Achieve more

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In our ongoing effort to deliver a high-quality, responsive support experience, Fortify Technical Support is aligning with current Micro Focus Software Support operations. To get prepared for the move, please follow the steps below to register for your Passport account and link your contract identifiers for access to restricted areas of the MySupport portal. This document will also review steps for how to create cases in the future. For a list of resources and where to find them after Feb 19, 2018, check out our Tools & Resources Guide.

Please note that these actions should be performed by *each* individual requiring access to the new system.
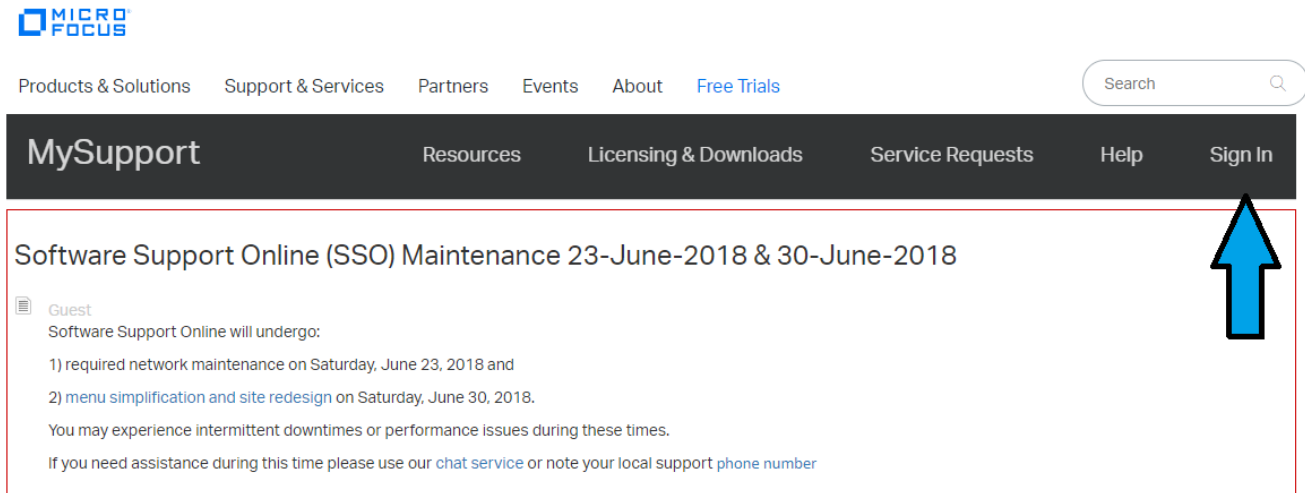
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Create your Passport account

If you have not created a Passport account in the past, you will need to create one now.

1. Navigate to MySupport

2. Click on the Register for Software Passport

3. Complete the available fields and click the **Create account** button

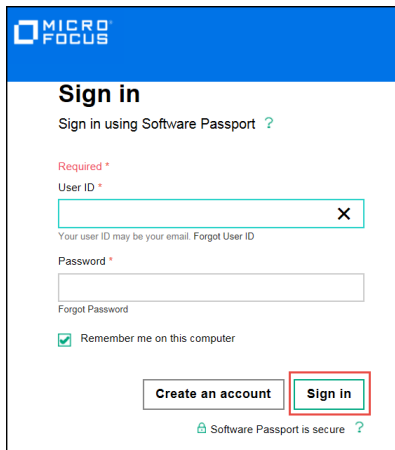## Login using your Passport

On the main [MySupport](#) page click on **My Software Support sign-in**

Enter your credentials and click the **Sign In** button

Once you successfully log in, you will be redirected to your home screen.

Adding Your Subscription ID / SAID to your account

Your Subscription ID/ SAID will serve as your contract identifier for access to restricted areas of the site. It is important that each Passport account link all active Subscription/SAIDs in order to take advantage of available Support resources. If you do not know your Subscription ID/ SAID, please skip to the next section for instructions on how to locate one.

1. Navigate to MySupport and login using your Passport account.
2. Click on Home> My Entitlements

3. Add you Subscription / SAID(s), one at a time, in the **Contract identifier (SAID)** box.

4. If you encounter a problem with entering a Contract Identifier/SAID, please proceed to the next section for instructions on how to request assistance with your Contract Identifier/SAID.
5. Once you successfully add your contract identifier it will be listed in the upper section. NOTE: Prior to Feb 19, 2018, Fortify products covered by the SAID will not be listed and it may indicate

"0 Products". Your products will become visible after the go live date, Feb 19, 2018.

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Check Entitlement   — Select + Select

[View] My Requests

Support contract information

Listed below are the software support contracts you have added to your Software Passport profile.

Contract	Expiration date	Status	Alias Name	Delete
███████████ 3 Products	2018-11-1	ACTIVE	███████████	⊗

Add a contract to your profile

For adding contract ID, please enter contract ID and click on Add button.

Contract identifier (SAID)* [_____]   **Add**

6. Continue this process with any additional Subscription ID / SAIDs

How to request assistance with Contract Identifier/SAID

If you do not know your contract identifier or are otherwise unable to entitle your account, you can create a Support Case of the **Investigate Contract** type for assistance. Follow the steps in the section below on how to create a Support Case after creating your Passport.

How to create a Support Case

The steps described below can be used immediately for Licensing, SAID/contract and any other non-technical concerns such as those related to website functionality, renewals, sales, etc. these steps will be used for issues related to product functionality only after the migration is completed on Feb 19, 2018. To create a technical case related to Fortify product functionality *prior* to Feb 16, 2018, please continue using existing Fortify resources.

1. Navigate to the [MySupport](#) Portal and login using your Passport account credentials. If you are already logged in, simply click **Service Requests** in the top menu bar.

2. Click on **New Service Requests (Incident)**
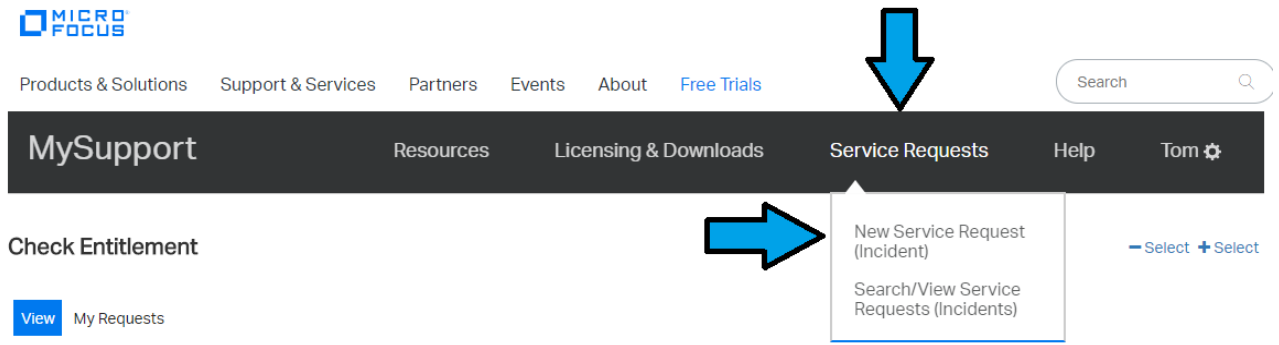
3. Select the Category of your service request. If you are looking for assistance with your Subscription ID or SAID, choose **Investigate Contract**.
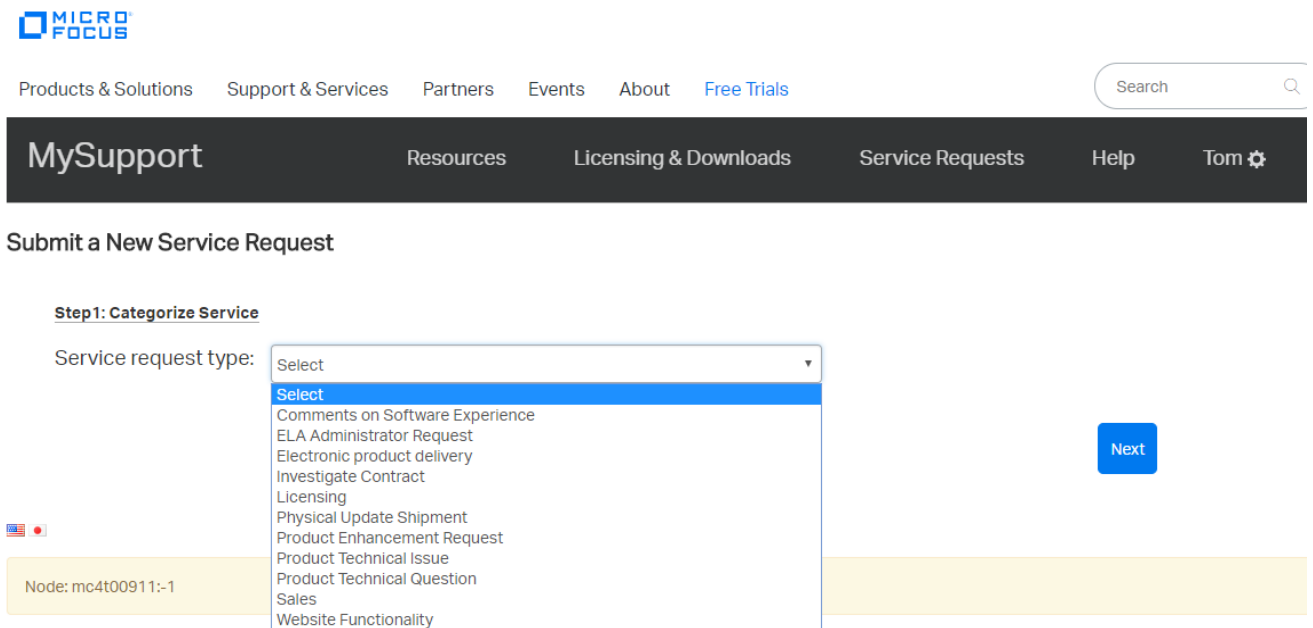
1. Select the details of the service request. For contract investigation cases, you may leave the Contract ID field blank, if you do not know your Subscription ID/ SAID.

2. Enter a title and a detailed description of your issue or question including details of your environment and steps to reproduce the issue.

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Submit a New Service Request   — Select

Step 3 (of 3): Summary

Service Request Category

Service request type:	Product Technical Issue	Product:	fortify software security center server
Contract ID(SAID):	██████████		
Product Version:	17.20	Operating System:	Windows

Service Request Details

Service Request Title:	This is a test case on the new MySUpport site
Service Request Details:	This is a test case on the new MySUpport site
Severity:	4 - Negligible/None	Urgency:	4 - Low

Contact Details

Email address* ████████████

Phone number*

Country Code	Area	Phone	Ext
[ ]	[ ]	[ ]	[ ]

Contact preference: [Select ▾]

Alternative contact preference: [ ]

Do not contact me outside standard business hours in relation to this request ☐

Service Request ID will be created and emailed to you after you submit the Service Request

[Previous]   [**Submit Service Request**]

3. Complete the remaining required information and submit the request.

   Note that entering your phone number in your Passport profile will save you the step of entering a phone number for each case in the future. After submission, you will be allowed to attach documents. For technical inquiries, include relevant logs and screenshots to expedite analysis and research of your issue.

Download Software and Licenses

Software downloads and licenses can be found on the Licensing & Software Download portal. You can navigate to this portal from SSO.

1. Click on **Licensing and Downloads**
2. Choose **Licenses and Downloads**
3. You will be provided 2 choices based on your type of business: Commercial Customer or US Government (Federal, State, Local, Education). Please select the correct choice.
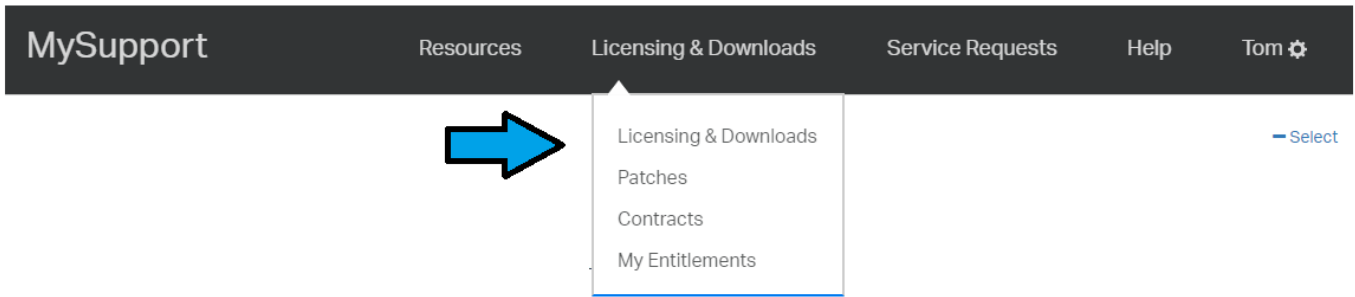
4. For more information on how to use the Licensing & Software Download portal, reference the Quick Start Guide and other resources found in the Self Help section. For further assistance with that portal, you may also email appropriate regional alias below.

- **Americas:** mi.licensing-NA@microfocus.com
- **Europe, Middle-East & Africa:** mi.licensing-EMEA@microfocus.com
- **Asia-Pacific & Japan:** LicensesAPAC@microfocus.com

Managing cases on MySupport

1. Login to MySupport using your Passport account. In order to view your cases, your account must be linked with a valid contract identifier. Use the Adding Your Subscription ID / SAID to your account section of this document, if you have not already done so.
2. From the Home page, select **Service Requests from the top menu bar** and choose Search/View Service Requests (Incidents).
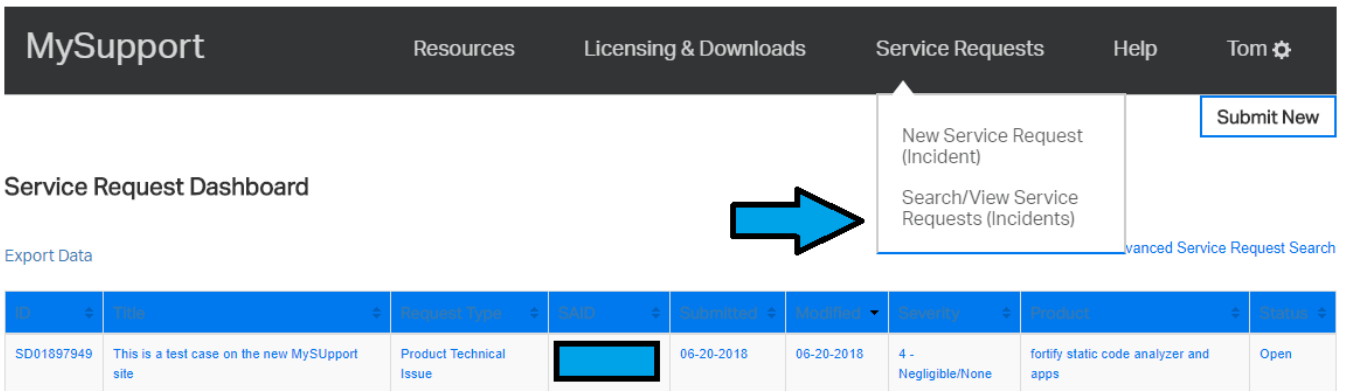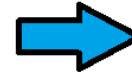

NOTE: Migrated cases are not yet linked to your MySupport Passport, so you may not see any cases in the default view. New cases opened via MySupport will be linked to your account and will be in the default case management view, as long as they are open. To view cases that are not linked to your Passport, use the advanced search.

3. Click on the **Advanced Service Request Search** link

4. A pop-up will appear with options for filtering cases. You have access to view any cases that are associated with contracts/SAIDs linked to your Passport account.
5. Change the **Request Submitted By** filter to **All submitters**

6. Modify the remaining filters, as needed, to view the desired subset of cases.
7. Note that the returned case limit is 250. For faster results you may want to filter by date opened, or on active cases.
8. Click the **Filter** button
9. The result will be a list of cases based on the filters used.

Subscribe to Receive Product Release Announcements

To ensure you are notified when new product releases become available, subscribe to our Product Announcements board, found on our online community, Protect724.

1. Navigate to our Fortify Product Announcements Board and log in using your Software Passport.
2. Click on **Forum Options** in the middle of the page
3. Click on **Subscribe**
4. If you prefer to subscribe to only some announcements, filter by the desired label and then click **Subscribe**.
5. Review your personal settings to ensure you are notified when there are updates to this board.
   o Click on your name in the top right corner
   o Click **My Subscriptions**
   o Click on **Notification Settings**
   o Review and modify your settings as desired