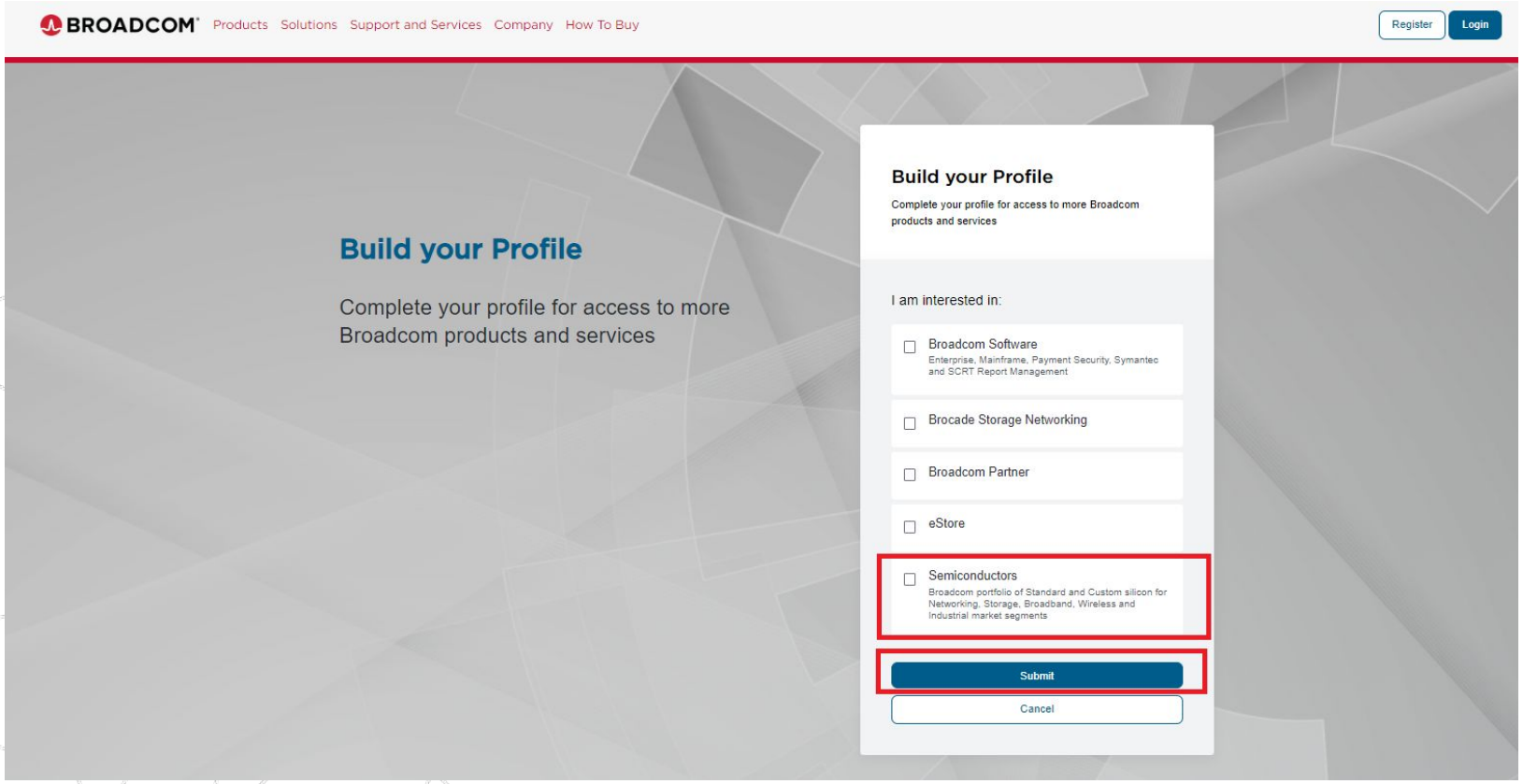
Self-Registration – Step 6

6) Upgrade your account to Semiconductor Enterprise User. Select “Semiconductors”



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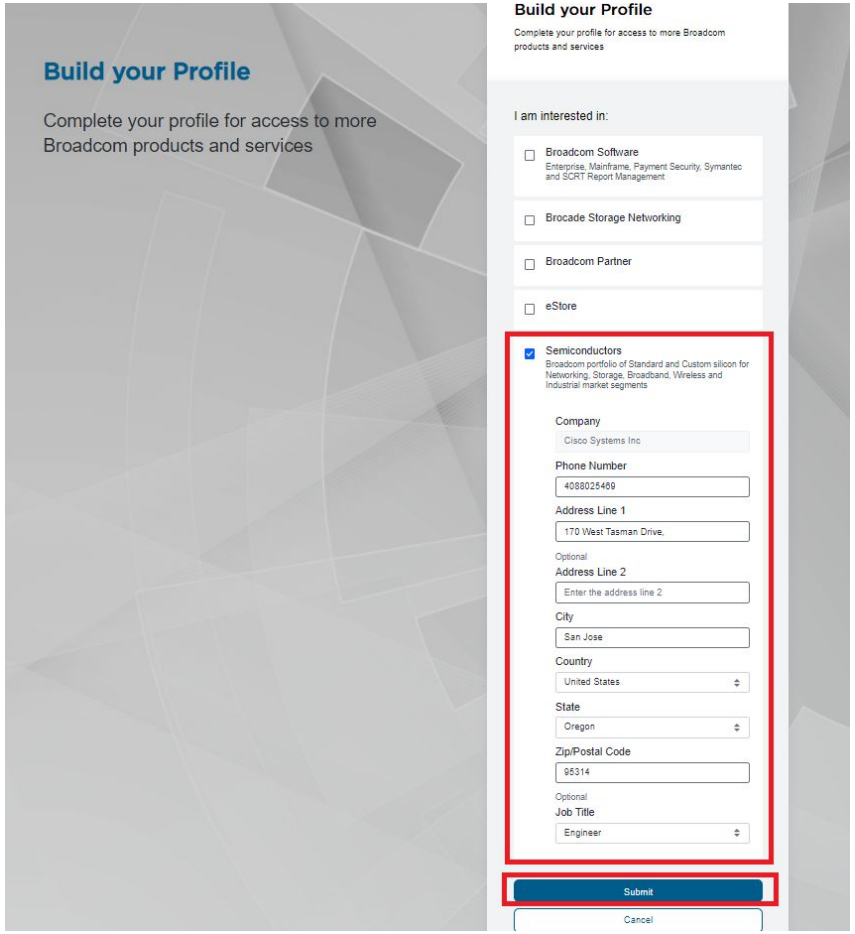
Self-Registration – Step 7

7) Complete your contact details, and select “Submit”.



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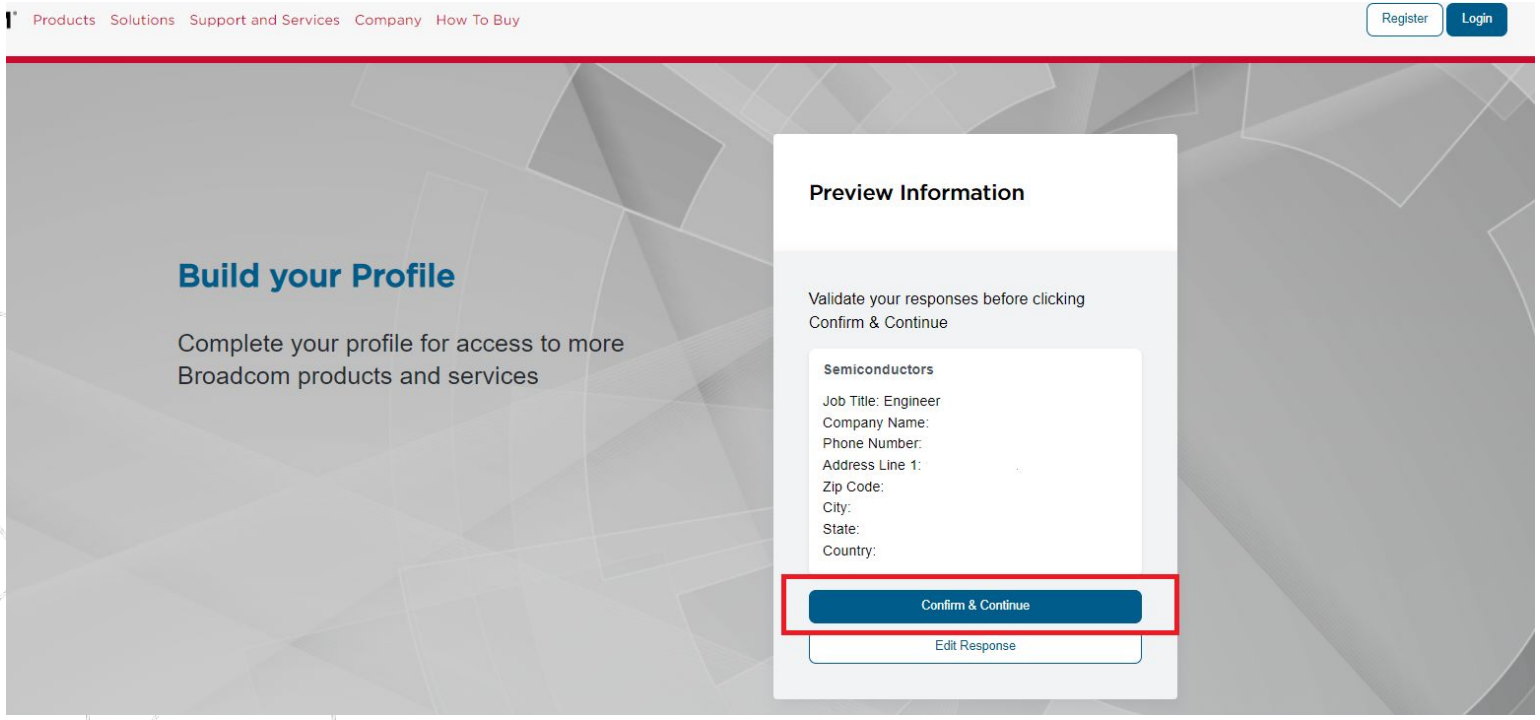
Self-Registration – Step 8

8) Confirm your information and click “Confirm & Continue”



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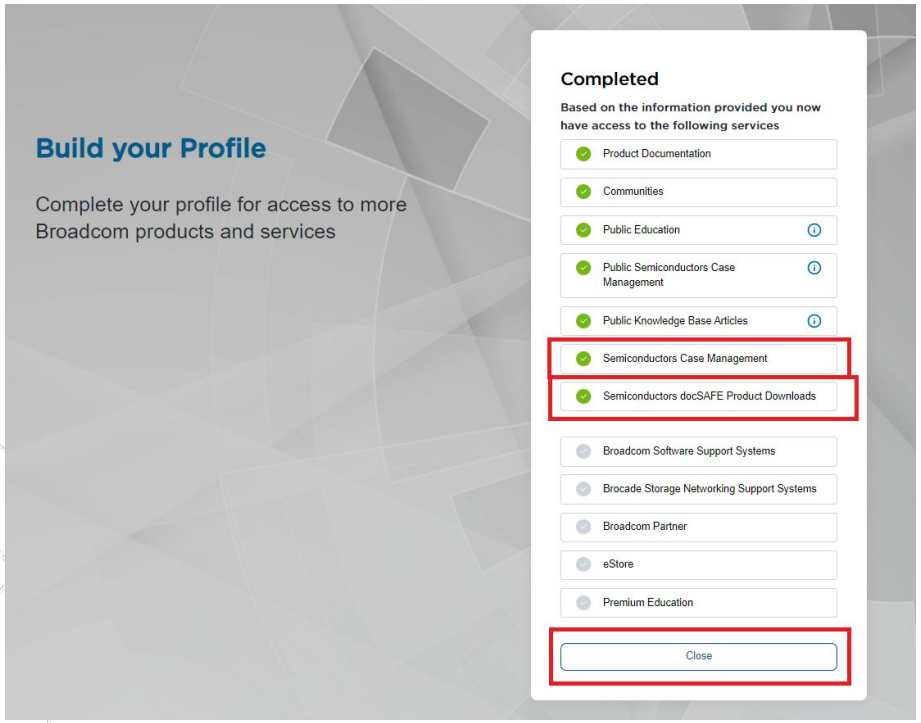
Self-Registration – Step 9

8) Confirm that you have access to Case Management and Product Downloads and click “Close”:



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Logging into the CSP (Customer Support Portal)

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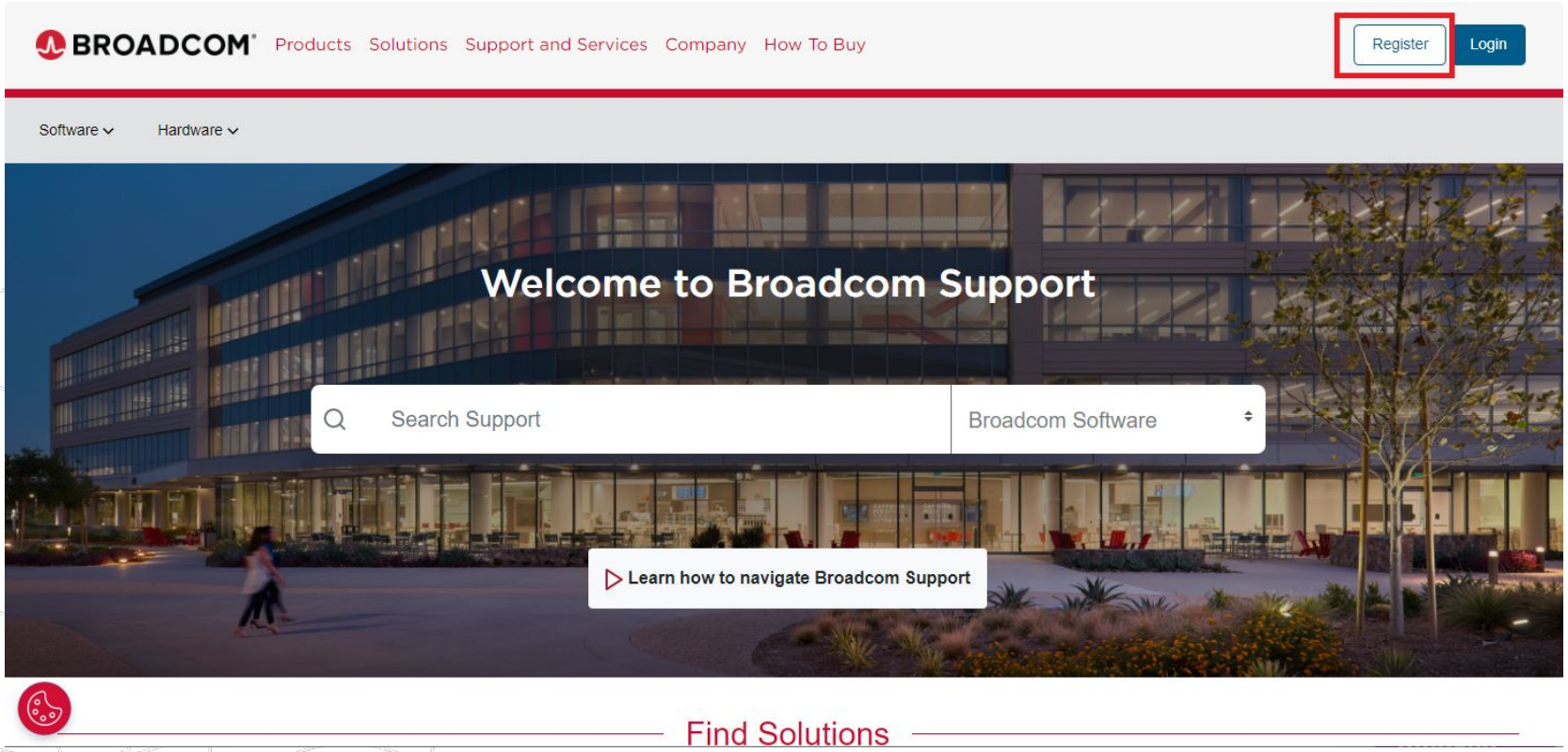
Logging into CSP – Step 1

1) Go to https://support.broadcom.com
and select Login:



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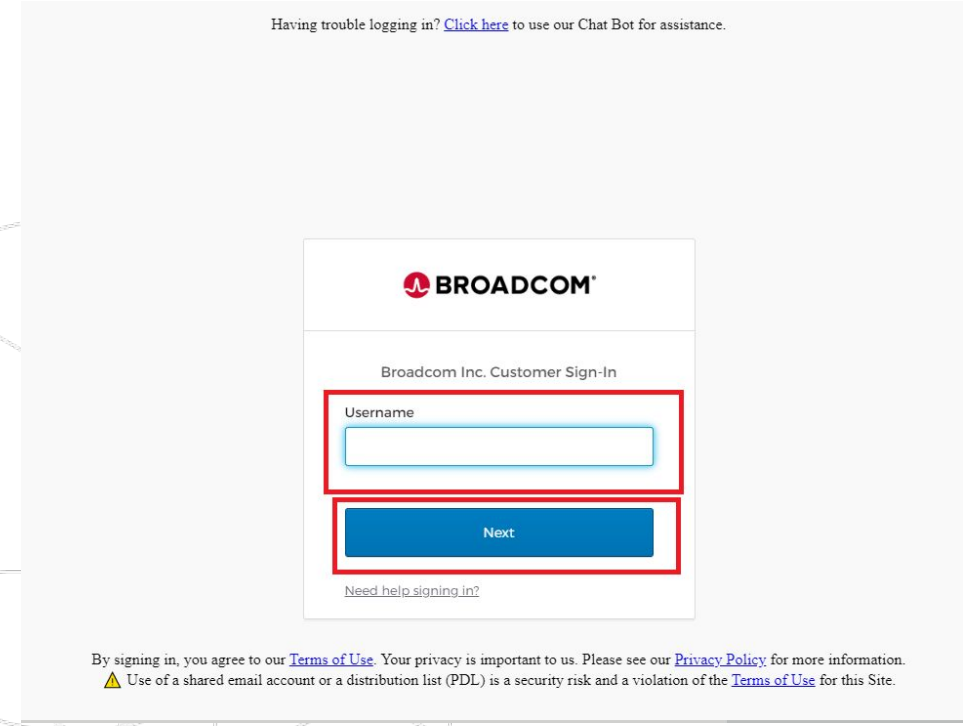
Logging into CSP – Step 2

3) Enter your email you used for your username when doing the self-registration and click “Next”



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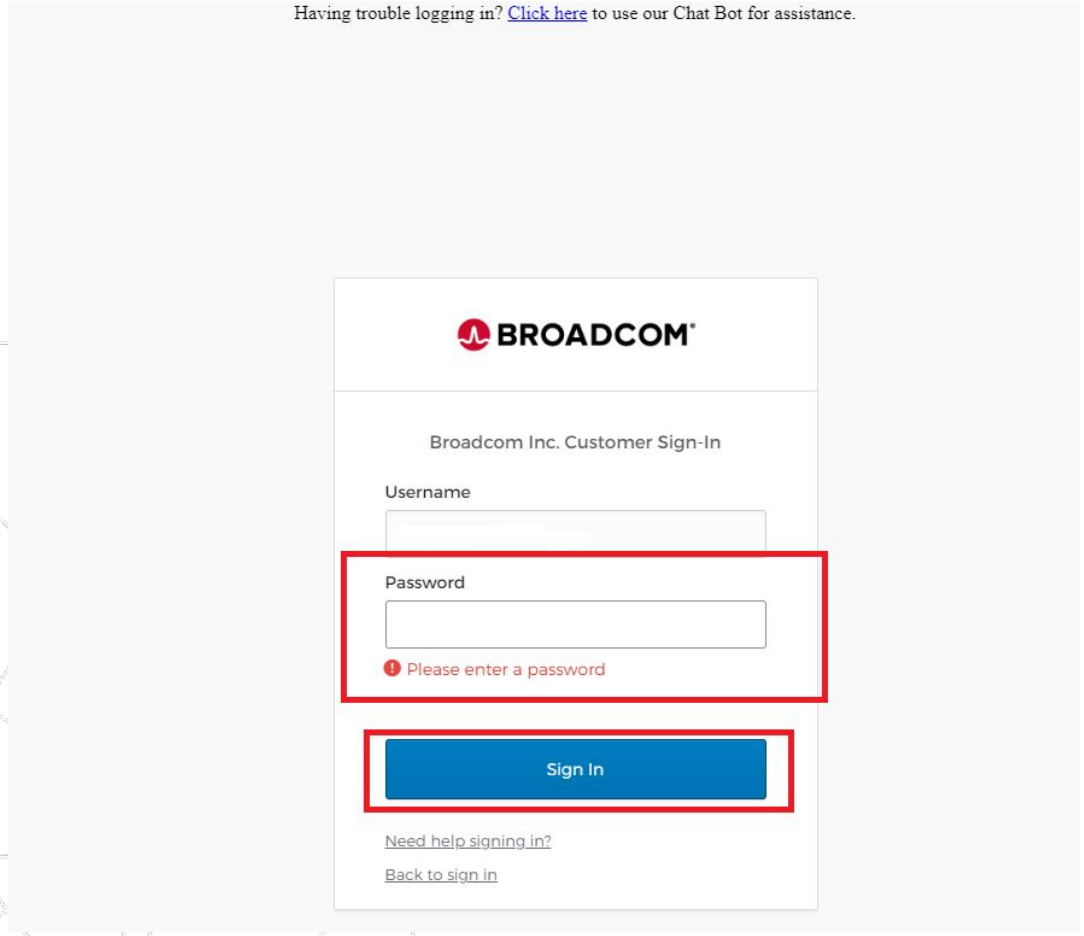
Logging into CSP – Step 3

3) Enter your password you used when doing the self-registration and click “Sign In”



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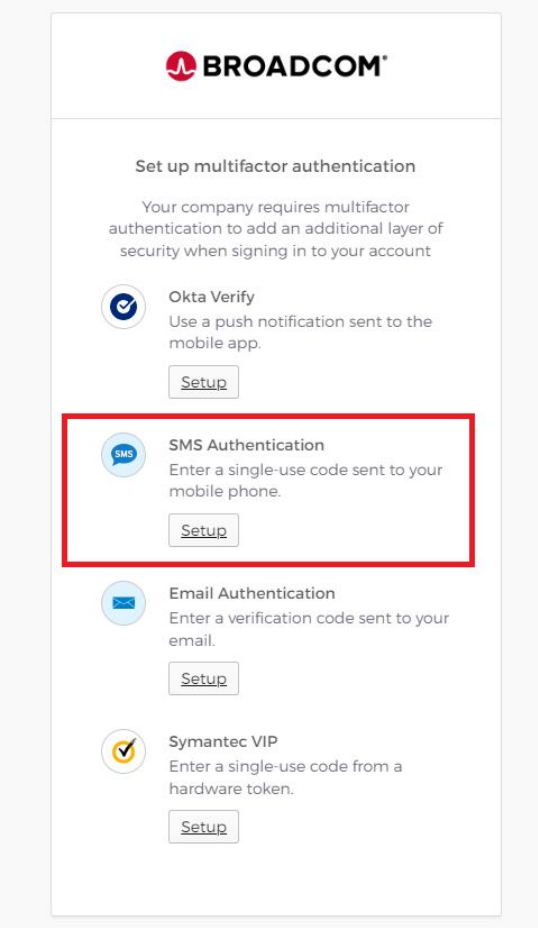
Logging into CSP – Step 4

4) Select the MFA option you would like to use. Example below will use SMS Authentication.



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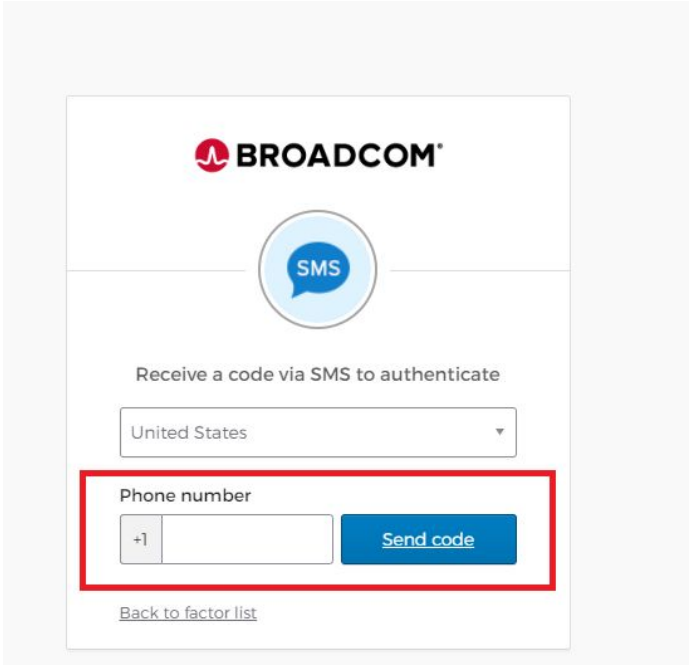
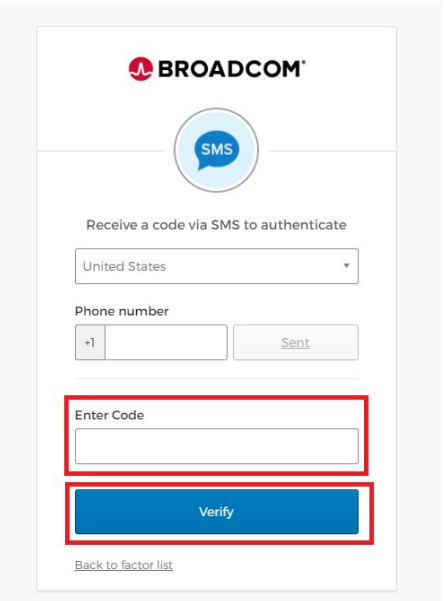
Logging into CSP – Steps 5 and 6

5) Complete setting up SMS Authentication by entering your mobile number and generating a code by selecting “Send Code”.

6) Then enter the code you receive.





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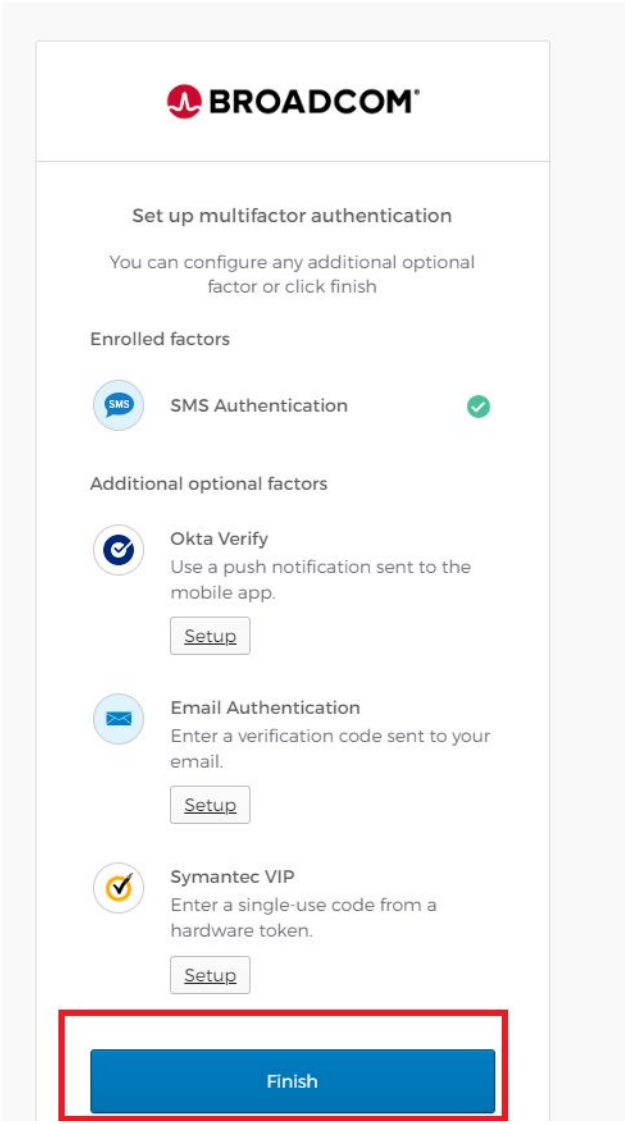
Logging into CSP – Step 7

7) You can setup additional optional authentication methods here, and once done select “Finish”



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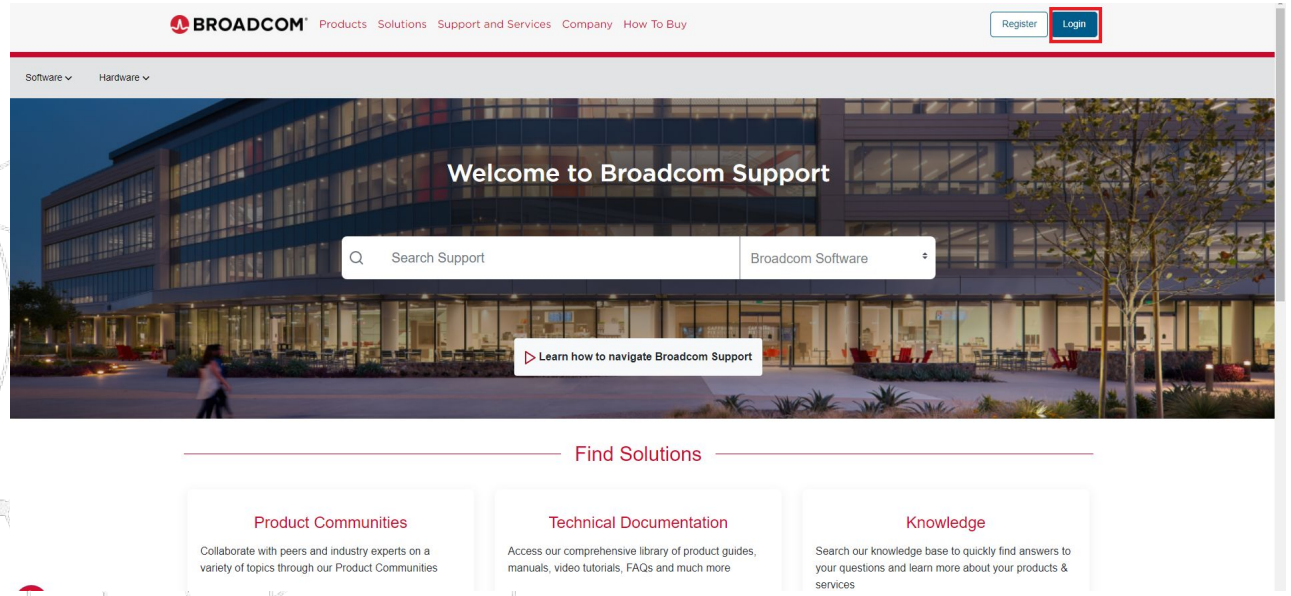
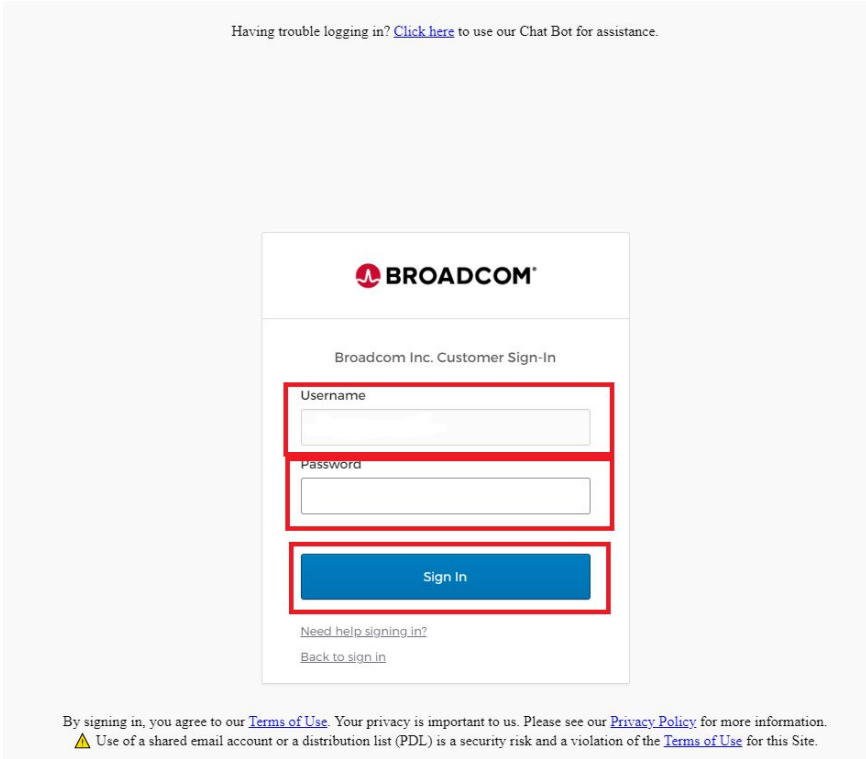
Logging into CSP – Step 8

8) Go back to https://support.broadcom.com

And login using the email and password you used to self-register with





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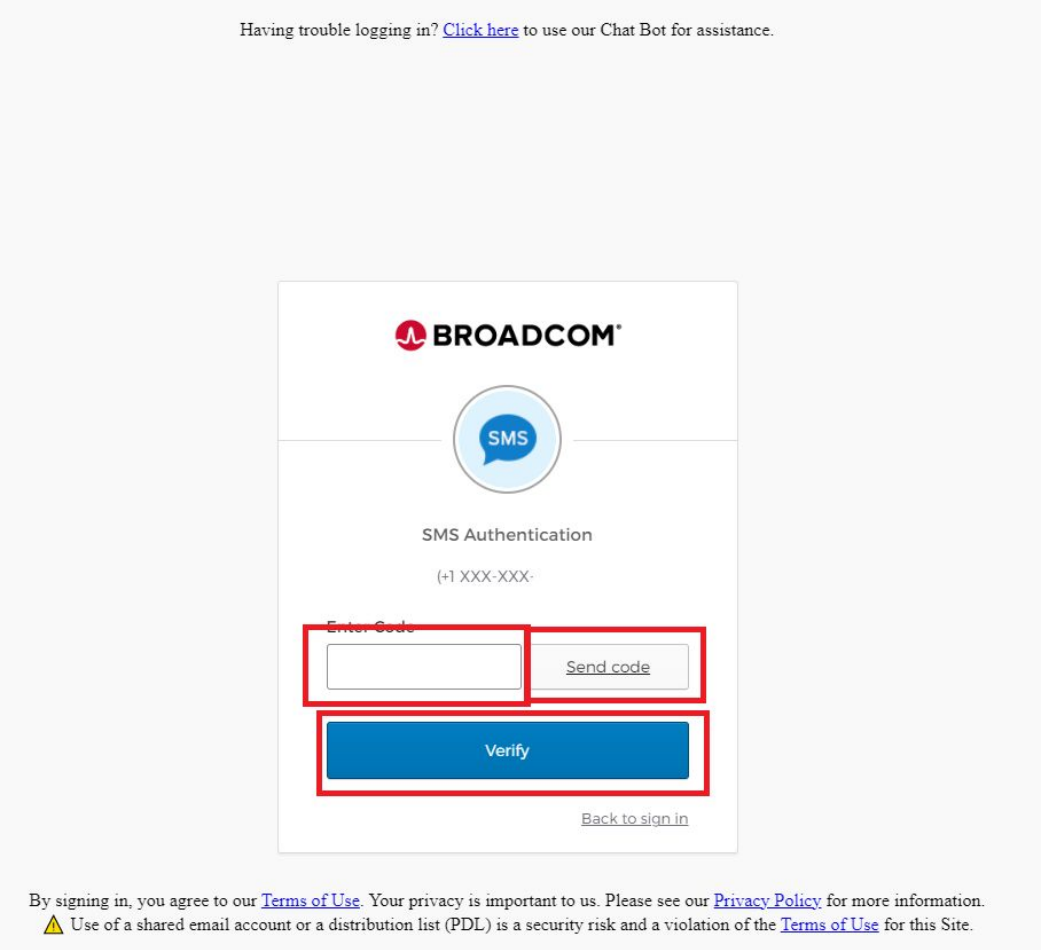
Logging into CSP – Step 9

9) If you setup MFA through SMS you will get this screen. Click “Send code”, and enter code received in SMS message into the “Enter code” box and hit Verify.



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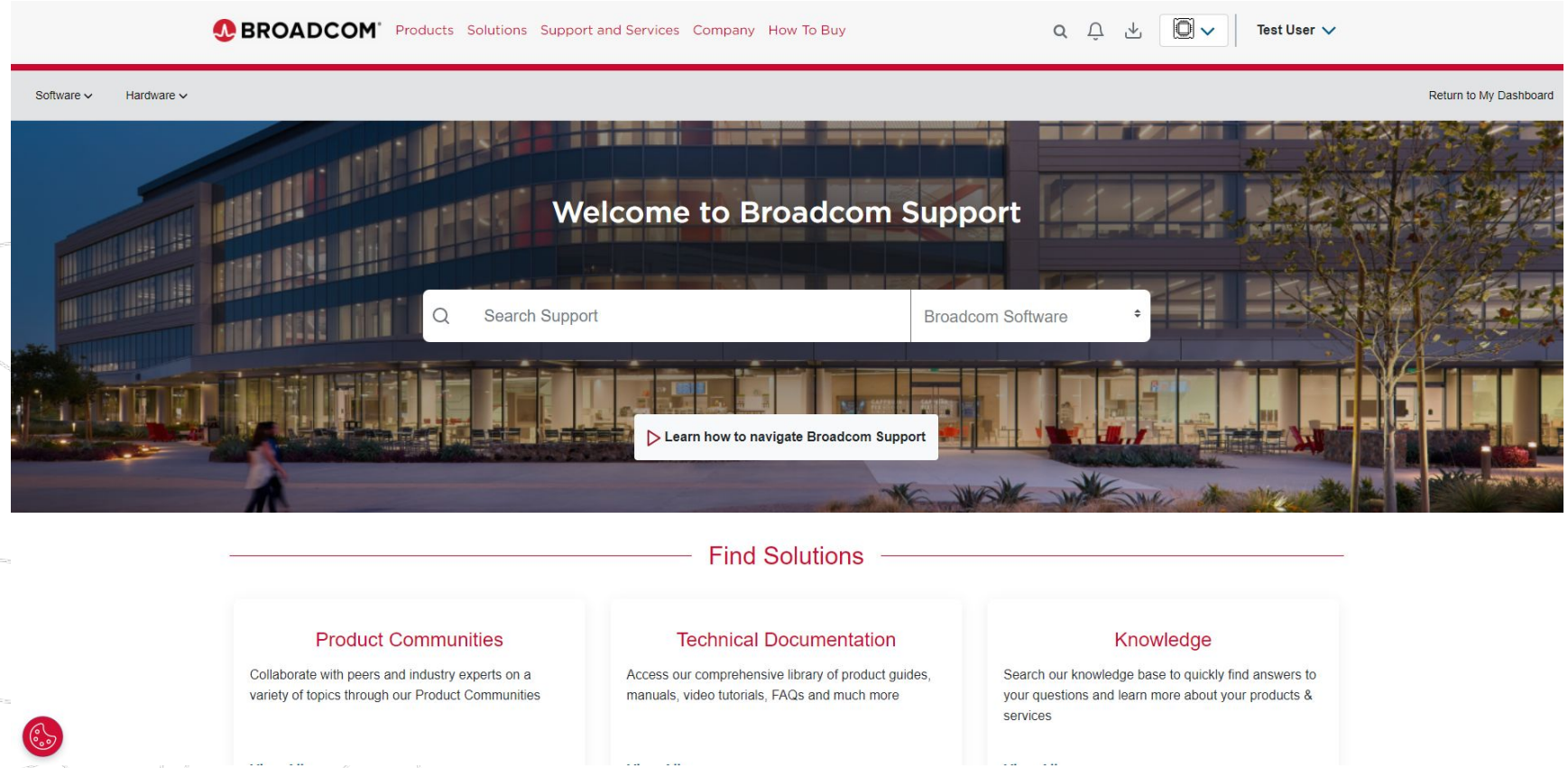
Logging into CSP – Step 10

10) You should see this screen once you are successfully logged into the support portal!



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Navigation to Document/Software Downloads

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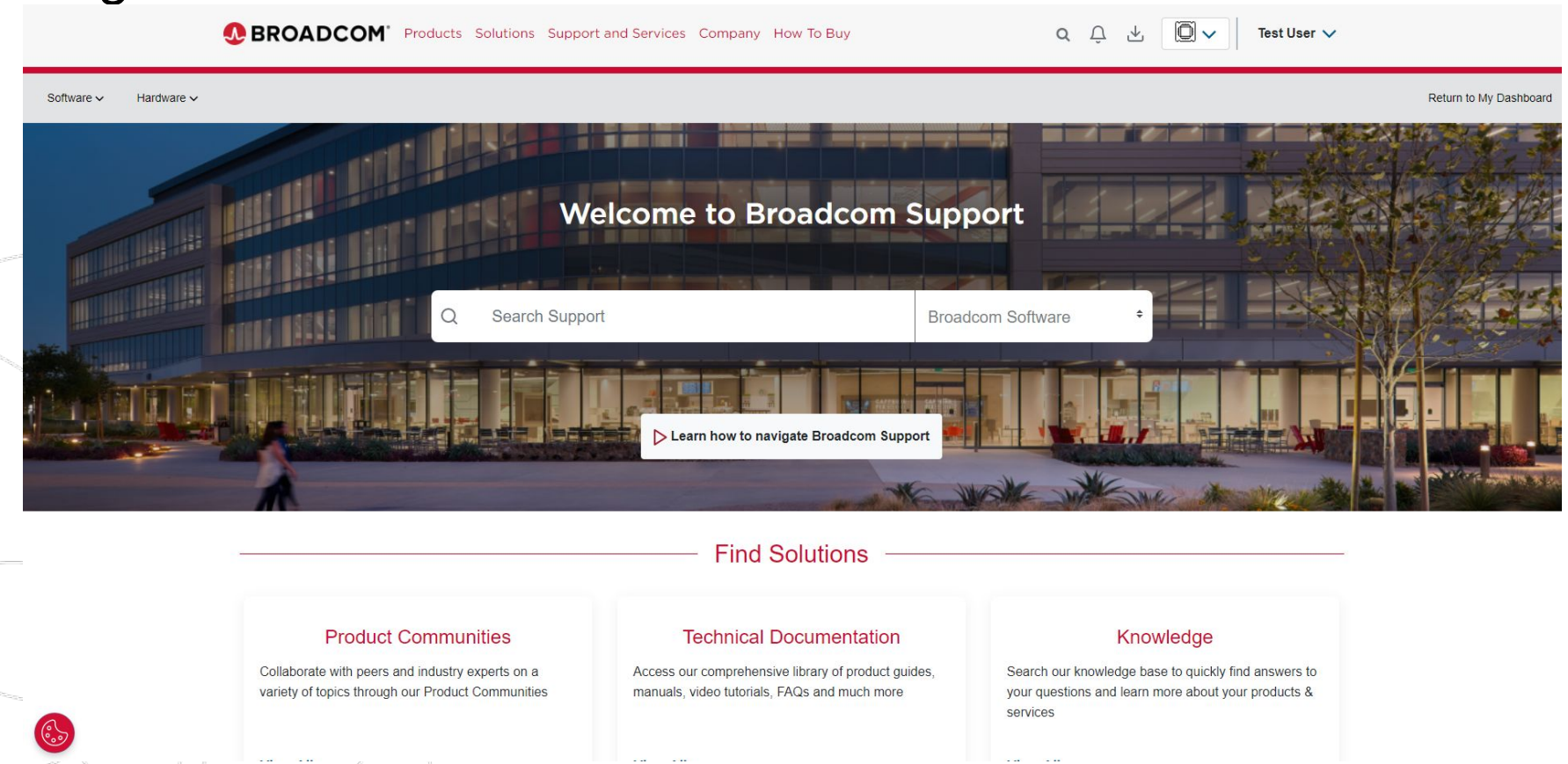
Navigation to Document/Software Downloads – Step 1

1) Go to https://support.broadcom.com and Login as shown in previous pages and get to here:



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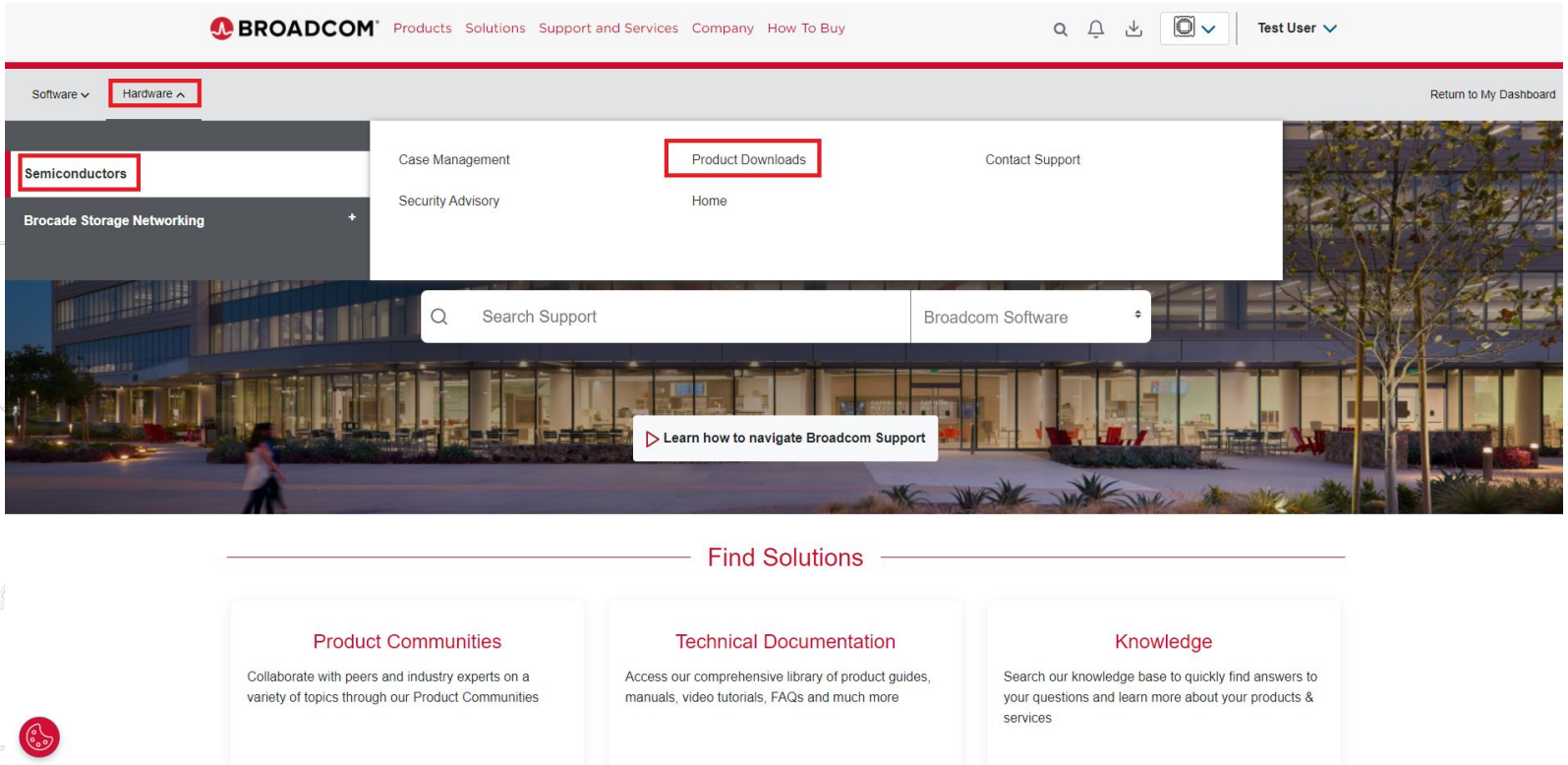
Navigation to Document/Software Downloads – Step 2

2) To get to Product Downloads (Documents and Software Download portal). Go to Hardware-> Semiconductors-> Product Downloads.



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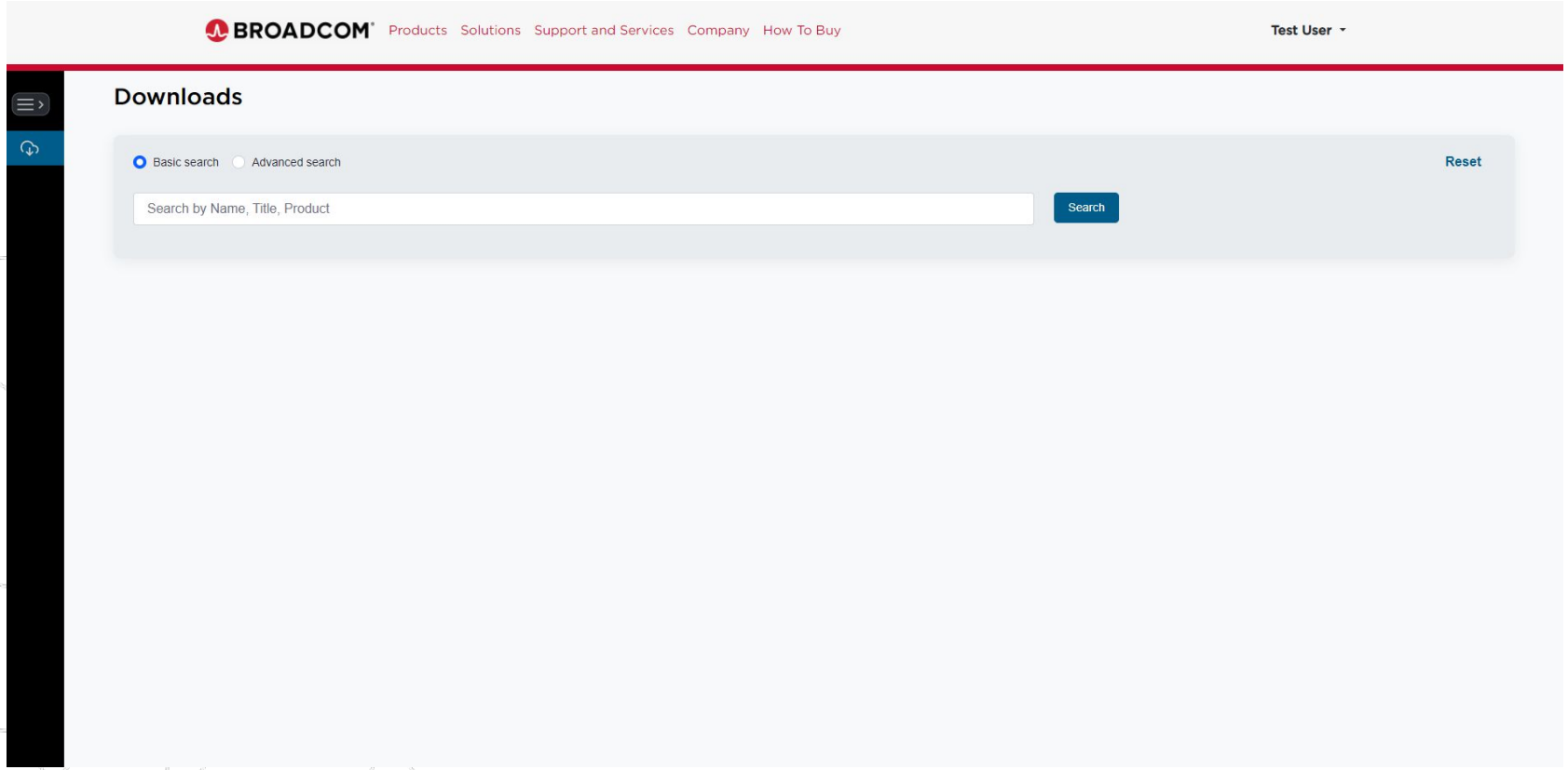
Navigation to Document/Software Downloads – Step 3

3) You should see this, and see section on “Document/Software Downloads Instructions” for more information.



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Navigation to Case Management System

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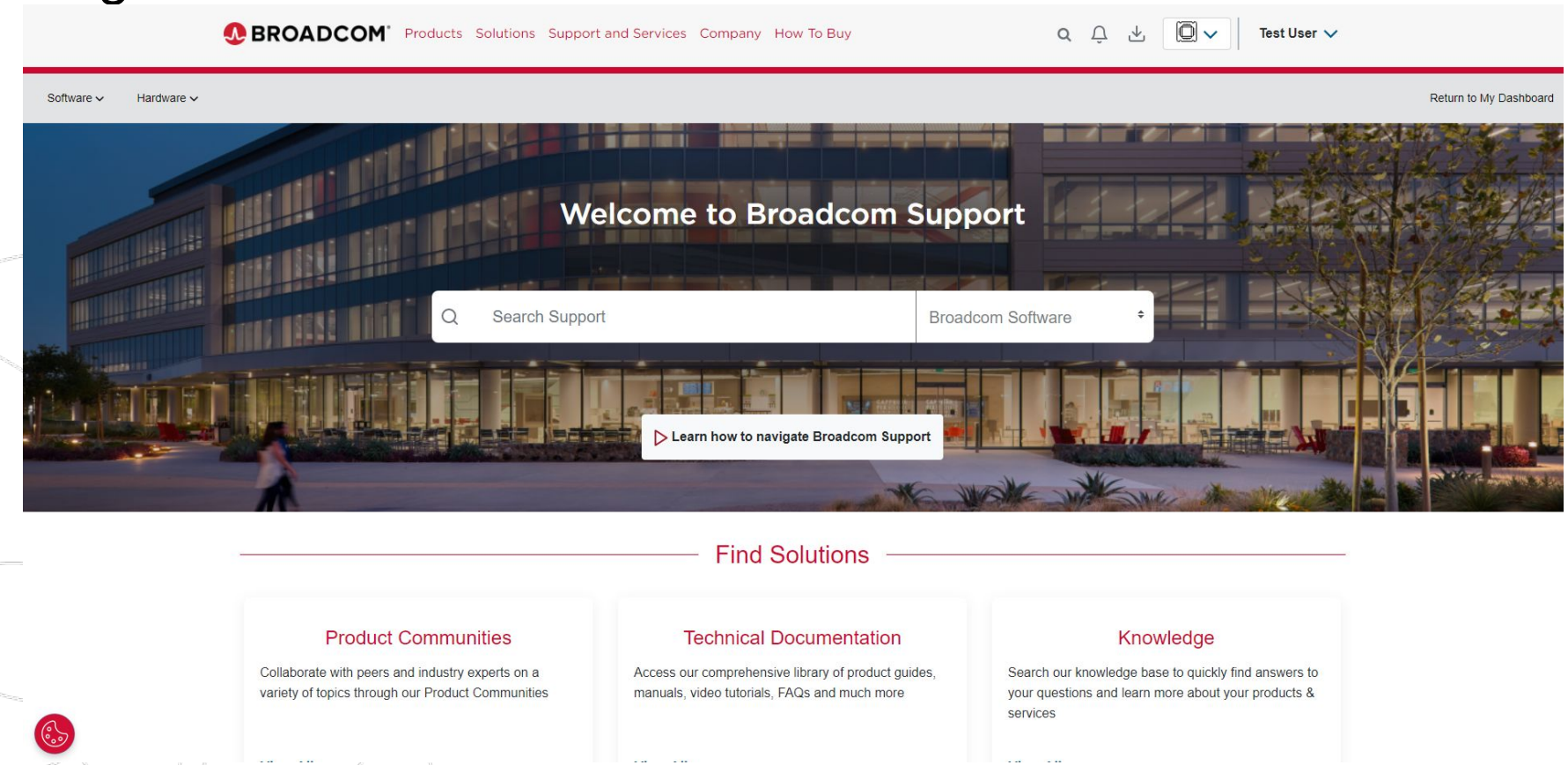
Navigation to Case Management System – Step 1

1) Go to https://support.broadcom.com and Login as shown in previous pages and get to here:



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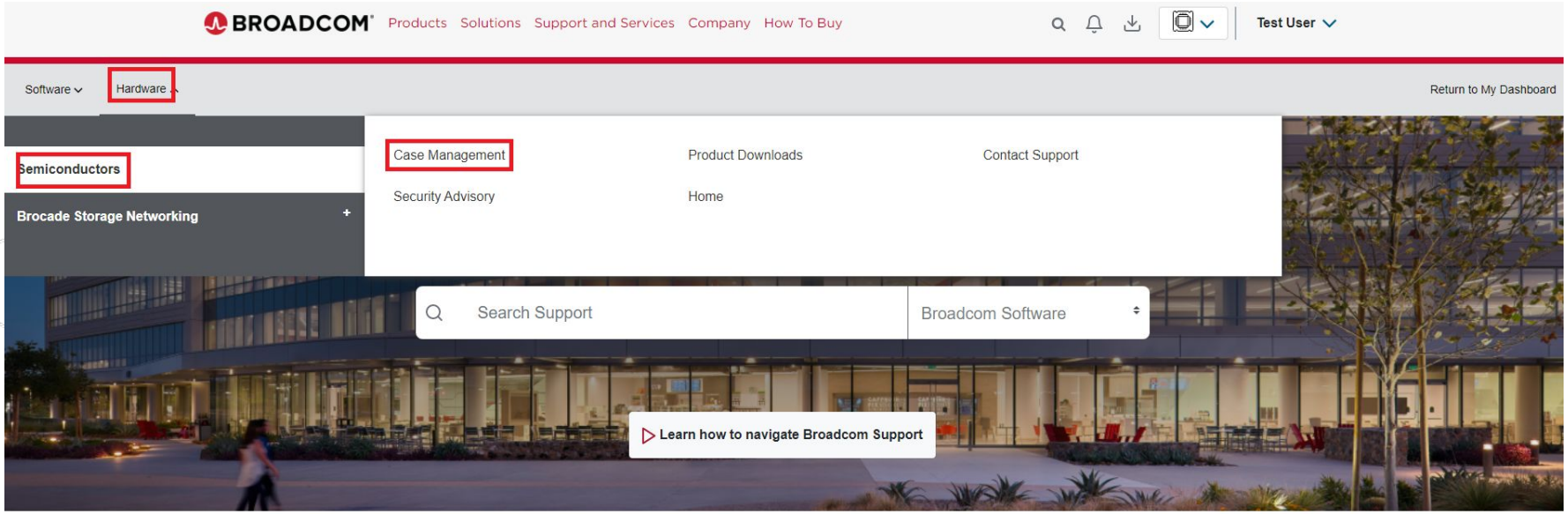
Navigation to Case Management System – Step 2

2) To get to Product Downloads (Documents and Software Download portal). Go to Hardware-> Semiconductors-> Case Management:



Find Solutions

Product Communities

Collaborate with peers and industry experts on a variety of topics through our Product Communities

Technical Documentation

Access our comprehensive library of product guides, manuals, video tutorials, FAQs and much more

Knowledge

Search our knowledge base to quickly find answers to your questions and learn more about your products & services

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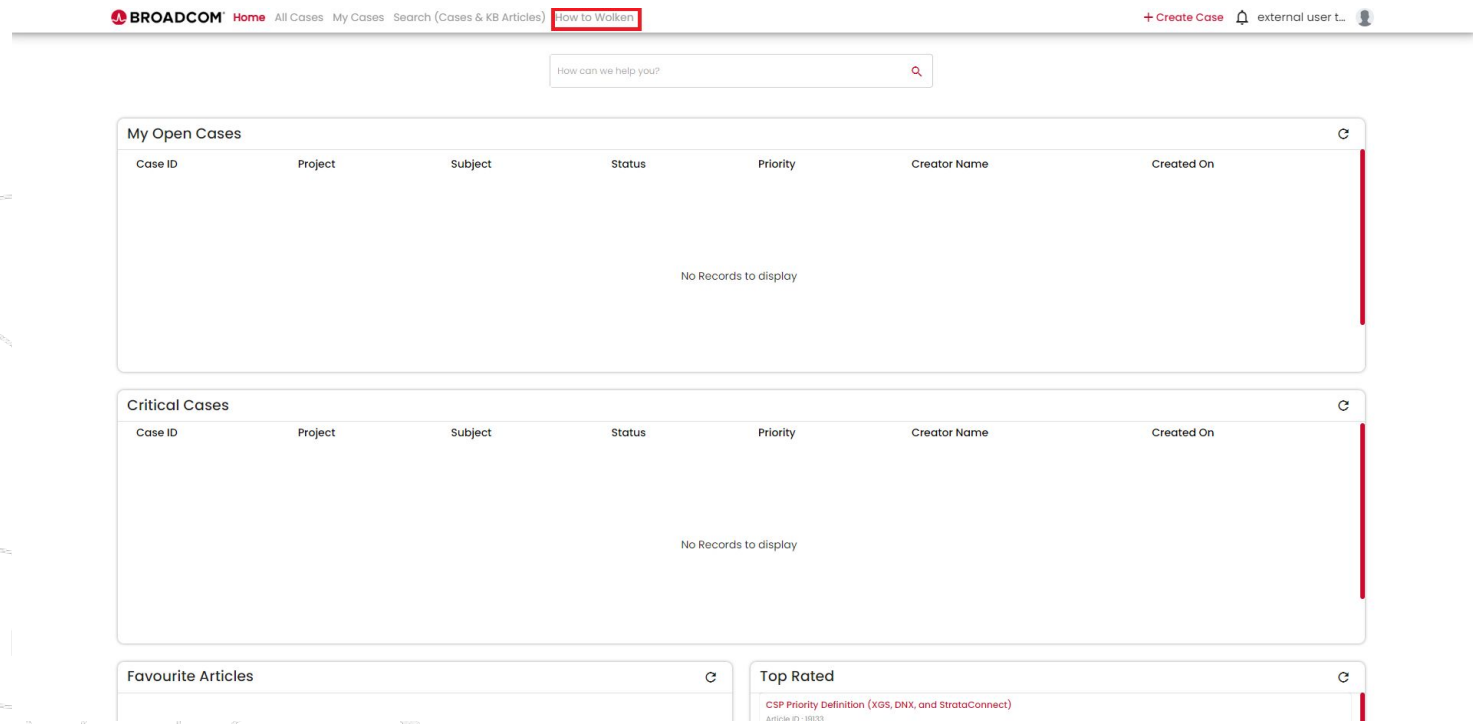
Navigation to Case Management System – Step 3

3) You should see a page like this once your are in the Case Management System, and there is a link to further training on this system if you click the “How to Wolken” link.



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Document/Software Downloads Instructions

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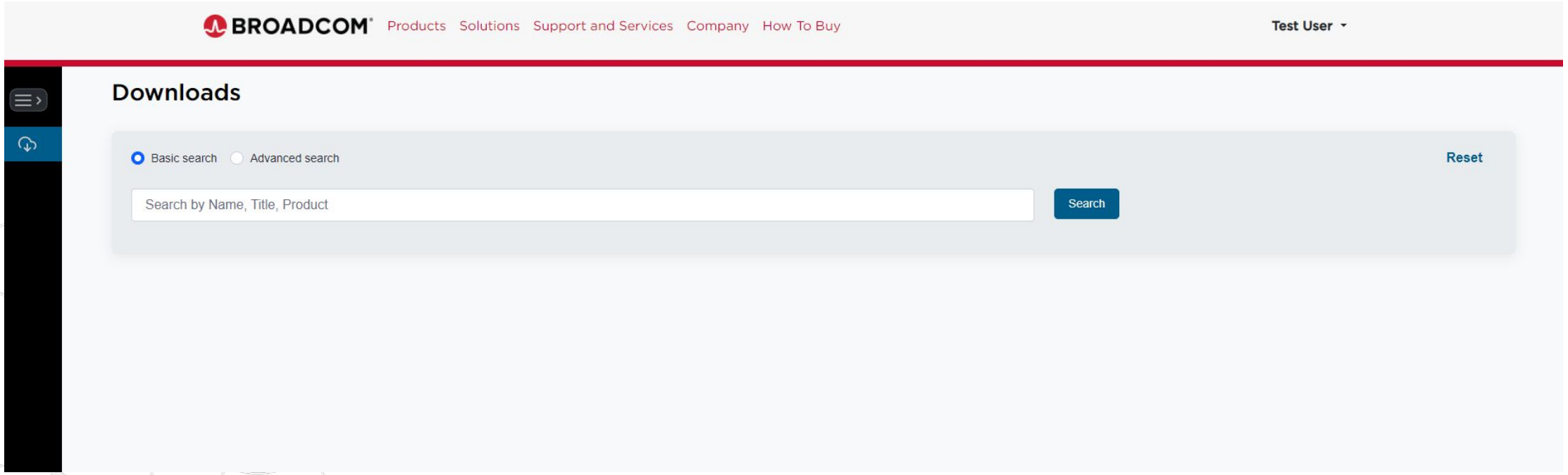
Document/Software Downloads Instructions

1) Navigate to the Downloads page as shown in previous pages.



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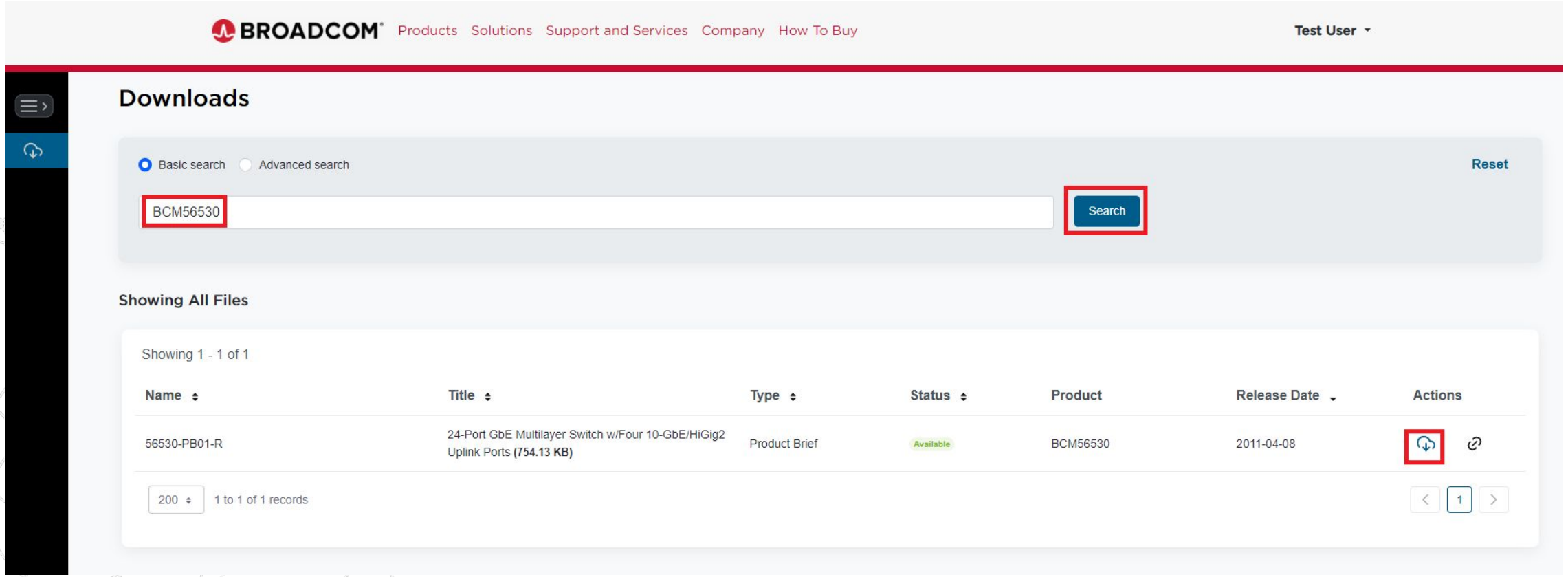
Document/Software Downloads Instructions (Document Example)

2) Search for the product you are looking for documentation for. Enter the part number in the Search box, and hit Search. To download hit the download link.



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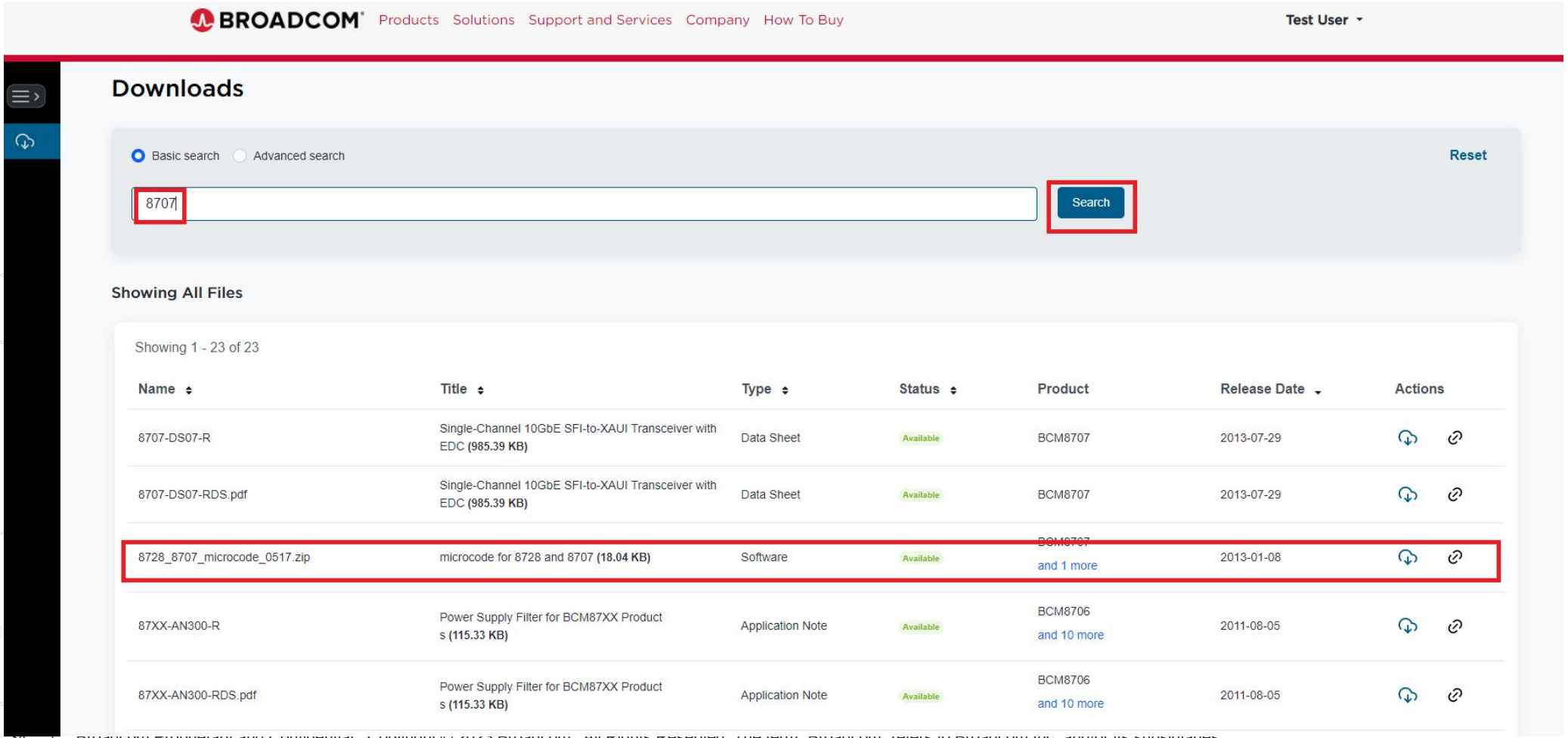
Document/Software Downloads Instructions (Software Example)

3) Search for the software package you are looking for. Enter the software package name or part number in the Search box, and hit Search. To download hit the download link.



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Document/Software Downloads Instructions (Document Password)

1) Note all documents will be password protected when you download them, and you will need your document password to open them.

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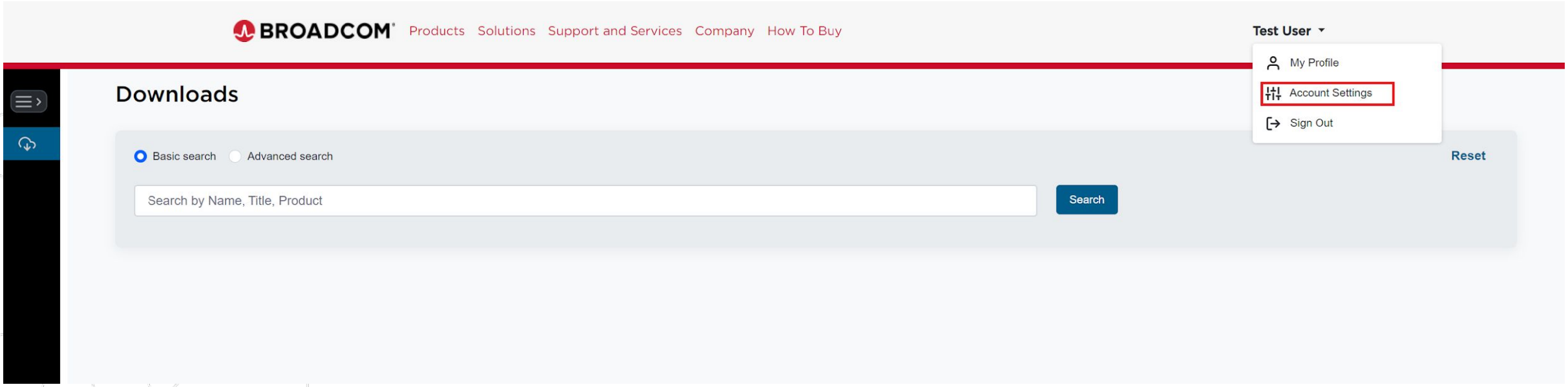
Document/Software Downloads Instructions (Document Password)

2) To view/modify your document password. Navigate to the Downloads page below and under your name pull down select “Account Settings”



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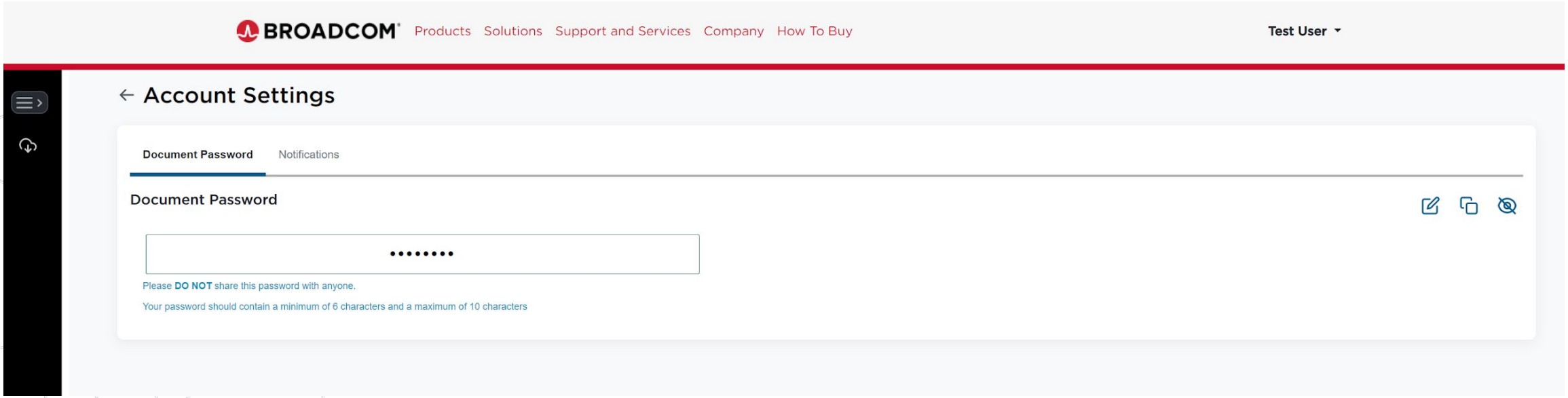
Document/Software Downloads Instructions (Document Password)

4) Here you can view/modify/copy your Document Password.

NOTE: Any doc you download before changing your password will use your previous password.



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