

Micro Focus Data Security Quick Start Guide to MySupport

Achieve more



In our ongoing effort to deliver a high-quality, responsive support experience, Data Security 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 and link your contract identifiers for access to restricted areas and review steps for how to create cases in the future.

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

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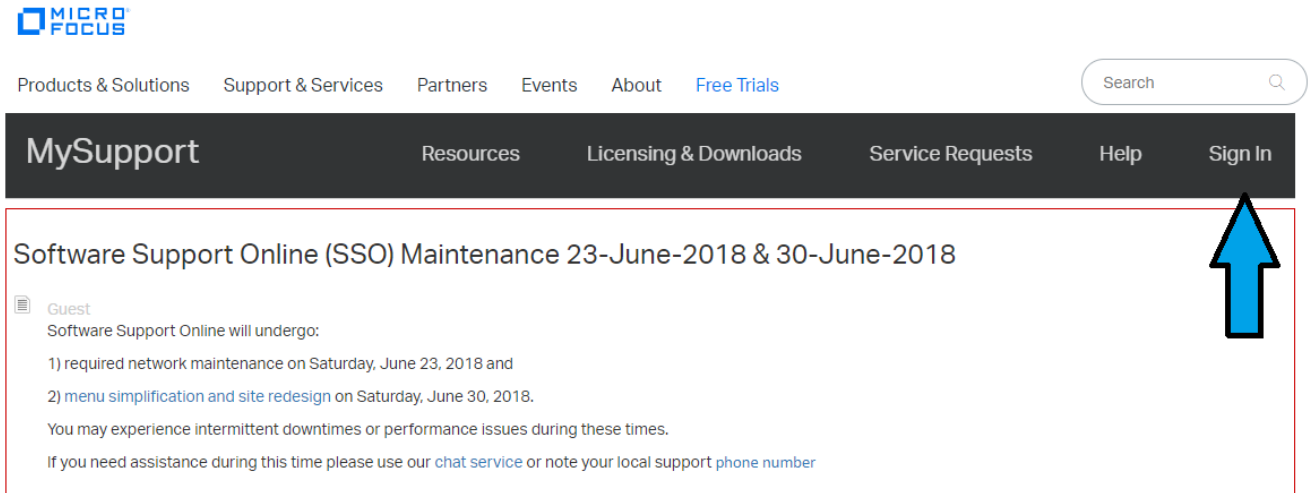
Create your Passport account

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

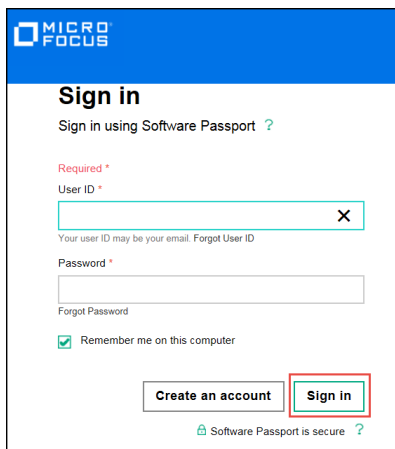
Login using your Passport

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



The screenshot shows the top navigation bar of the MySupport website. The Micro Focus logo is on the left. The navigation menu includes: Products & Solutions, Support & Services, Partners, Events, About, Free Trials, a search bar, MySupport, Resources, Licensing & Downloads, Service Requests, Help, and Sign In. A blue arrow points to the Sign In button. Below the navigation bar is a maintenance announcement for Software Support Online (SSO) from June 23 to June 30, 2018, detailing network and menu changes.

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



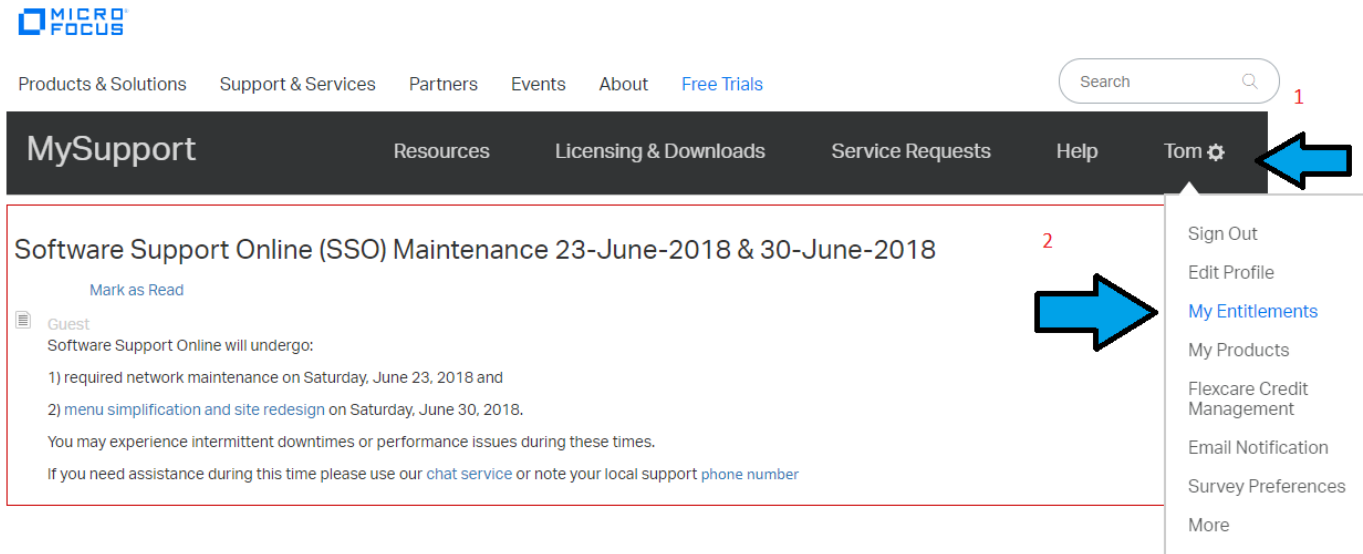
The screenshot shows the 'Sign in' page. It features the Micro Focus logo and the heading 'Sign in'. Below the heading is the text 'Sign in using Software Passport ?'. There are two required fields: 'User ID *' and 'Password *'. The User ID field has a placeholder text 'Your user ID may be your email. Forgot User ID'. Below the Password field is a 'Forgot Password' link. There is a checked checkbox for 'Remember me on this computer'. At the bottom, there are two buttons: 'Create an account' and 'Sign in'. A security notice at the bottom states 'Software Passport is secure ?'.

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

Adding Your Subscription Name / SAID to your account

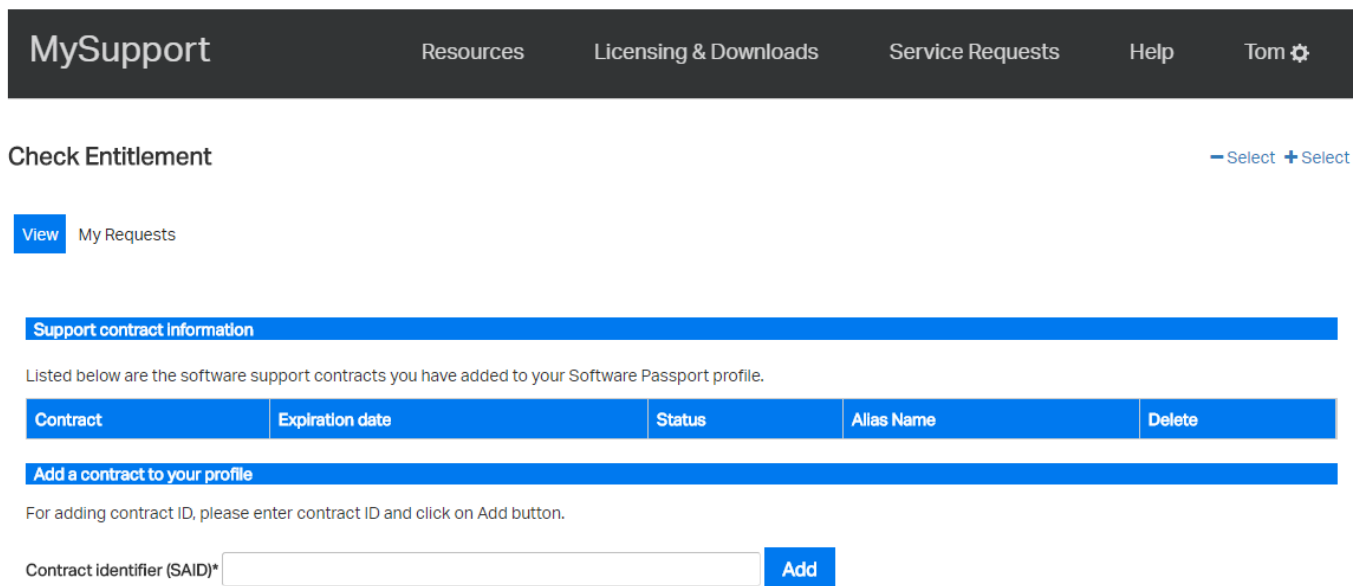
Your Subscription Name / SAID will serve as your contract identifier for access to restricted areas of the site. It is important that each Passport account link all active Subscription Name/SAIDs in order to take advantage of available Support resources. If you do not know your Subscription Name / SAID, 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



The screenshot shows the MySupport website interface. At the top, there is a navigation bar with links for Products & Solutions, Support & Services, Partners, Events, About, and Free Trials. A search bar is located on the right. Below the navigation bar, the MySupport logo is on the left, and a secondary navigation bar contains Resources, Licensing & Downloads, Service Requests, Help, and Tom (with a gear icon). A blue arrow labeled '1' points to the Tom gear icon. A dropdown menu is open, showing options: Sign Out, Edit Profile, My Entitlements (highlighted with a blue arrow labeled '2'), My Products, Flexcare Credit Management, Email Notification, Survey Preferences, and More.

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



The screenshot shows the 'Check Entitlement' section of the MySupport website. The navigation bar is visible at the top. Below it, the 'Check Entitlement' heading is followed by a '+ Select' button. A 'View My Requests' button is present. A blue bar highlights the 'Support contract information' section. Below this, a message states: 'Listed below are the software support contracts you have added to your Software Passport profile.' A table with the following columns is shown: Contract, Expiration date, Status, Alias Name, and Delete. Below the table, another blue bar highlights the 'Add a contract to your profile' section. A message reads: 'For adding contract ID, please enter contract ID and click on Add button.' A form field for 'Contract identifier (SAID)*' is followed by an 'Add' button.

4. If you encounter a problem with entering an SAID, please proceed to the next section for instructions on how to request assistance with your SAID / Subscription Name.
5. Once you successfully add your contract identifier it will be listed. NOTE: Prior to May 27, 2018,

Data Security 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, May 27, 2018.




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](#)

- Continue this process with any additional Subscription Name / SAIDs

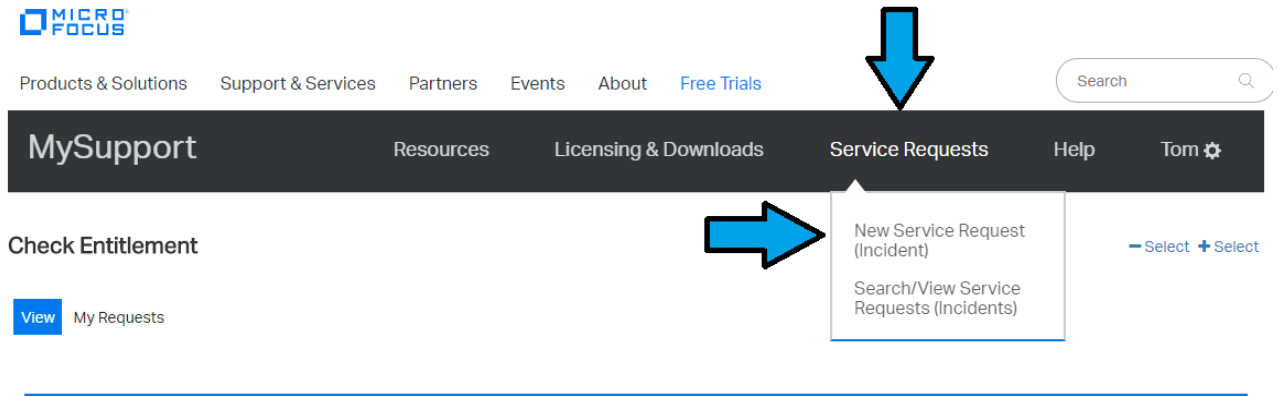
How to request assistance with Subscription Name / SAID

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.

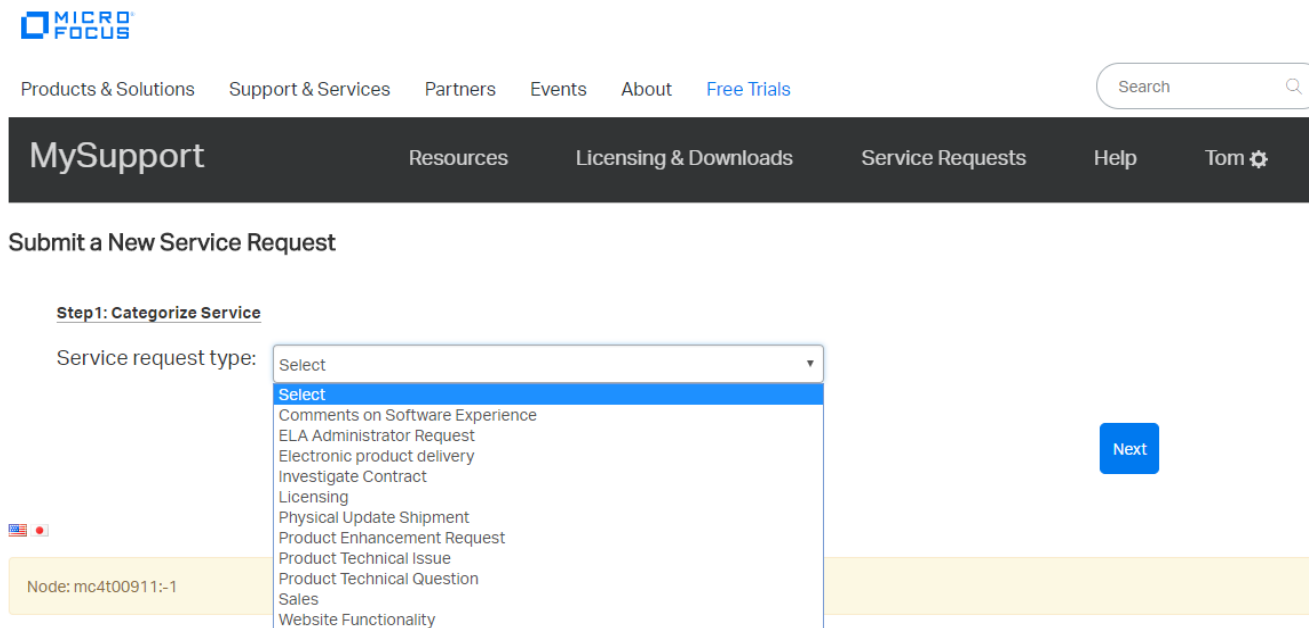
How to create a Support Case

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 May 27, 2018. To create a technical case related to Data Security product functionality *prior* to May 26, 2018, please continue using existing Data Security resources.

- Navigate to the [MySupport](#) Portal and login using your Passport account credentials. If you are already logged in, simply click **Home** in the top left corner.
- Click on **New Service Requests (Incident)**



3. Select the Category of your service request. If you are looking for assistance with your Subscription Name 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 Name / SAID.



Submit a New Service Request

Minimize
- Select

step 1 (of 3): Categorize Service Request



* Required field

Remember to browse the Knowledge Search, FAQ, Communities and other Self-Solve areas.
Many common answers and suggestions are covered there.

<input type="text" value="Product Technical Issue"/>	<input type="text" value="fortify software security center :"/>
<input type="text" value="Contract ID(SAID)"/>	<input type="text" value="Select"/>
<input type="text" value="17.20"/>	<input type="text" value="Windows"/>
<input type="text" value="Area"/>	<input type="text" value="Select"/>

Cancel

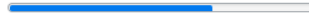
Next

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

Submit a New Service Request

[Select](#)

Step 2 (of 3): Description



*Required field

Please provide a title that clearly describes your request*

80 character(s) remaining for service request title

Describe your request. Please be as detailed - yet clear - as possible.*

15000 character(s) remaining for service request description

Severity*

Urgency*

Previous

Next

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): [REDACTED]
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* [REDACTED]
Phone number*
Country Code Area Phone Ext
[REDACTED] [REDACTED] [REDACTED] [REDACTED]
Contact preference: Select ▾
Alternative contact preference: [REDACTED]
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

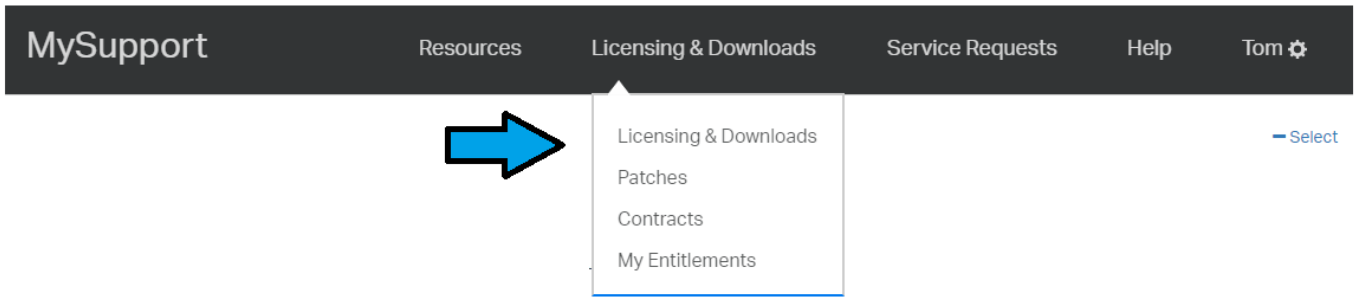
[Previous](#)[Submit Service Request](#)

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.
4. 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 [MySupport](#).

1. Click on **Product Information**
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.

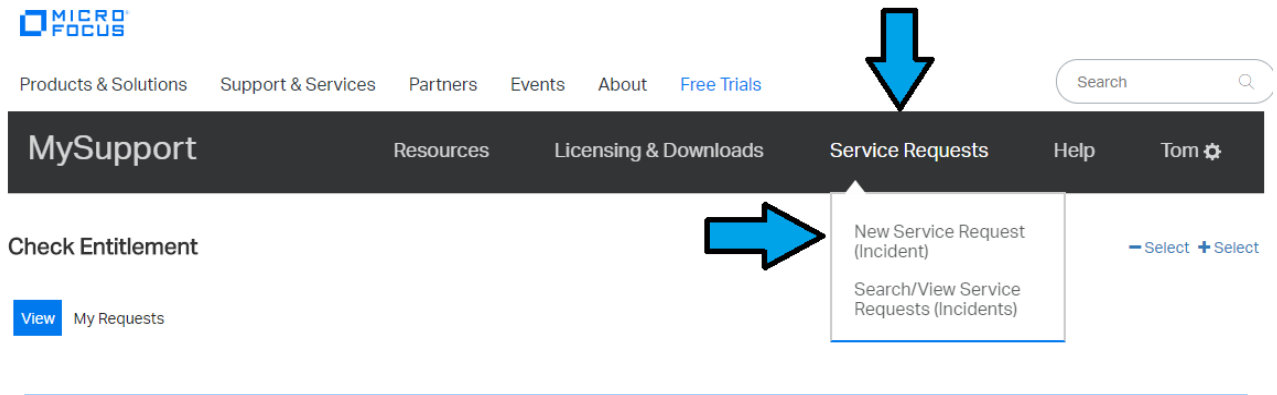


4. For more information on how to use the Licensing & Software Download portal, reference the [Quick Start Guide](#) and other resources found in the [Self Help](#) section. For further assistance with that portal, you may also email appropriate regional alias below.

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

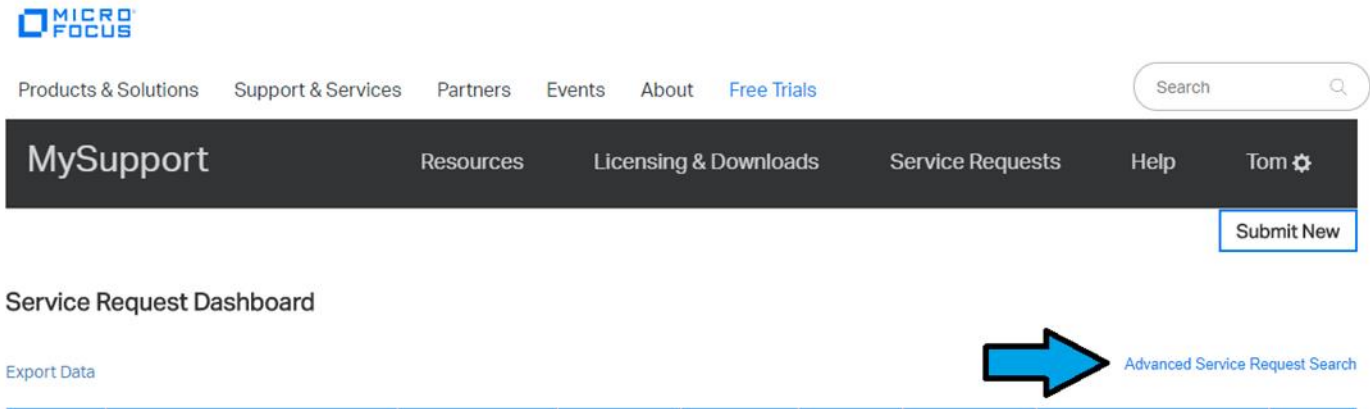
Managing cases on MySupport

1. 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)**



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**

Request Submitted By

Submitted by me

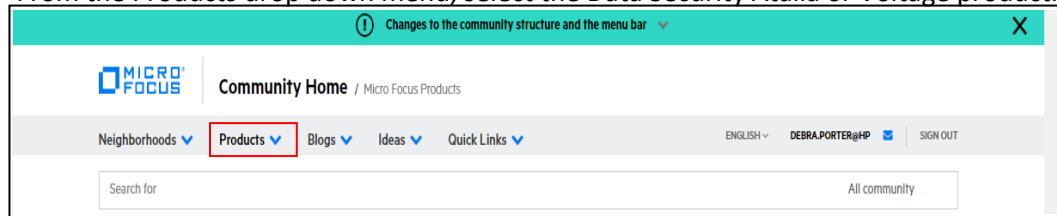
All submitters

Others

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

1. Register at the Micro Focus Software Community Page using your Passport ID:
<https://community.softwaregrp.com/t5/Products/ct-p/sws-ProductFamilies>
2. Once registered, login to the Micro Focus Community Page using your Passport account.
3. From the Products drop down menu, select the Data Security Atalla or Voltage product.



4. Select the Product Announcements link:

Welcome to the Voltage community!

A forum where you can engage to learn best practices and get product updates about Micro Focus [Voltage SecureData](#) and [SecureM: Identification and privacy](#).



Voltage User Discussions

This is the place for discussions and questions. Labels are used to help organize the threads

44
POSTS

10 hours ago



Voltage Product Announcements

Find all Voltage Product Announcements in this forum. This is a read-only board.

1
POST

a month ago

5. Select **Subscribe** from the **Options** drop down menu



Voltage Product Announcements

Options