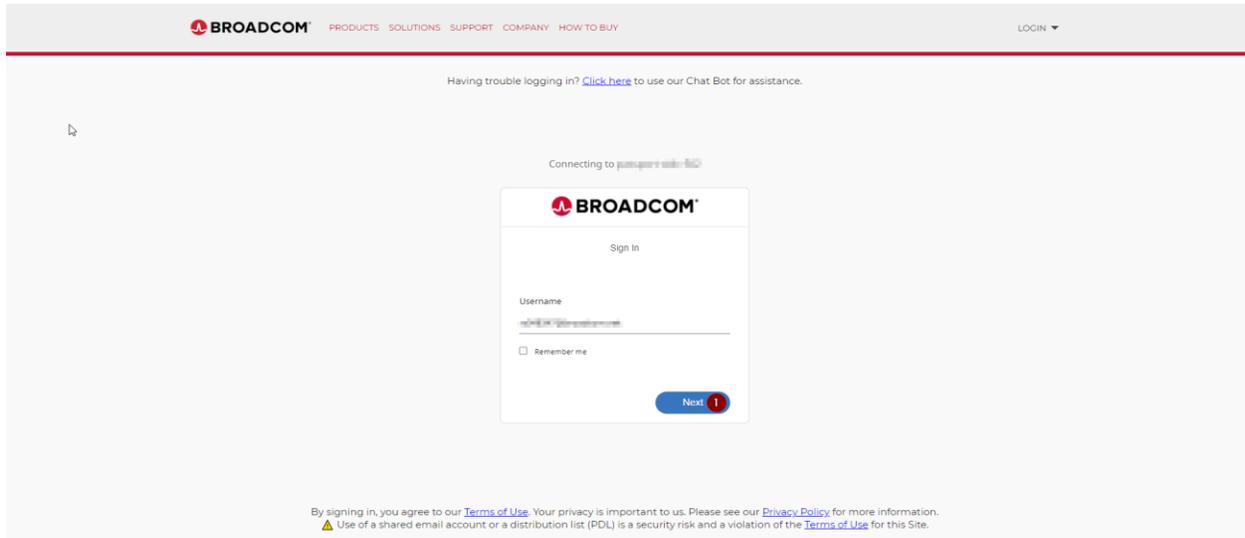


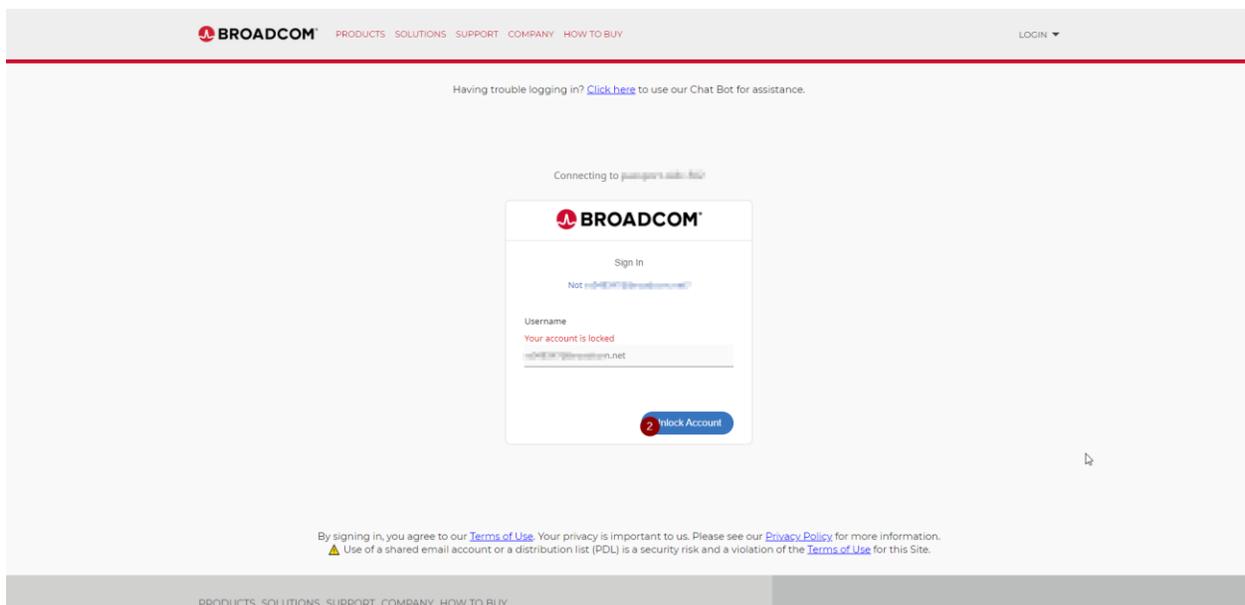
Account Re-Activation

User Experience

1. When the user tries to login to their respective application, user will be routed to <https://access.broadcom.com> and key in the username then click on next



2. User will be shown with an error message as **"Your account is locked"**. Click **Unlock Account** below.



3. Users will be listed with an active email address. Click email to receive activation link

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



Broadcom Inc. Customer sign-in

Unlock Your Account

Reset Your Password

Select the way to reset your password

 Email to r*****@broadcom.com 

[Back](#)

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.

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



Broadcom Inc. Customer sign-in



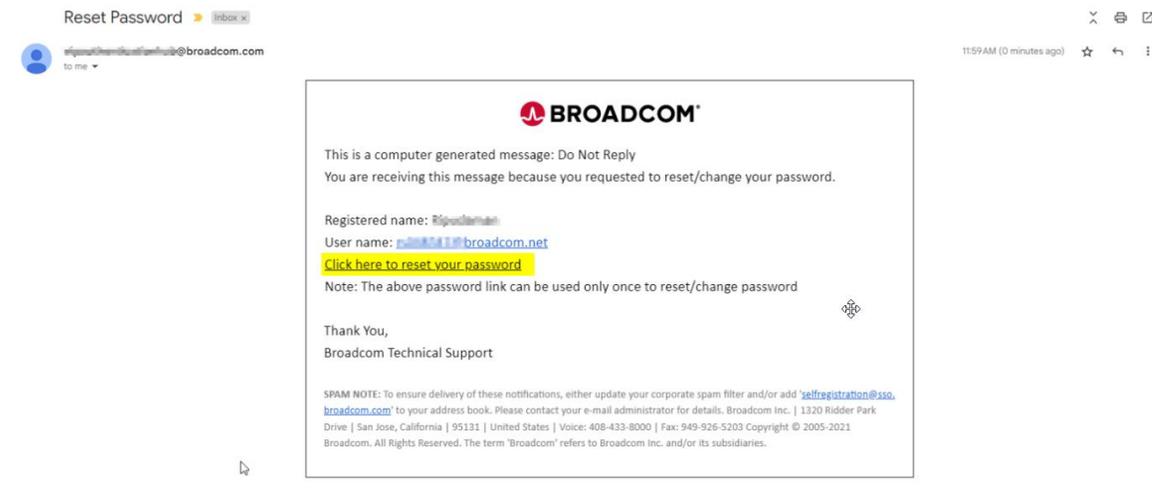
Email Sent

An email with the link to reset your password has been sent to the selected email

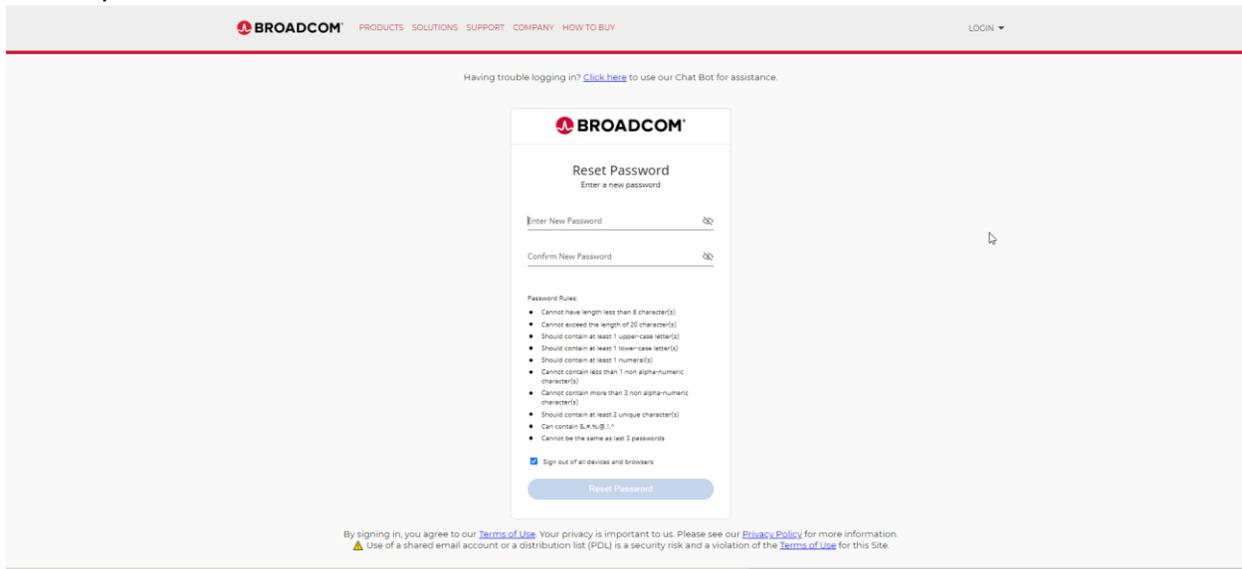
After changing password, return to Sign In

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.

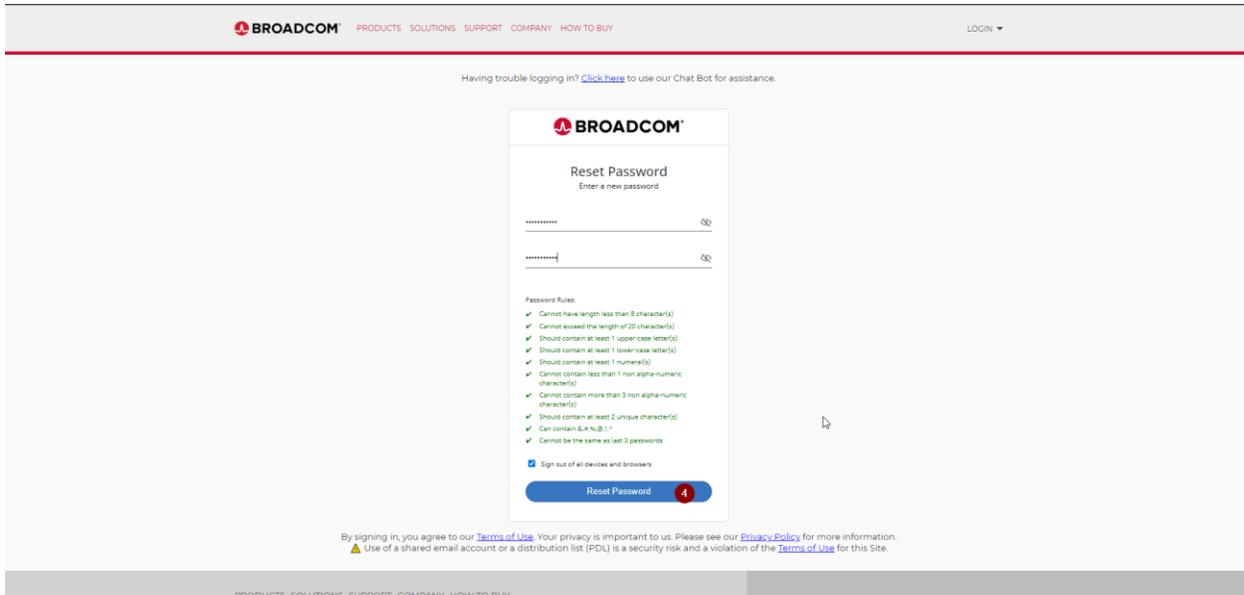
4. An email with a password reset link will be in the user's inbox. Click it



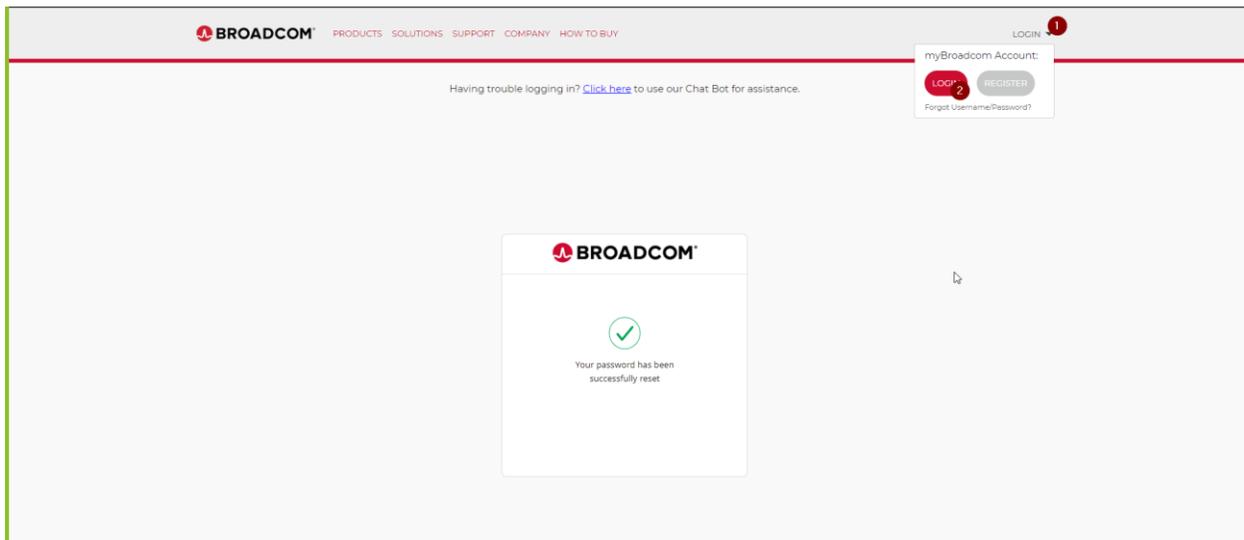
5. User will land on the password reset page. Key in new password followed by confirm password



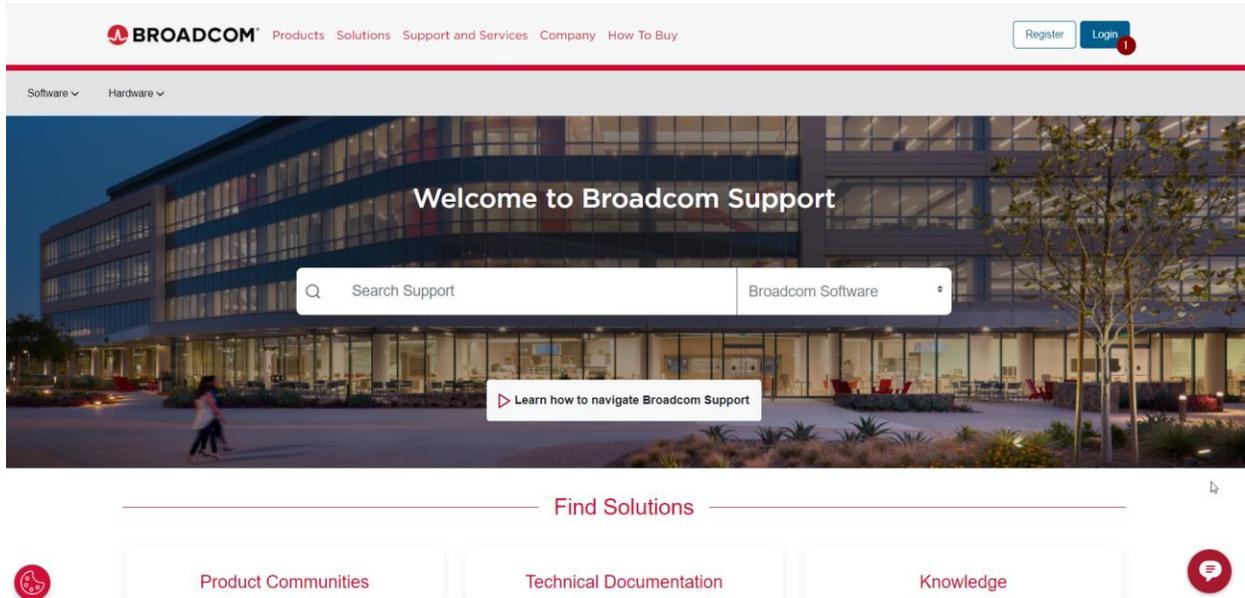
6. Make sure you meet all the password requirements. Click **Reset Password**. User can use new password



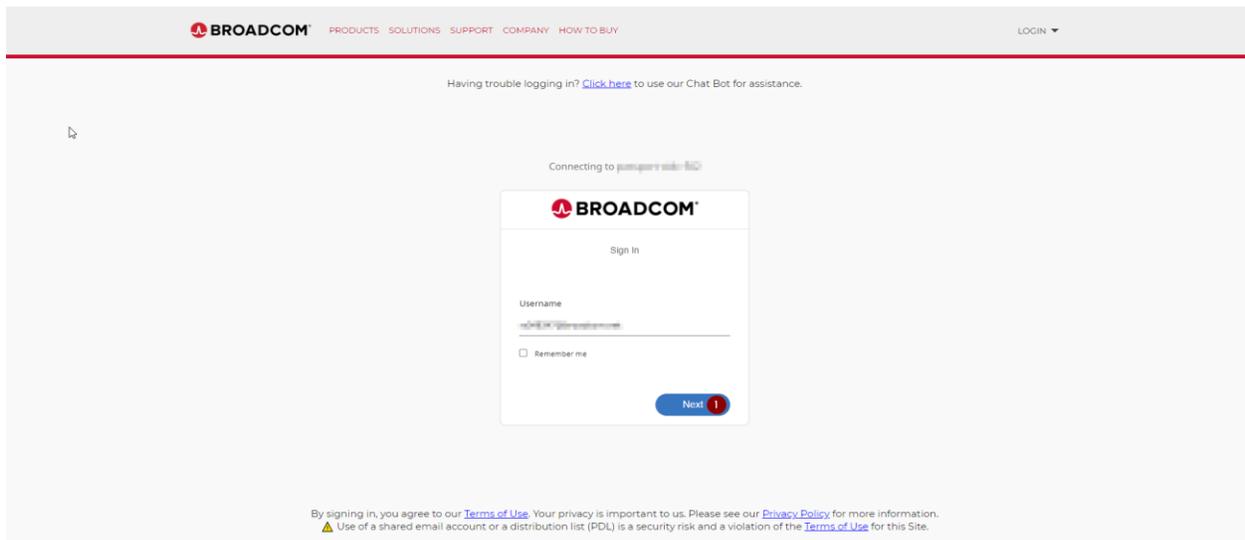
7. User will be landed to below screen, pls click on 1 & 2,



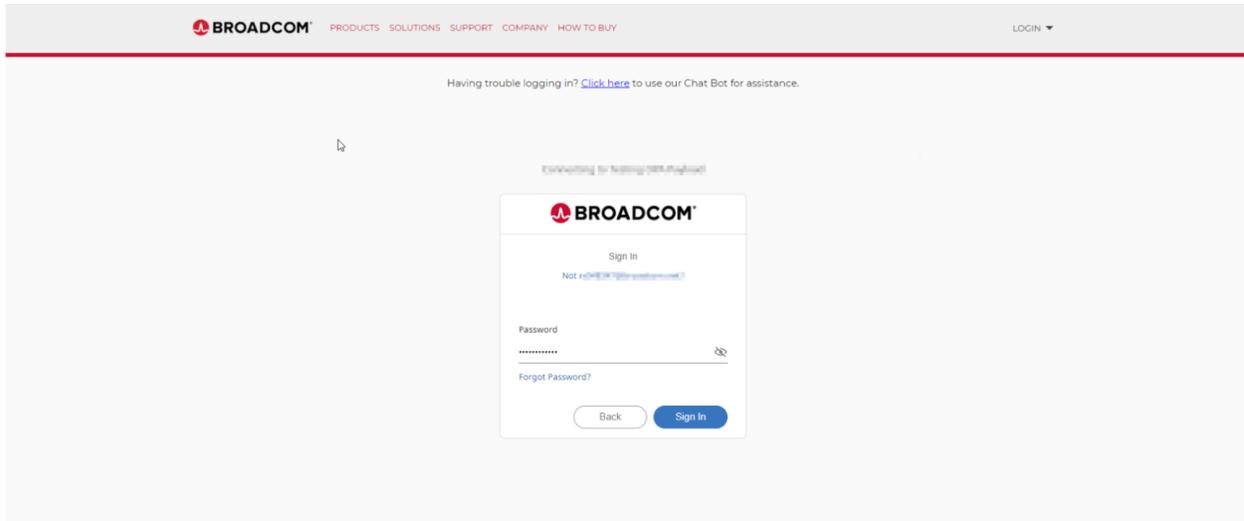
8. User will be landed to support.broadcom.com User needs to click on 1.



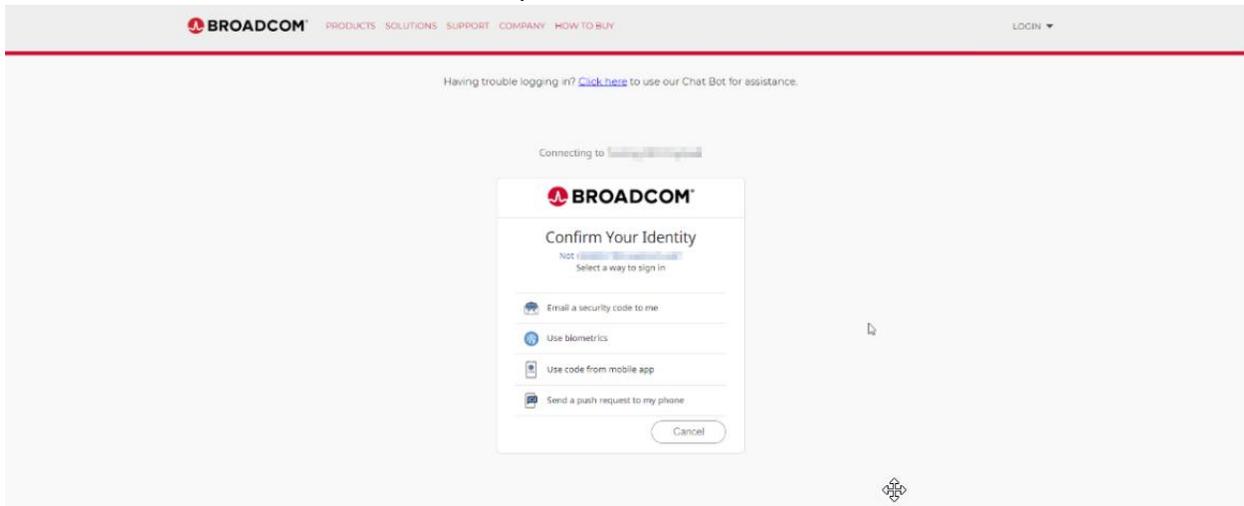
9. Users need to fill in the username here and click on the Next button.



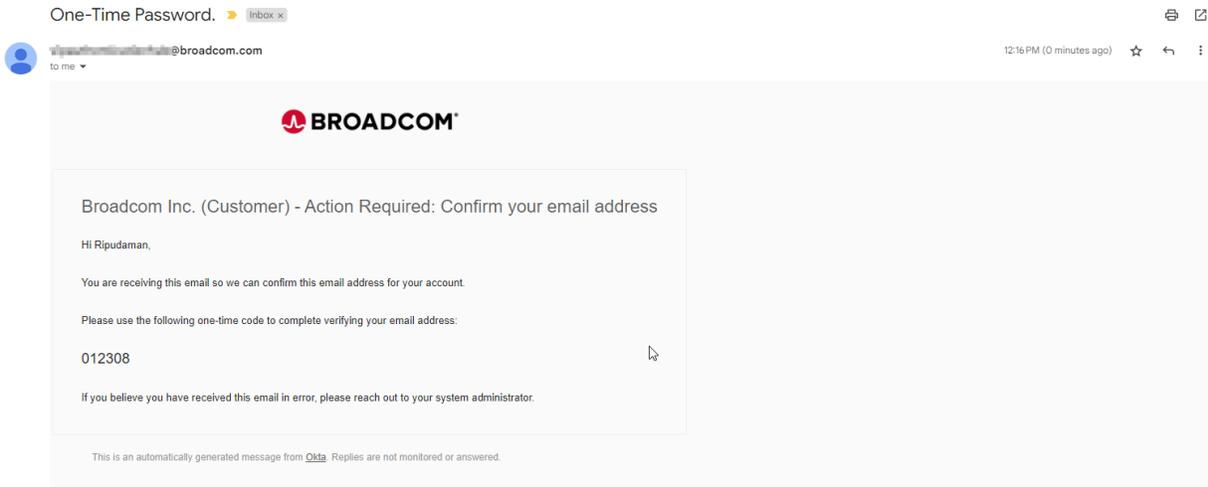
10. Please provide the new password created and click on the Submit button.



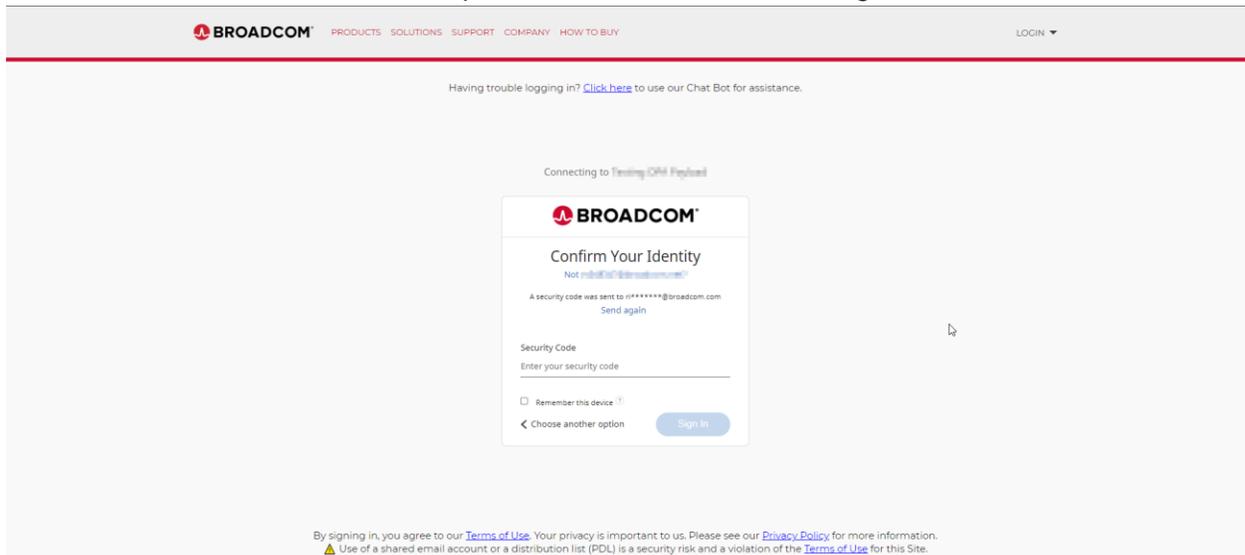
11. If the user is MFA user, will be presented with below screen



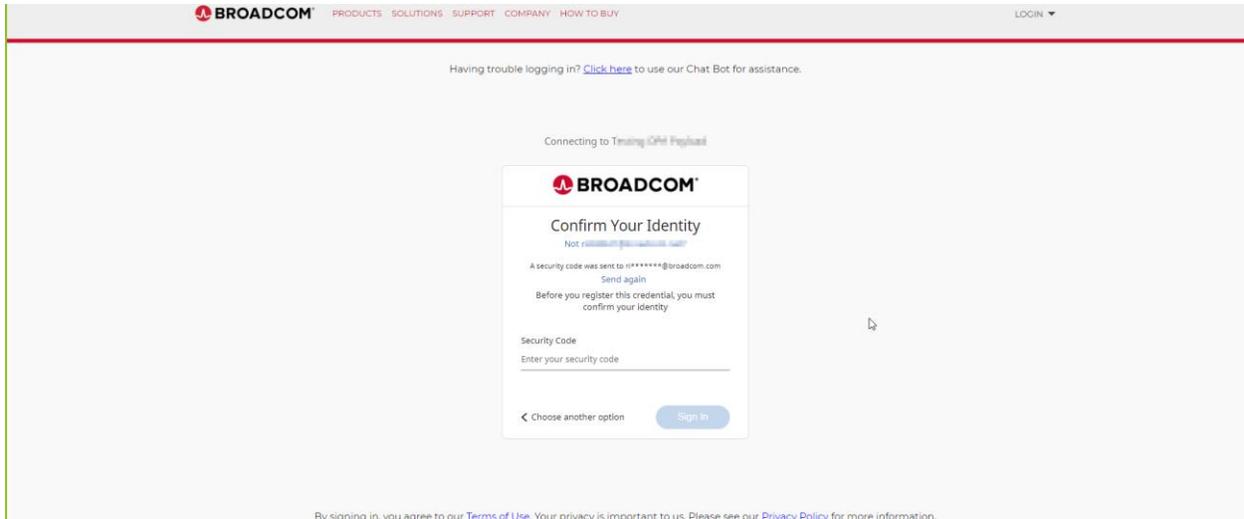
- a. If User clicks on Email a security code



Please use the code received, and provide in below screen and sign in button

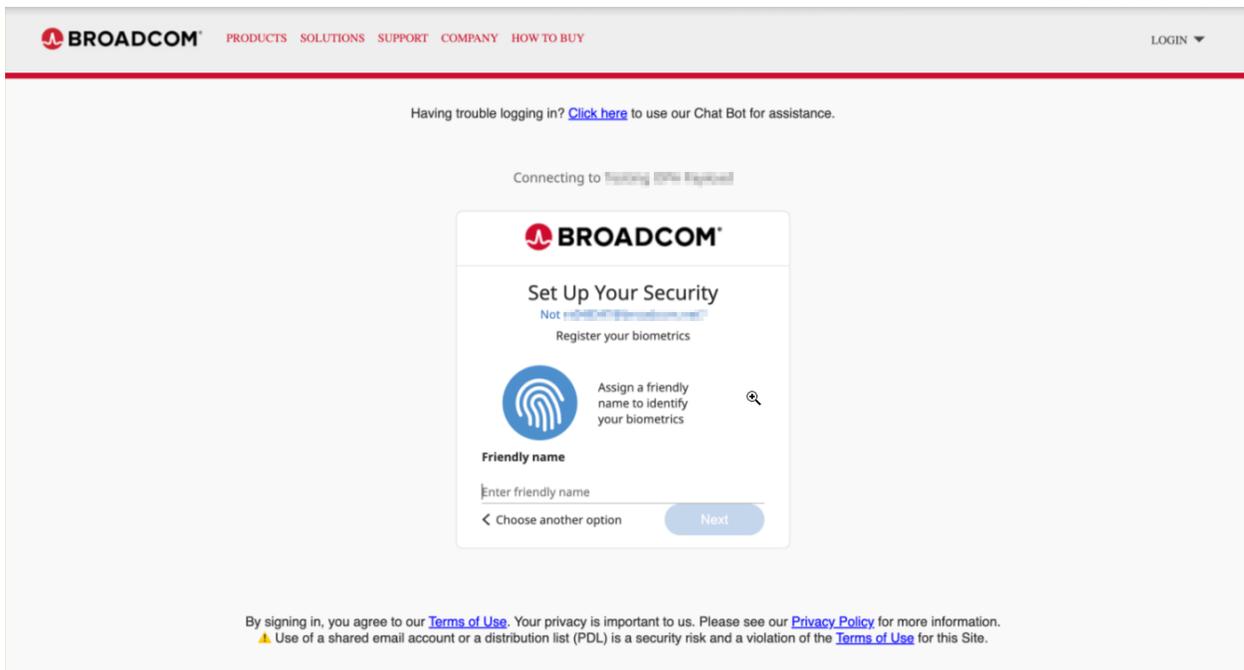


b. Use Biometrics:

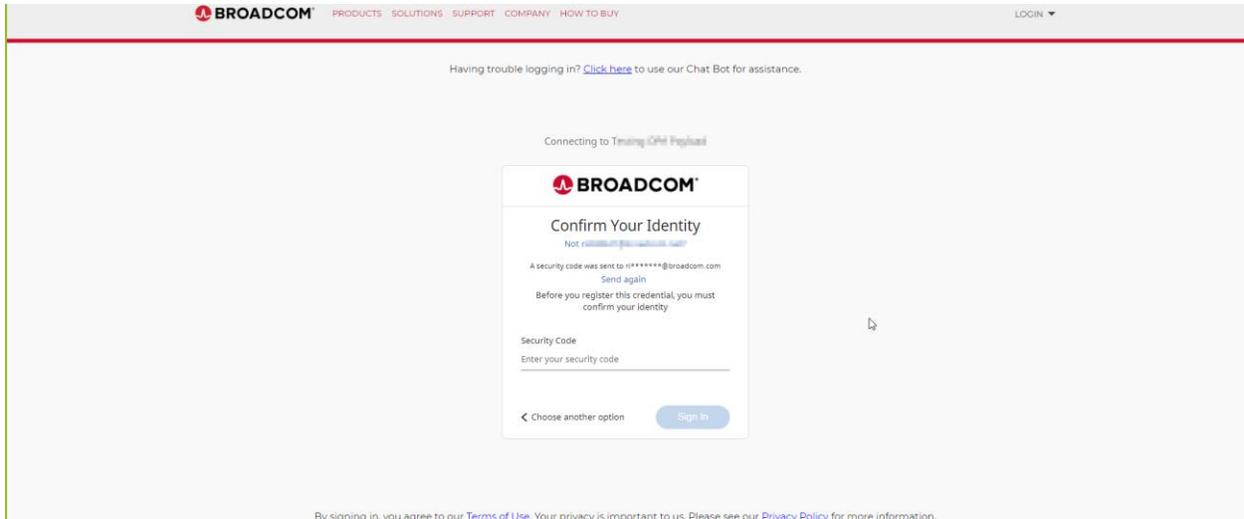


Please fill the otp received in the mailbox and click on the Sign button.

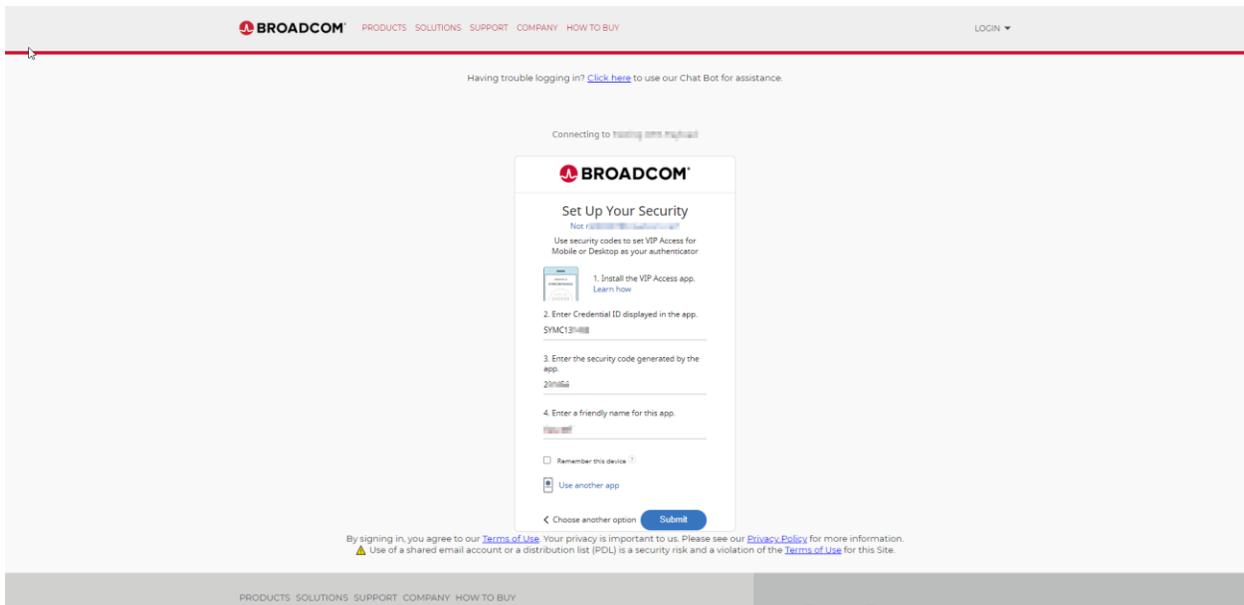
Users will be provided with the below screen, pls do the needful.



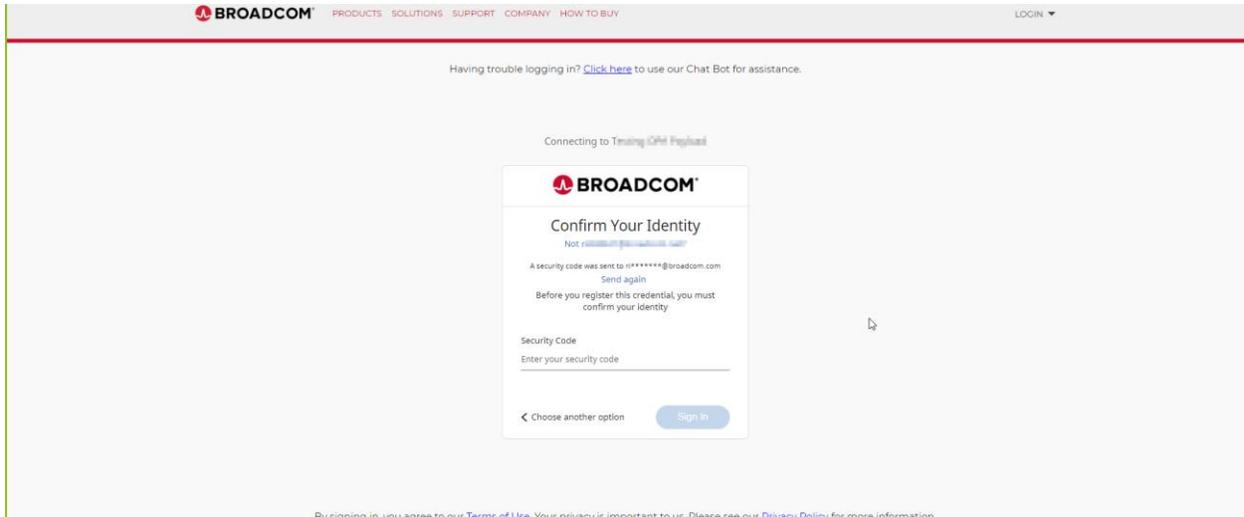
c. Use code from mobile app



Please fill the otp received in the mailbox and click on the Sign button.

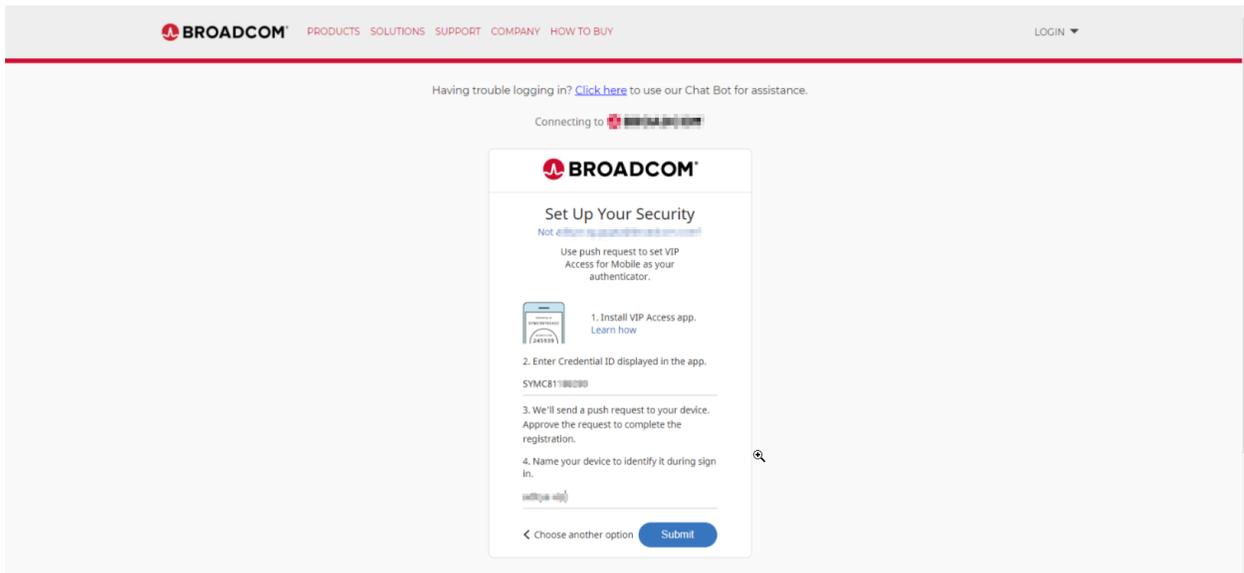


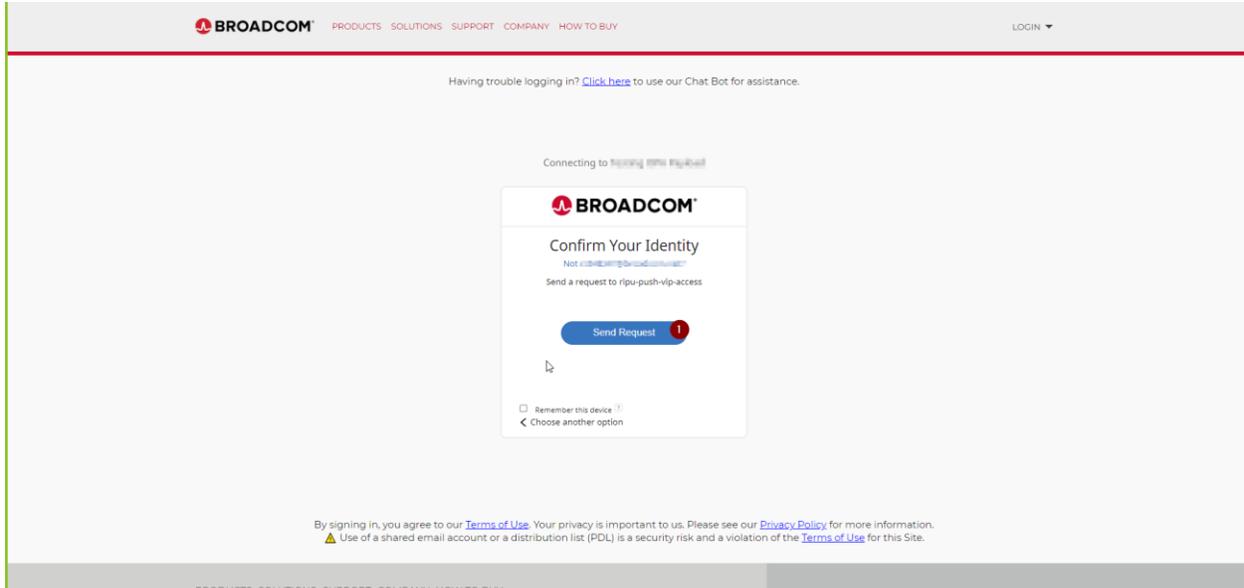
d. Send a push request to my phone (Supports only VIP Symantec application)



Please fill the otp received in the mailbox and click on the Sign button.

Users will be provided with the below screen, pls fill in the details and click on Submit button.





Click on the highlighted button and proceed.

Troubleshooting steps

1. Chatbot
 - a. Please navigate to <https://support.broadcom.com/>, open chatbot and post your queries.
2. SignIn Footer

If the user is facing any error, please get the client transaction id, and server transaction id from the Footer text, which can be shared with the team for additional debugging.

