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Protecting Your Software Investment

Micro Focus Business Support helps you to keep your IT environment up and running and your costs down, by providing fast 24-hour access to experts who can diagnose and resolve issues as well as give advice on software product features. We also help to maximize the value of your software investment by providing comprehensive technical support and updates for software products. We have the expertise to increase system uptime and performance, reduce total cost of ownership, and drive efficient business outcomes.

This customer support handbook and quick start guide provides valuable information that will help you get started to enjoy your Software Support entitlement and can be used as a reference throughout the lifecycle of your Micro Focus Business Support. It has never been quicker, easier, or more convenient for you to access our world-class service.

This guide will help you to:
1. Set up your Passport
2. Add Customer Subscription Name
3. Activate your Software licenses
4. Use Micro Focus MySupport
   - Log software support service requests (incidents)
   - Search knowledge base
   - Access technical supports experts
   - Escalate support cases and so on

Let's get started!

Set Up Your Passport

Your Passport is a single sign on service that lets you use one user ID and password for all Passport-enabled websites. Go to Micro Focus MySupport (formerly known as Software Support Online or SSO)\(^1\). On this landing page, Click on Sign in.

Then, click on Create an account

You will need an email address, a unique password, and your SAID/Customer Subscription Name\(^2\), in order to set up your account.

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\(^1\) As a result of recent changes, Software Support Online (SSO) has been renamed to Micro Focus MySupport.

\(^2\) As of 1 November 2017 Micro Focus will discontinue the use of the term Service Agreement Identifier (SAID) and will begin using the term “Subscription” when referring to a support contract. Existing customers should continue to use their SAID until they renew their support contract, at which time a Subscription will be provided.

www.microfocus.com
With Passport, you have access to all of the features and benefits that are in MySupport, such as product patches, support knowledge base, technical expertise, and the ability to log service requests.

**Add Customer Subscription Name**

The Customer Subscription Name is the unique subscription identifier with Micro Focus. You will receive your Customer Subscription Name in a separate communication within days of your software purchase. You will be asked to provide the Customer Subscription Name when accessing technical support.

If you have more than one Customer Subscription Name, please make sure to link all of your Customer Subscription Name to your Passport account (instructions as follows).

Go to Micro Focus MySupport. Sign in using your Passport.

1. Select My Entitlements located under License & Downloads on the menu, then in the drop down

2. On the subsequent screen, enter your Customer Subscription Name into the dialog box.

**Change from Service Agreement to Customer Subscription Name at Renewal Time**

Existing Software Support customers may have a Service Agreement ID (SAID). SAIDs will continue to work on Micro Focus MySupport until the time of Renewal. Once you renew your Software Support, you will receive a Customer Subscription Name. This Customer Subscription Name can be found on your Renewal Quote and in your Renewal Letter identified as Customer Subscription Name. Attach your Customer Subscription Name to your My Entitlement in MySupport per the above instructions.

Your SAID will show expired and your case history will move under your Customer Subscription Name within 2-3 business days.

**Activate Your Software Licenses**

Software download and license activation are facilitated through the Software Licenses and Downloads Portal. Please refer to your specific product instructions for further licensing guidelines. If you received a separate electronic delivery receipt Email, please use the link included in that email to directly access your products. Otherwise, login to the Software Licenses and Downloads Portal using your Software Passport.
credentials. First time users need to link your passport account to your license entitlements using the Search Account button and entering the Customer Subscription Name. To learn how to get started, please refer to the Quick Start Guide located under Contact Us / Self Help on the top of the page. 

If you are with a U.S. Government agency, you will access the Software Licenses and Downloads Portal here.

The Software License Activation—Quick Start Guide will help you get started on the Software Licenses and Downloads portal. Further help like FAQs, videos, the ELA Customers—Starter Guide or License Delivery Center contacts is readily available via the Help > Contact Support > Licensing Support.

More on Software Updates, Alerts, and Lifecycle Information
To locate and download updates for products, please visit Software Licenses and Downloads.

For an overview of the most current software product obsolescence policy and end of support announcements, please visit the Product Lifecycle (Obsolescence & Migrations) site.

Micro Focus MySupport
Fast, powerful, and personal online access to knowledge and experts.

Visit and start using Micro Focus MySupport.

Chat
Non-technical Live Chat is available for Software Support. Chat is now available in 10 languages. For available languages and to begin a non-technical chat, click here and please select your chat language.

Chat is also available from the Help / Chat menu or from the Chat icon on the MySupport main page.

Submit and Manage Service Requests and Change Requests
To log a service request (incident) or manage current incidents:
1. Log onto MySupport
2. Click on Service Requests (Incidents)

Figure 6. Service Requests (incidents)
You may also go to the top menu and click on Service Requests.

Figure 7. Service Requests (incidents)
3. MySupport will take you to your Service Request Dashboard. Here you will be able to see your case history and ability to open a new case.

You may also log and update service requests (incidents) through email or Live Chat by going to the Help menu > Contact Support.
NOTE
If you need to log a service request (incident) and have not received your Customer Subscription Name or you have an existing SAID/Customer Subscription Name and wish to inquire about it, click on Investigate Contract.

**Documentation**
Using our facet-based knowledge search, you’ll have direct access to the documentation list. You can sort on product, version, OS, so on to refine your search. MySupport introduces links to product-specific documentation portals for ADM and ITOM products.

**Patches**
Using our facet-based knowledge search, you’ll have direct access to the patch list. You can sort on product, version, OS, and so on to refine your search.

**CONFIGURE YOUR PREFERENCES**
You can configure your preferences and manage your information as shown in Figure 12:
- Edit profile
- Check My Entitlements (manage your SAIDs/Customer Subscription Names)
- Check My Products (view a listing of your products associated with your My Entitlements)
- Check your FlexCare Credits available if you have purchased FlexCare Credits
- Manage Email notifications email notifications
- Survey preferences
- And more
Help with Navigation and Use of Micro Focus MySupport

The Help section on the top navigation bar contains the Getting Started online guide, FAQ, Guides, Feedback, and Access levels.

Moreover, if you need help anytime—engage the Customer Support team through email or Live Chat through the Help menu > Contact Support.

Community

The Community provide resources you need to stay up to speed on the latest technical developments with software. Inside our technical network, IT practitioners showcase their knowledge, connect with peers, and get access to advice, downloads, demos, and discussions with fellow experts. The Community also offers blog articles, software downloads, information about upcoming events, and more.

Marketplace

In the Marketplace you can explore apps, add-ons and more to expand the functionality of your Micro Focus software products. You can search by Marketplaces, or Products alphabetically A-Z.
Forums
Connect with other customers and interested parties regarding many topics about our products. Sometimes your peers have the solutions you're looking for. Visit the Software Support Forums directly.

Vivit
Vivit is the independent, non-profit service organization that represents the broad software community and is the endorsed software users group. For almost two decades, Vivit has been the unbiased, trusted, and field-tested community for thousands of software customers, developers, and partners from around the world and from all areas of business and industry.

Enjoy member benefits such as:
- Add your voice and expedite change
- Engage and share best practices with the best and brightest
- Expand your knowledge base
- Advance your career
- Receive discounts to events

Join VIVIT today by visiting vivit-worldwide.org and completing the registration form. Membership is free.

Contact Support
There are multiple options available for you to contact our technical and business support professionals. Go to MySupport and navigate in the menu to Resource or Help, then click on Contact Support. Self Help resources are available for documentation, support forums, patch downloads, and more. You can also Request Assistance via Live Chat, Email, and Telephone.

Software Duty Manager process
The Duty Manager process is an exception request that should be used when the support process is not working to your expectations. The most effective way to engage a Software Duty Manager is to ask your technical support engineer or Live Chat representative to escalate your case. Please have your service request ID ready so we can expedite your request.

Software Support Portfolio and Offerings
We offer a range of offerings and services that can help your business reduce risk and get more value from your software investment. Read about how other customers like you have benefited from the value of the support services and engage a sales representative if you are interested in finding out how we can help your business maximize your software investment. We strive to be a valued business partner, so watch for updates and improvements to our offerings. To find support terms and conditions and data sheets, please visit our Software Support site.
Additional details can be found at Software Support Offerings.

We value your thoughts and ideas regarding your overall support experience. At the end of each service request, please take advantage of the opportunity to tell us how we did.

You may also email us at software.satisfaction@microfocus.com any time, to share your comments.

This handbook is for customers and partners who are entitled to Software Support and are users of Micro Focus MySupport. You may find out more about Software Support for other software products by visiting Software Support.

Learn More At
www.microfocus.com/softwaresupportsvcs