



Customer ESP training

May 2023

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

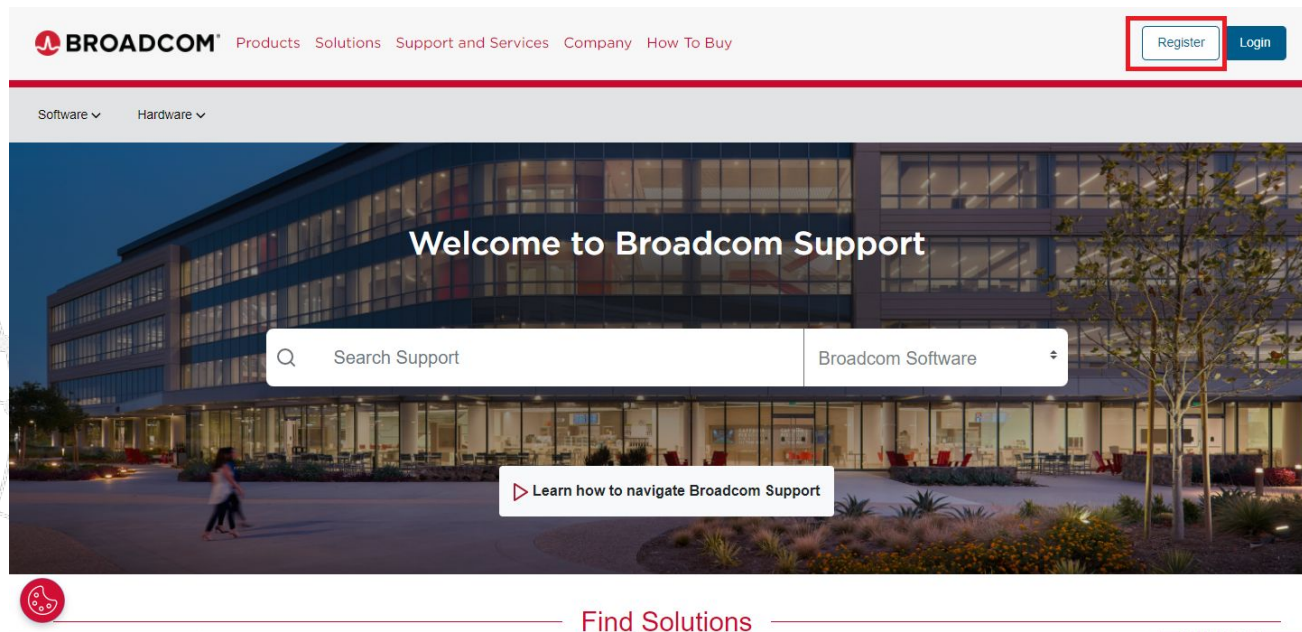


Self-Registration (New Users Only)



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:



Self-Registration – Step 2

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

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

User Registration

Create your Account

Email Address
name@company.com
Email is required

Enter text from image

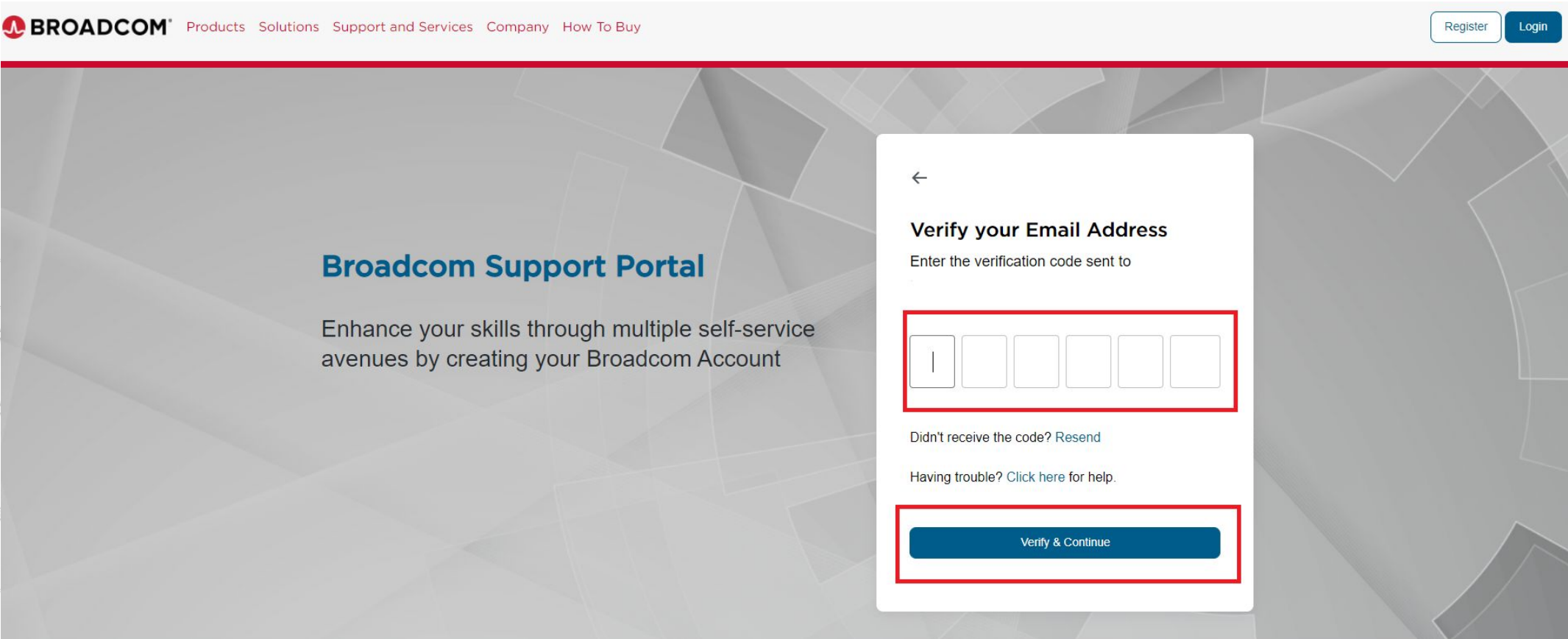
Next

⚠ Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the [Terms of Use](#) for this Site.

Having trouble? [Ask our chatbot](#) for assistance.

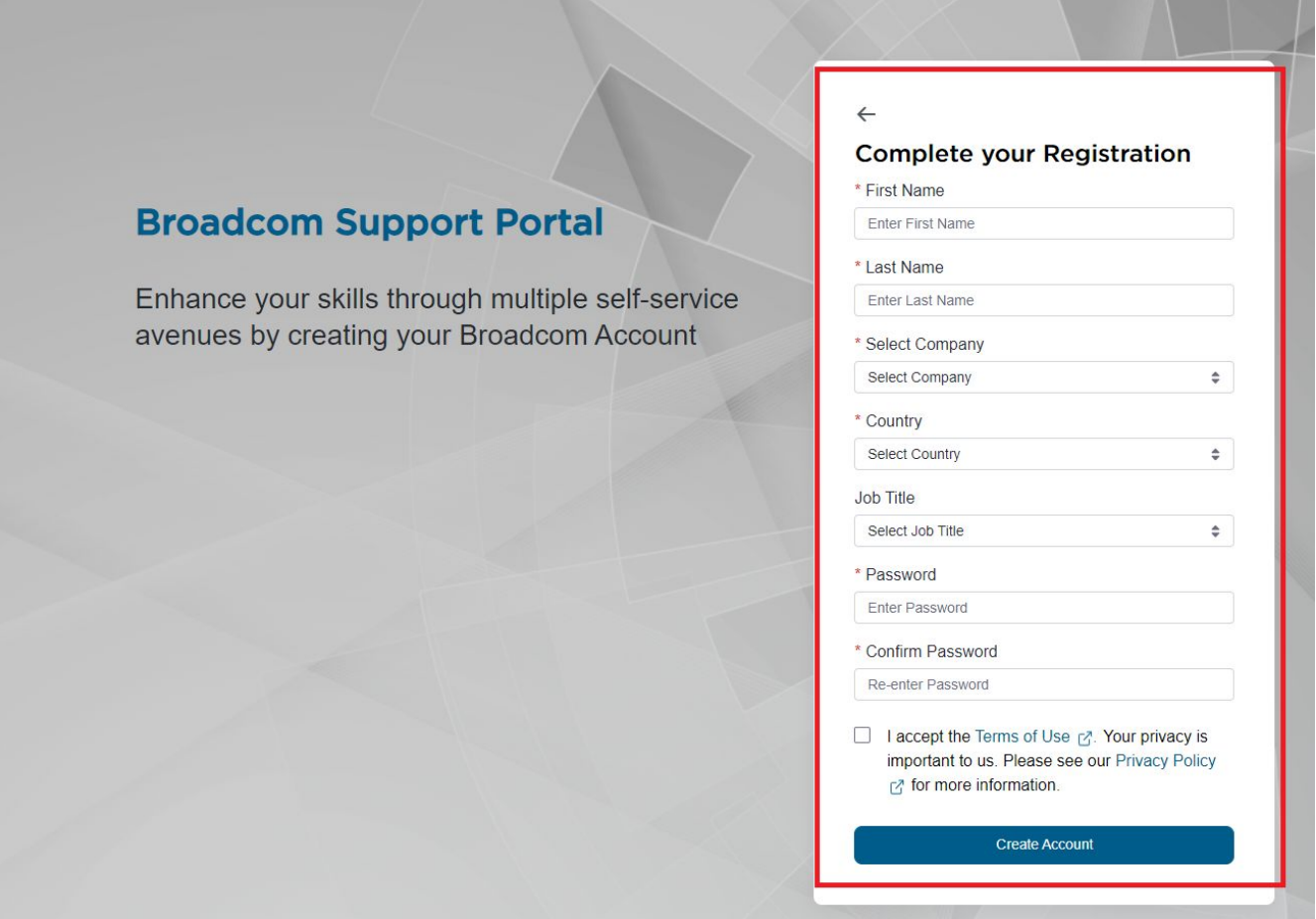
Self-Registration – Step 3

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



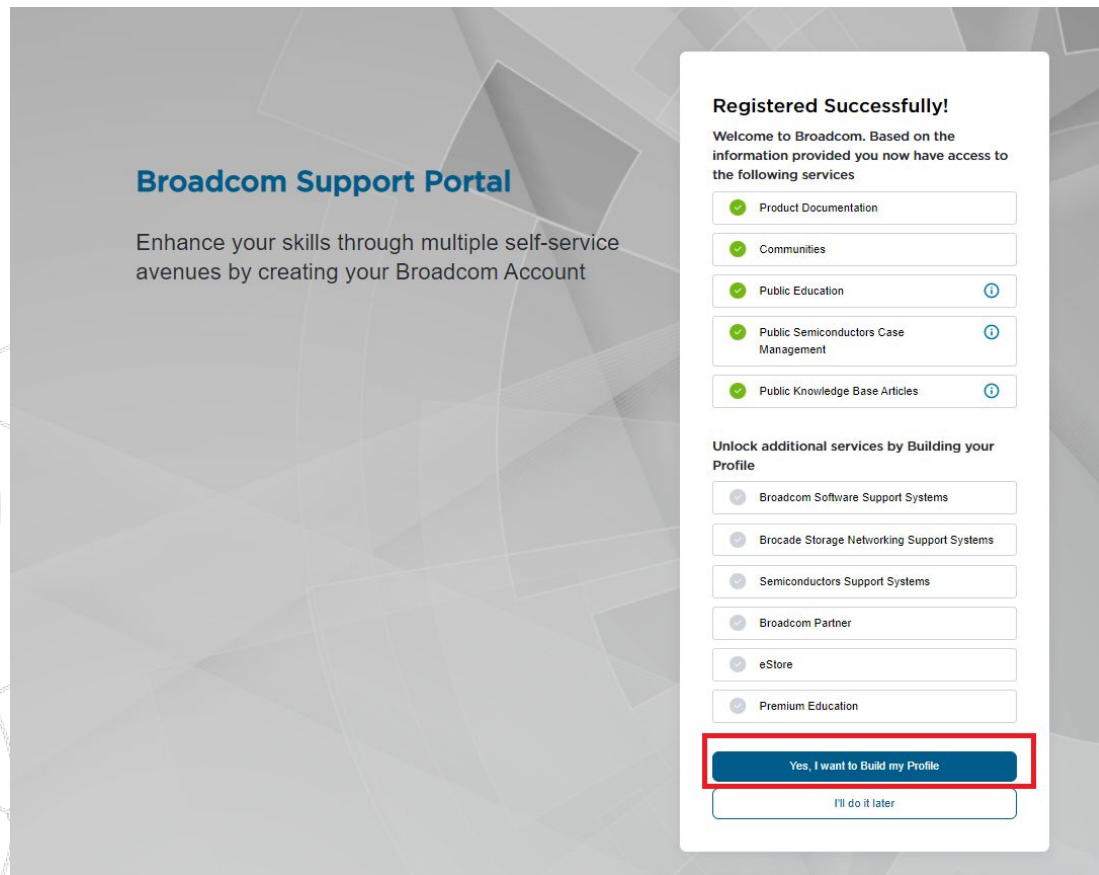
Self-Registration – Step 4

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



Self-Registration – Step 5

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



Self-Registration – Step 6

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

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

Build your Profile

Complete your profile for access to more Broadcom products and services

I am interested in:

- Broadcom Software
Enterprise, Mainframe, Payment Security, Symantec and SCRT Report Management
- Brocade Storage Networking
- Broadcom Partner
- eStore
- Semiconductors**
Broadcom portfolio of Standard and Custom silicon for Networking, Storage, Broadband, Wireless and Industrial market segments

Submit

Cancel

Self-Registration – Step 7

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

Build your Profile
Complete your profile for access to more Broadcom products and services

I am interested in:

- Broadcom Software
Enterprise, Mainframe, Payment Security, Symantec and SCRT Report Management
- Brocade Storage Networking
- Broadcom Partner
- eStore
- Semiconductors**
Broadcom portfolio of Standard and Custom silicon for Networking, Storage, Broadband, Wireless and Industrial market segments

Company
Cisco Systems Inc

Phone Number
4088025409

Address Line 1
170 West Tasman Drive

Optional
Address Line 2
Enter the address line 2

City
San Jose

Country
United States

State
Oregon

Zip/Postal Code
95314

Optional
Job Title
Engineer

Submit

Cancel

Self-Registration – Step 8

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

Products Solutions Support and Services Company How To Buy Register Login

Build your Profile

Complete your profile for access to more Broadcom products and services

Preview Information

Validate your responses before clicking Confirm & Continue

Semiconductors

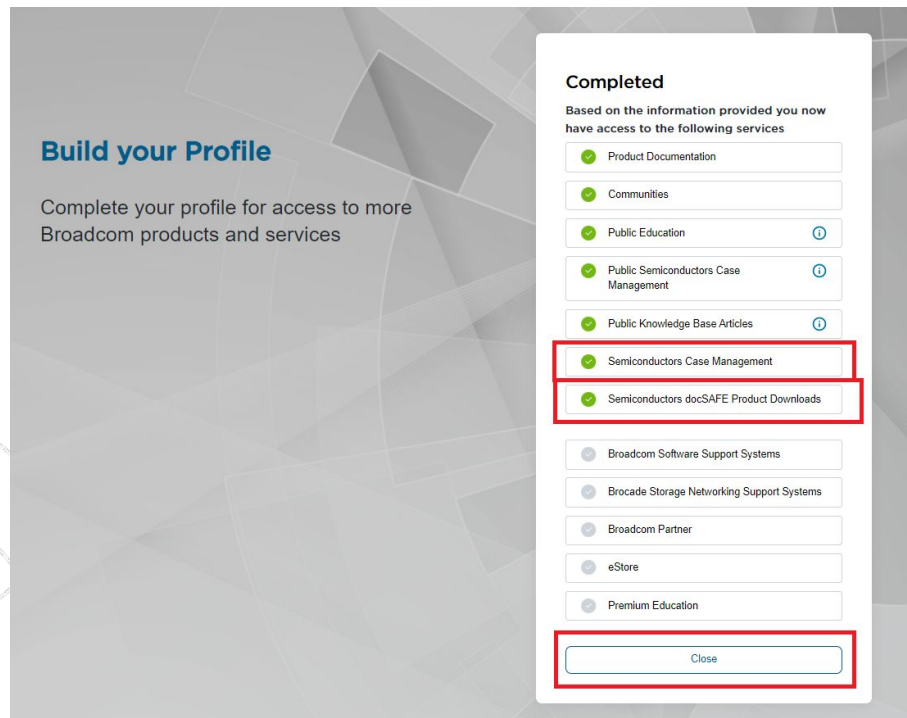
Job Title: Engineer
Company Name:
Phone Number:
Address Line 1:
Zip Code:
City:
State:
Country:

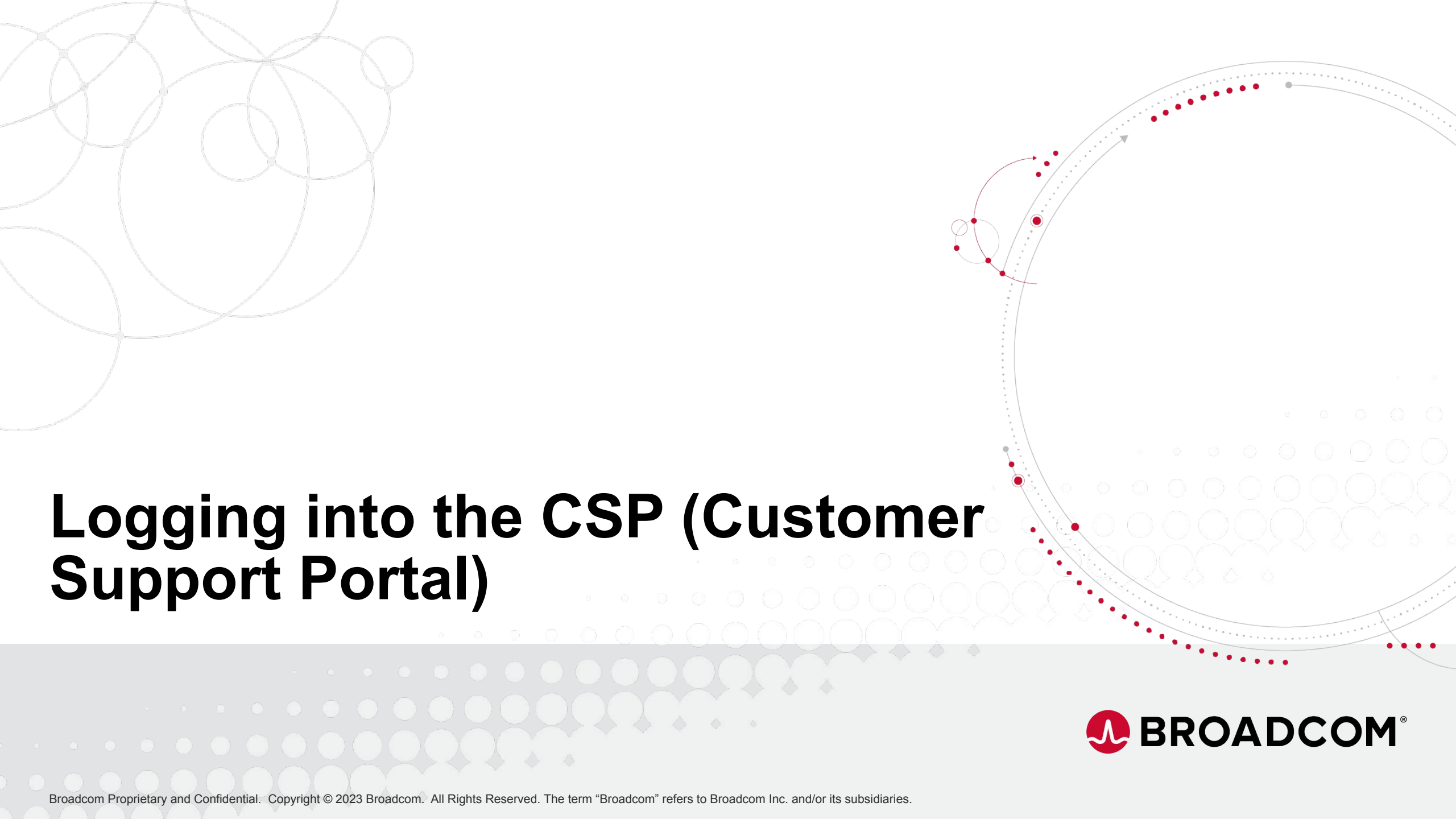
Confirm & Continue

Edit Response

Self-Registration – Step 9

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



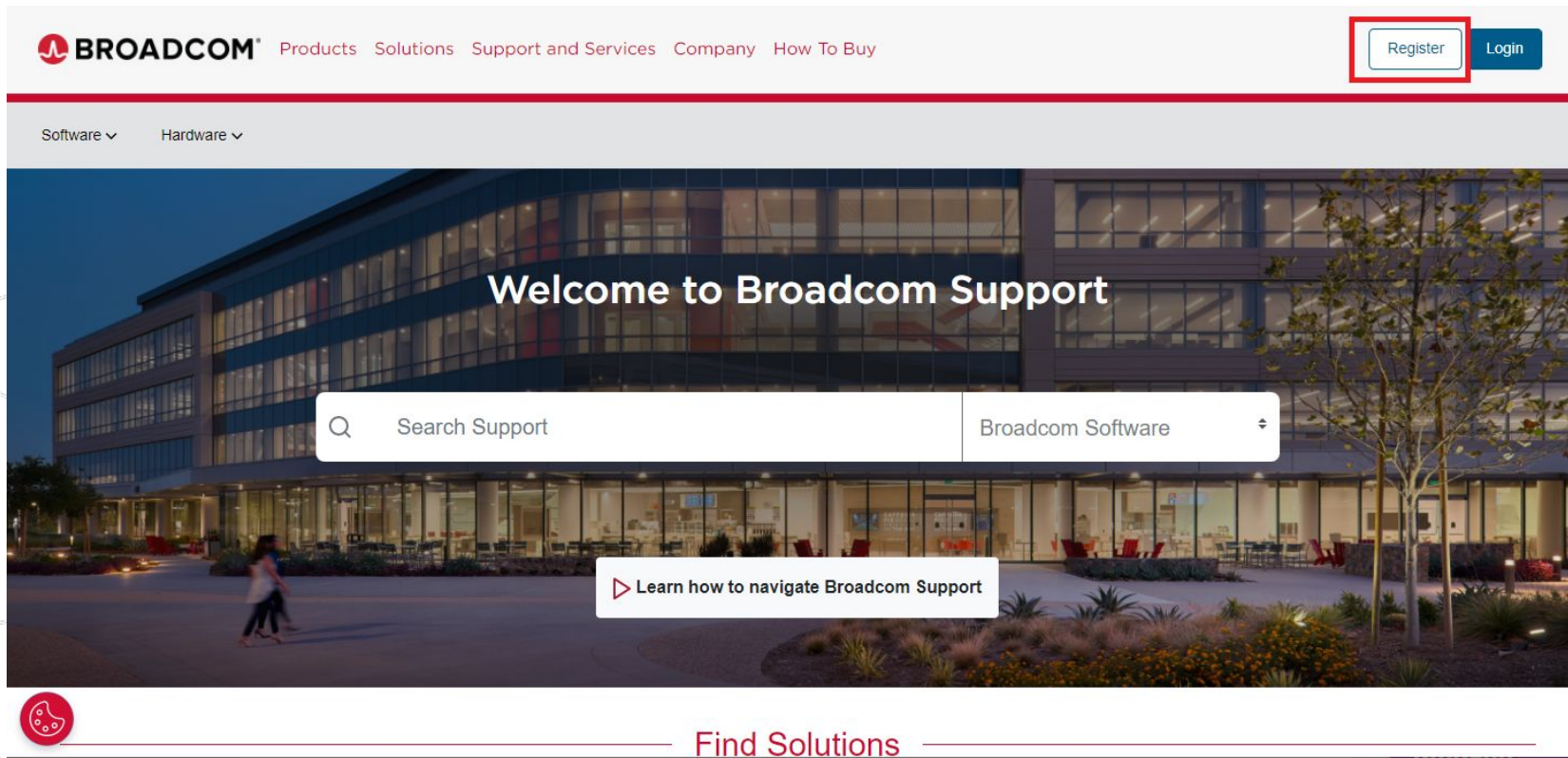


Logging into the CSP (Customer Support Portal)



Logging into CSP – Step 1


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



Logging into CSP – Step 2

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

Having trouble logging in? [Click here](#) to use our Chat Bot for assistance.



Broadcom Inc. Customer Sign-In

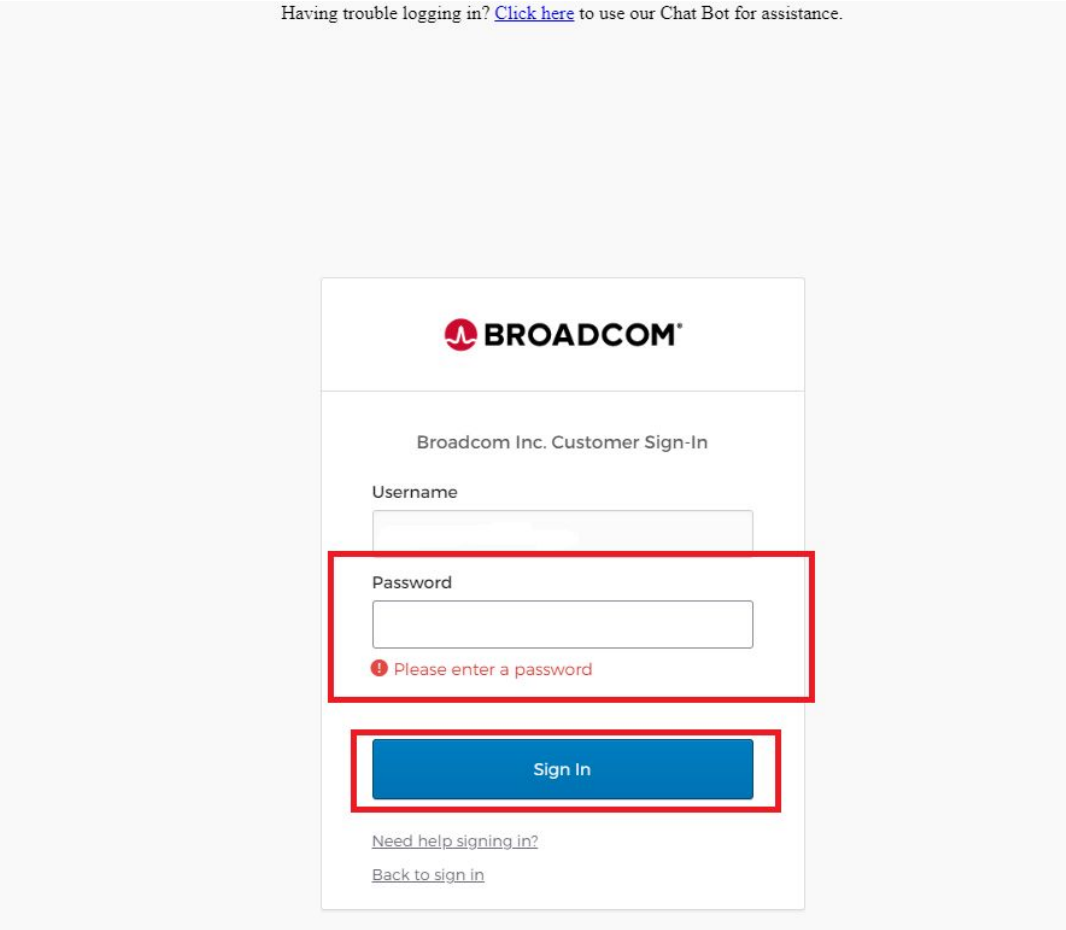
Username

[Need help signing in?](#)

By signing in, you agree to our [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.
⚠ Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the [Terms of Use](#) for this Site.

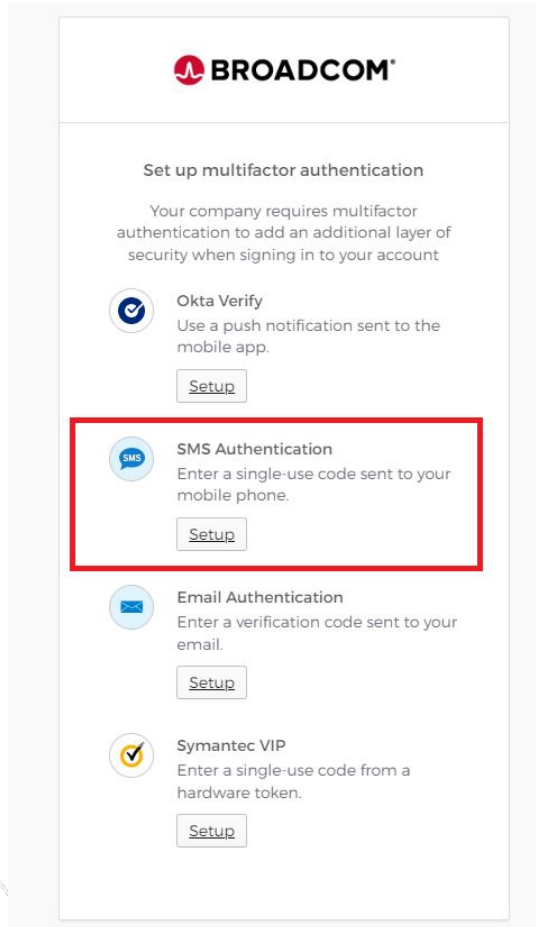
Logging into CSP – Step 3

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



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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Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

- Okta Verify
Use a push notification sent to the mobile app.
[Setup](#)
- SMS Authentication
Enter a single-use code sent to your mobile phone.
[Setup](#)
- Email Authentication
Enter a verification code sent to your email.
[Setup](#)
- Symantec VIP
Enter a single-use code from a hardware token.
[Setup](#)

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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SMS

Receive a code via SMS to authenticate

United States

Phone number

+1

[Send code](#)

[Back to factor list](#)

BROADCOM

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1

[Sent](#)

Enter Code

[Verify](#)

[Back to factor list](#)

Logging into CSP – Step 7

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

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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- SMS Authentication ✓

Additional optional factors

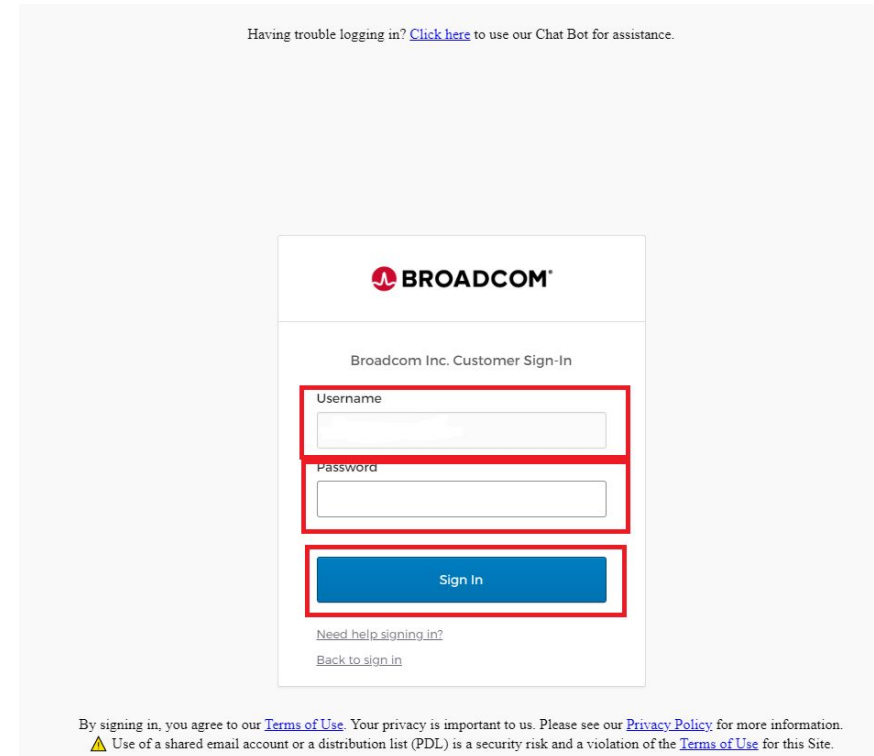
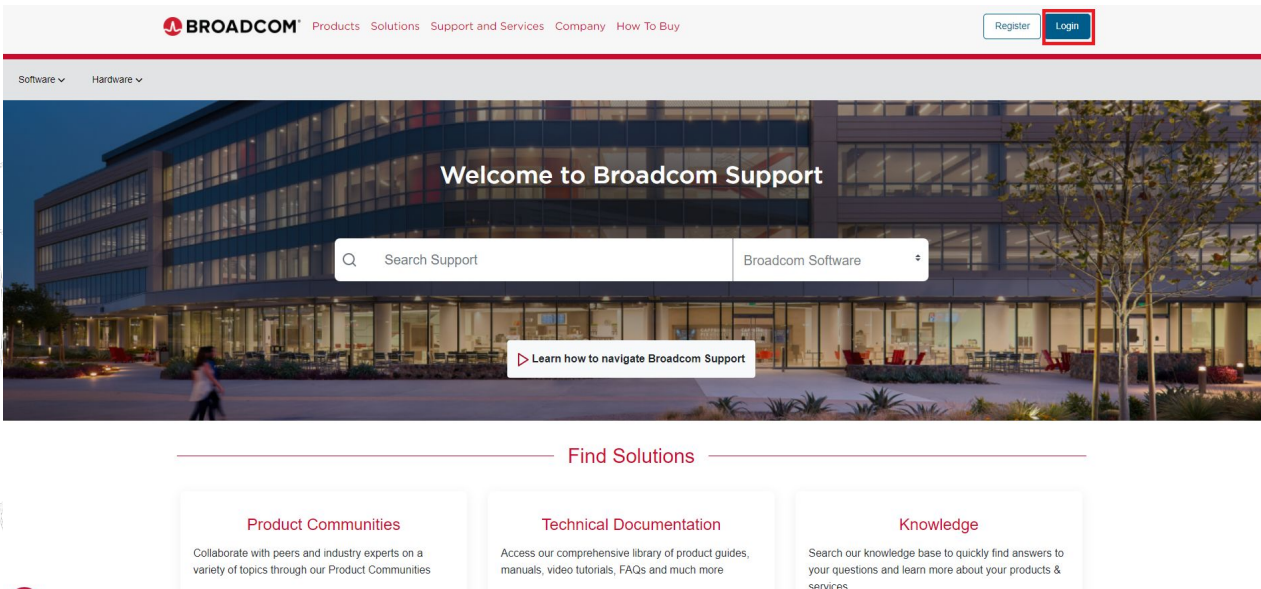
- Okta Verify
Use a push notification sent to the mobile app.
[Setup](#)
- Email Authentication
Enter a verification code sent to your email.
[Setup](#)
- Symantec VIP
Enter a single-use code from a hardware token.
[Setup](#)

Finish

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



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.

Having trouble logging in? [Click here](#) to use our Chat Bot for assistance.



SMS

SMS Authentication
(+1 XXX-XXX-XXXX)

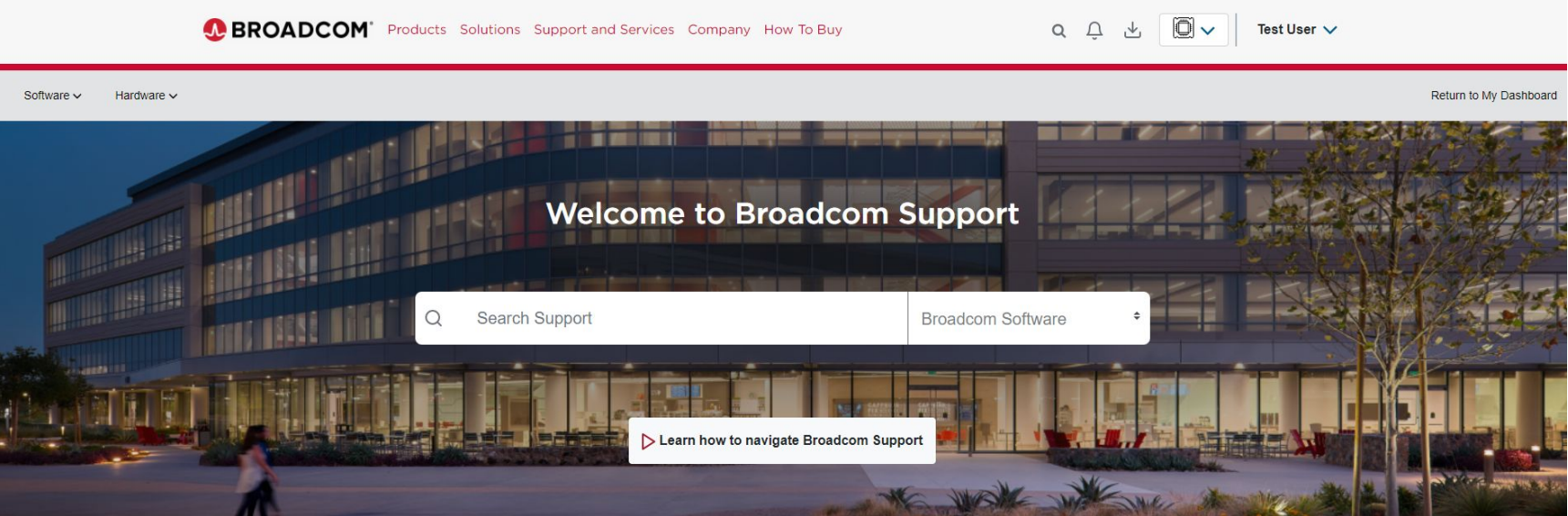
Enter Code

[Back to sign in](#)

By signing in, you agree to our [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.
⚠ Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the [Terms of Use](#) for this Site.

Logging into CSP – Step 10

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



Find Solutions

<p>Product Communities</p> <p>Collaborate with peers and industry experts on a variety of topics through our Product Communities</p>	<p>Technical Documentation</p> <p>Access our comprehensive library of product guides, manuals, video tutorials, FAQs and much more</p>	<p>Knowledge</p> <p>Search our knowledge base to quickly find answers to your questions and learn more about your products & services</p>
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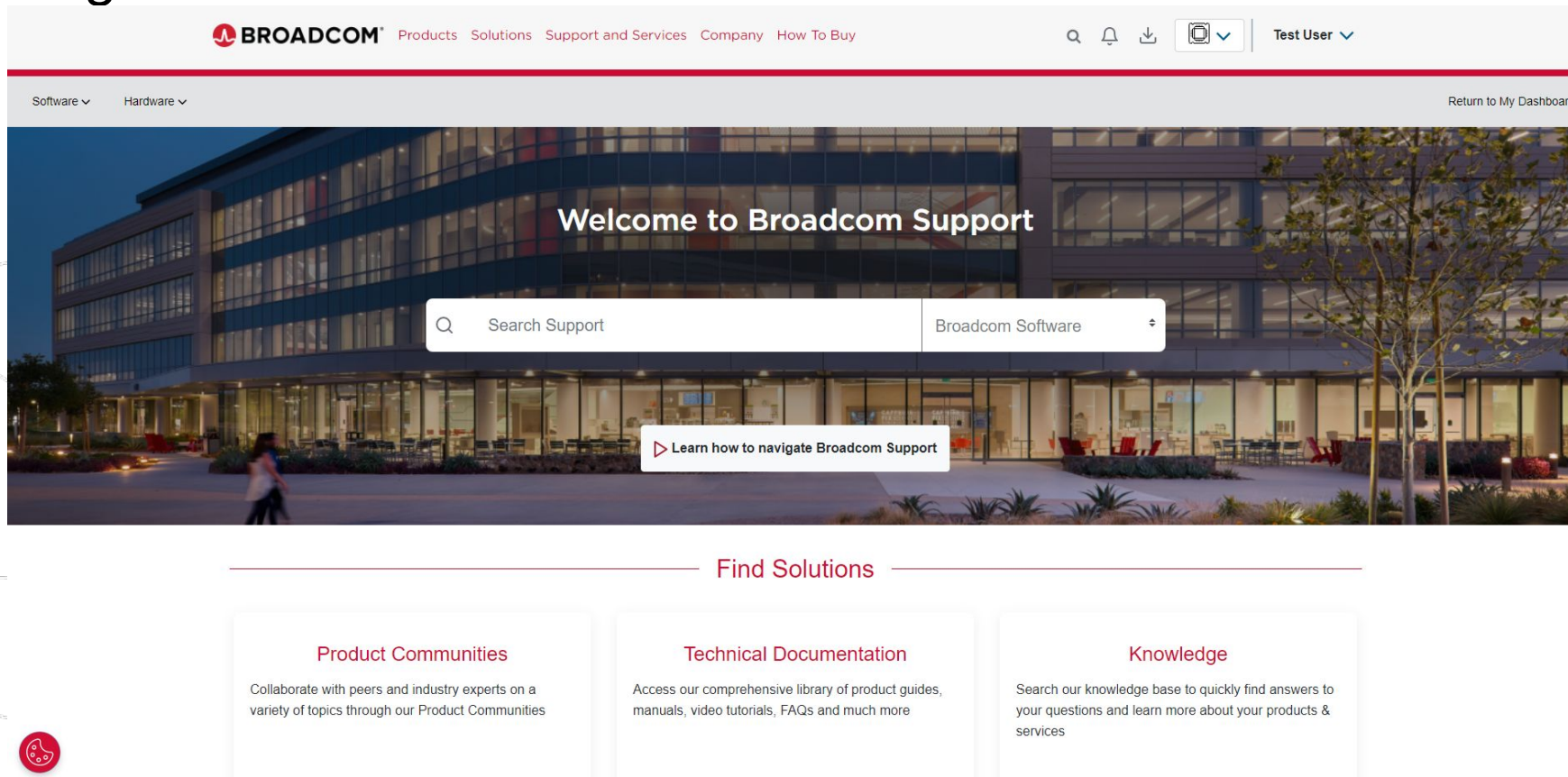


Navigation to Document/Software Downloads



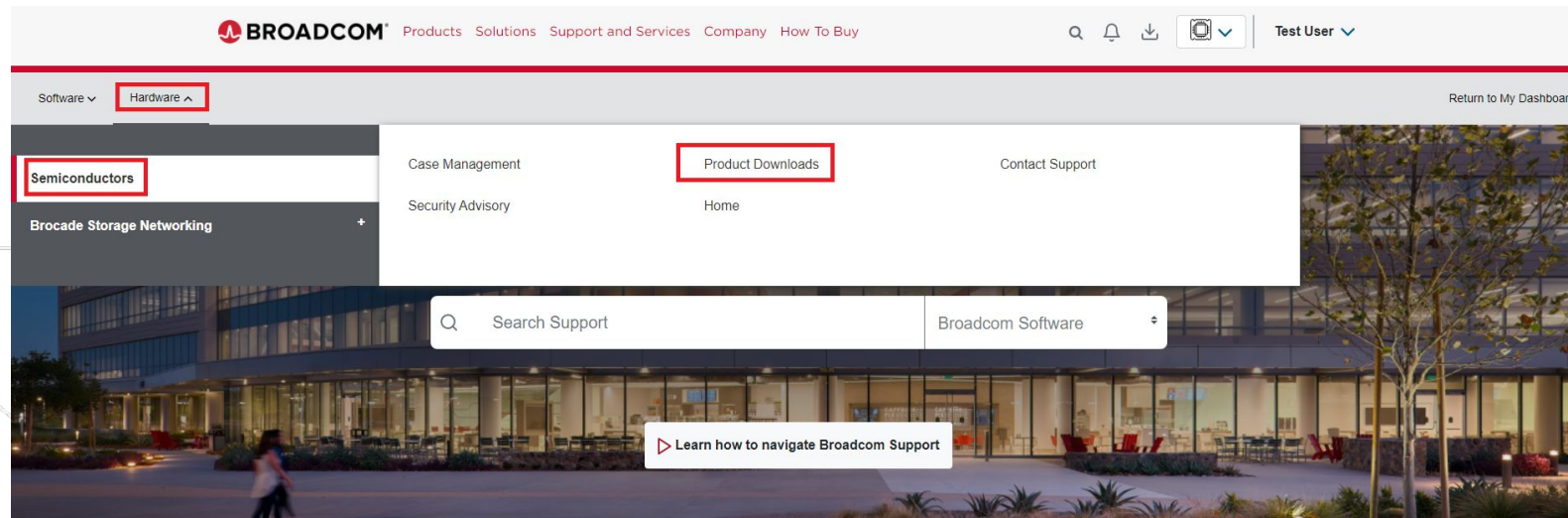
Navigation to Document/Software Downloads – Step 1

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



Navigation to Document/Software Downloads – Step 2

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



Find Solutions

Product Communities

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

Technical Documentation

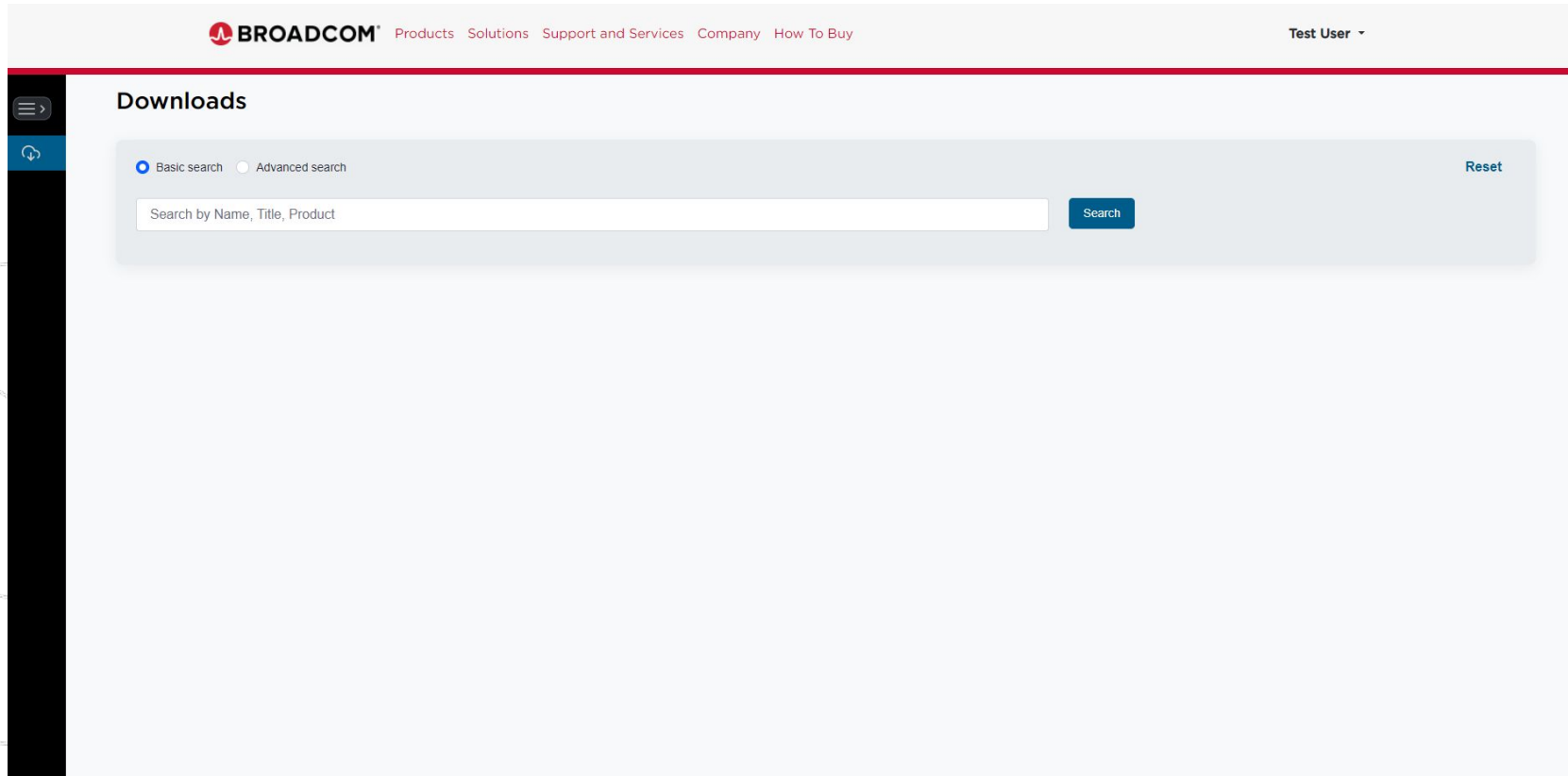
Access our comprehensive library of product guides, manuals, video tutorials, FAQs and much more

Knowledge

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

Navigation to Document/Software Downloads – Step 3

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



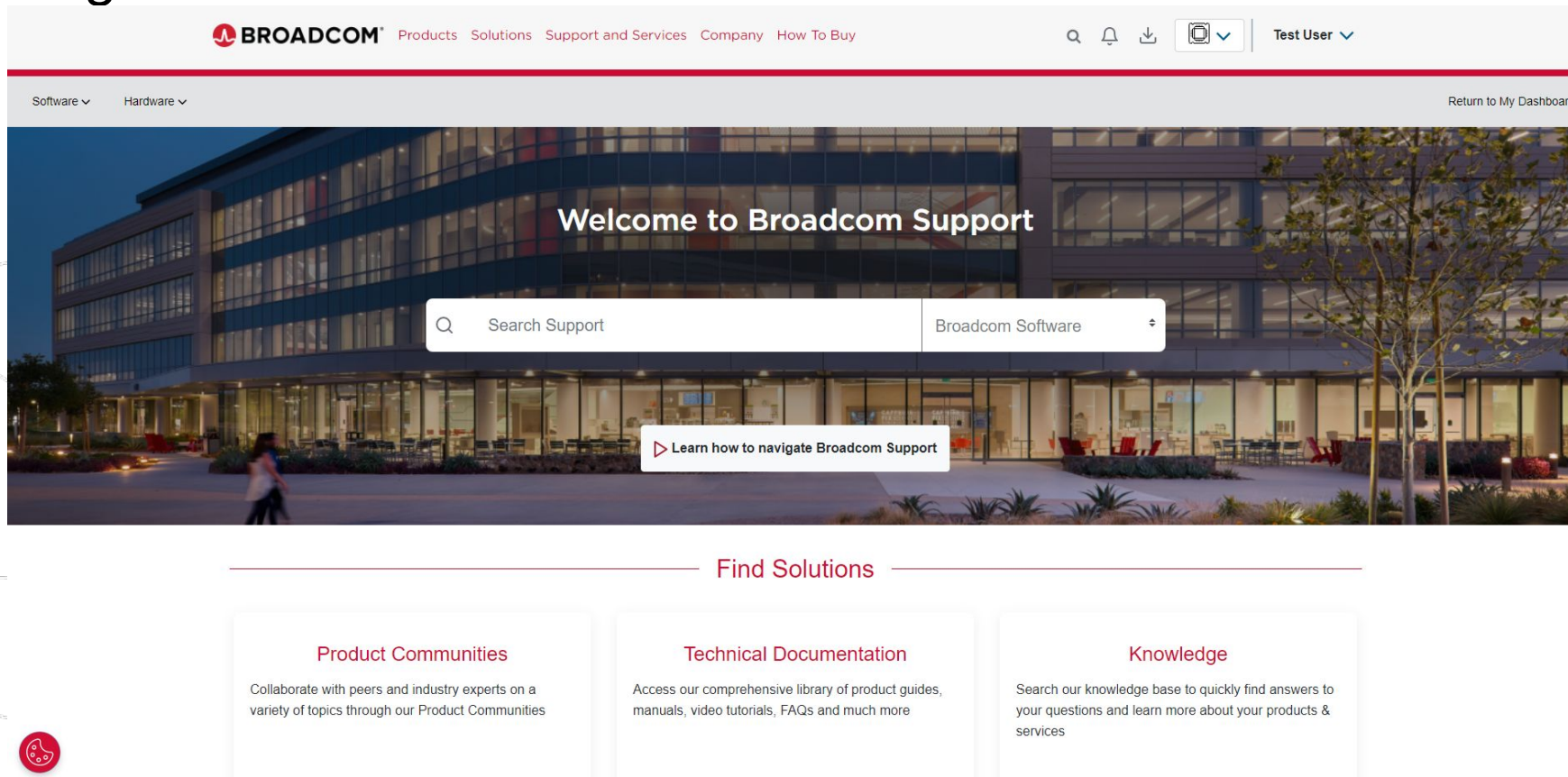


Navigation to Case Management System



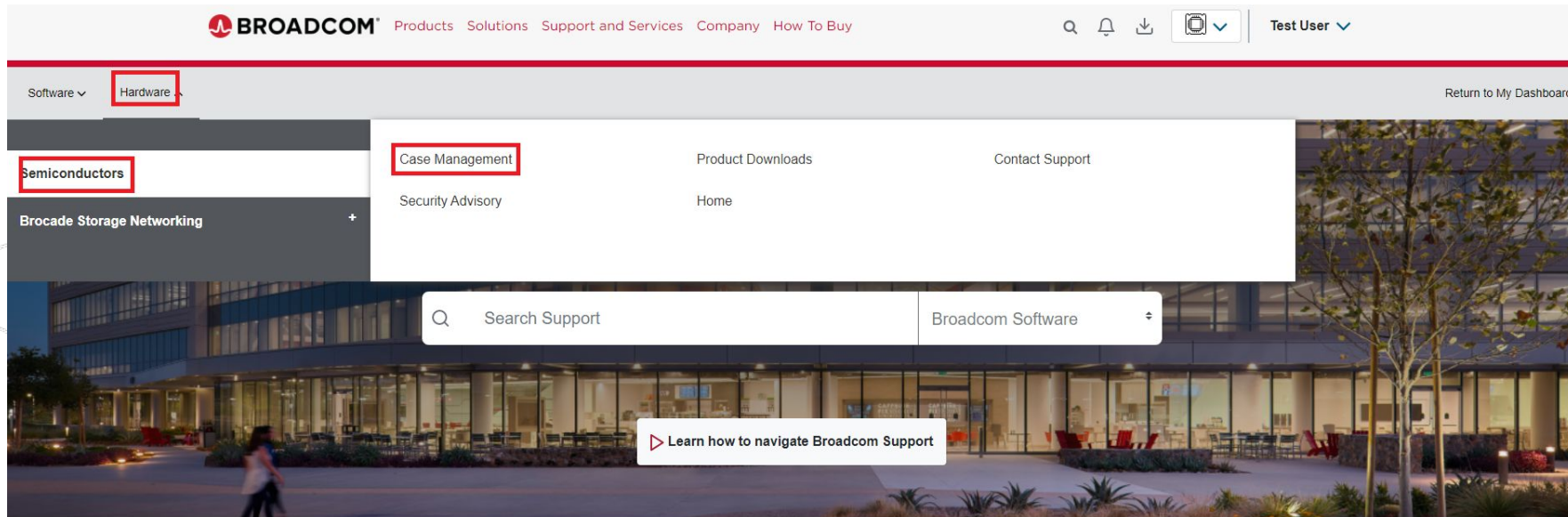
Navigation to Case Management System – Step 1

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



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



Navigation to Case Management System – Step 3

3) You should see a page like this once you 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.

The screenshot displays the Broadcom Case Management System interface. At the top, the navigation bar includes the Broadcom logo, 'Home', 'All Cases', 'My Cases', 'Search (Cases & KB Articles)', and a highlighted 'How to Wolken' link. To the right of the navigation bar are '+ Create Case', a notification bell, and a user profile icon labeled 'external user L...'. Below the navigation bar is a search bar with the placeholder text 'How can we help you?'. The main content area is divided into three sections: 'My Open Cases', 'Critical Cases', and 'Favourite Articles'. Each section contains a table with columns for Case ID, Project, Subject, Status, Priority, Creator Name, and Created On. The 'My Open Cases' and 'Critical Cases' sections both display 'No Records to display'. The 'Favourite Articles' section is partially visible, showing a 'Top Rated' article titled 'CSP Priority Definition (XGS, DNX, and StrataConnect)' with Article ID 102131.

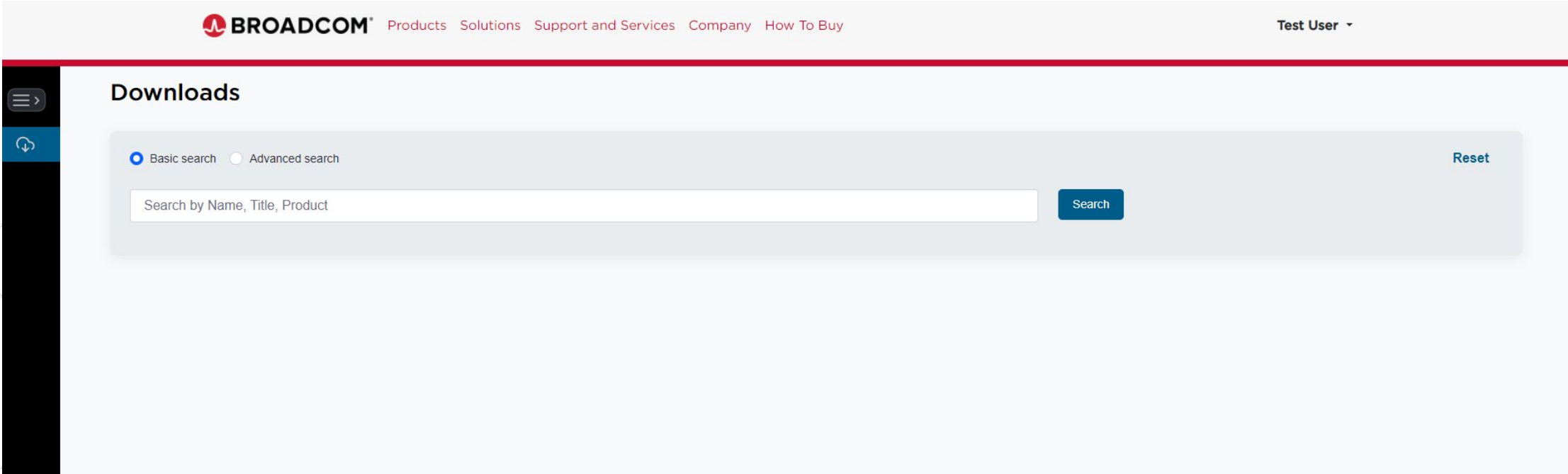


Document/Software Downloads Instructions



Document/Software Downloads Instructions

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



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.

Downloads

Basic search Advanced search



Reset

BCM56530

Search

Showing All Files

Showing 1 - 1 of 1

Name ▾	Title ▾	Type ▾	Status ▾	Product	Release Date ▾	Actions
56530-PB01-R	24-Port GbE Multilayer Switch w/Four 10-GbE/HiGig2 Uplink Ports (754.13 KB)	Product Brief	Available	BCM56530	2011-04-08	 

200 ▾ 1 to 1 of 1 records

< 1 >

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.

The screenshot shows the Broadcom website's Downloads section. At the top, there is a navigation bar with the Broadcom logo and links for Products, Solutions, Support and Services, Company, and How To Buy. A user profile for 'Test User' is visible in the top right. Below the navigation is a 'Downloads' header. A search bar contains the text '8707', and a 'Search' button is highlighted with a red box. Below the search bar, there are radio buttons for 'Basic search' (selected) and 'Advanced search', and a 'Reset' link. The main content area is titled 'Showing All Files' and displays a table of search results. The table has columns for Name, Title, Type, Status, Product, Release Date, and Actions. The row for '8728_8707_microcode_0517.zip' is highlighted with a red box. The table shows the following data:

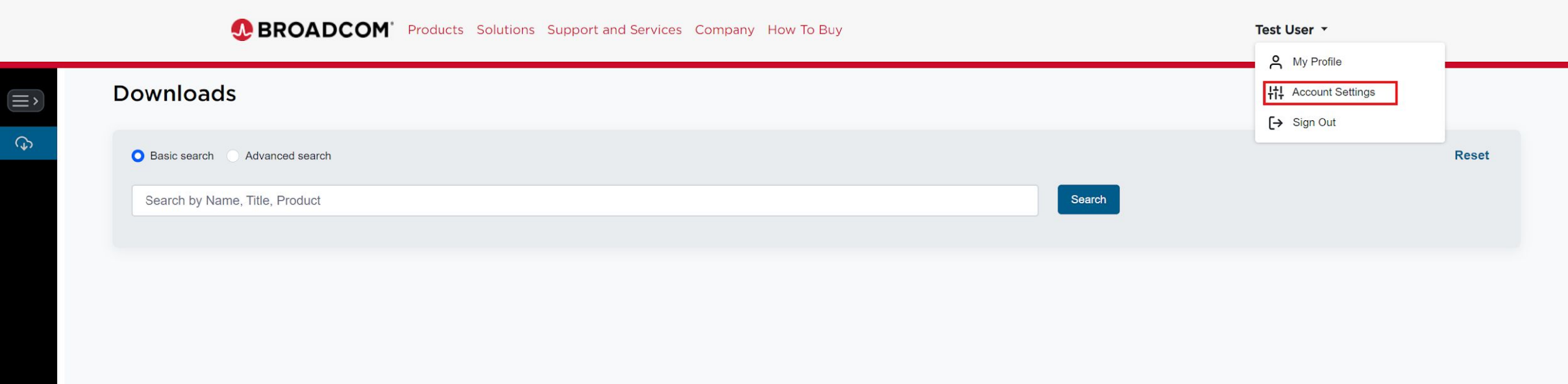
Name	Title	Type	Status	Product	Release Date	Actions
8707-DS07-R	Single-Channel 10GbE SFI-to-XAUI Transceiver with EDC (985.39 KB)	Data Sheet	Available	BCM8707	2013-07-29	Download Share
8707-DS07-RDS.pdf	Single-Channel 10GbE SFI-to-XAUI Transceiver with EDC (985.39 KB)	Data Sheet	Available	BCM8707	2013-07-29	Download Share
8728_8707_microcode_0517.zip	microcode for 8728 and 8707 (18.04 KB)	Software	Available	BCM8707 and 1 more	2013-01-08	Download Share
87XX-AN300-R	Power Supply Filter for BCM87XX Products (115.33 KB)	Application Note	Available	BCM8706 and 10 more	2011-08-05	Download Share
87XX-AN300-RDS.pdf	Power Supply Filter for BCM87XX Products (115.33 KB)	Application Note	Available	BCM8706 and 10 more	2011-08-05	Download Share

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.

Document/Software Downloads Instructions (Document Password)

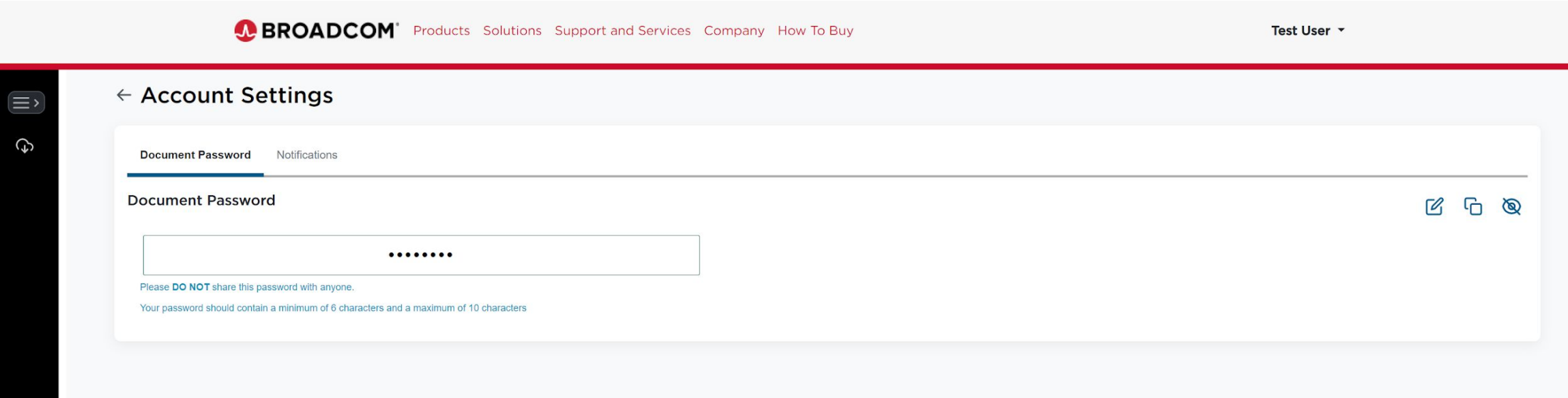
2) To view/modify your document password. Navigate to the Downloads page below and under your name pull down select “Account Settings”



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.





Thank You





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