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

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	Having trouble logging in? <u>Click here</u> to use our Chat Bot for assistance.	
D ₂		
	Connecting to	
	● BROADCOM [®]	
	Sign In	
	Username	
	- PERSONAL AND A CONTRACTOR	
	Remember me	
	Next 1	
	By signing in, you agree to our <u>Terms of Use</u> . Your privacy is important to us. Please see our <u>Privacy P</u> Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the	<u>Rollsy</u> for more information. <u>Terms of Use</u> for this Site.

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

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	2 Weak Account
By signing in, you agree to our <u>Terms of Use</u> . Your privacy is in Use of a shared email account or a distribution list (PDL	nportant to us. Please see our <u>Privacy Policy</u> for more information. is a security risk and a violation of the <u>Terms of Use</u> for this Site.
PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY	

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



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

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Having trouble logging in? <u>Click hare</u> to use our Chat Bot for assistance.			
	SROADCOM		
	Reset Password		
	<u> </u>		
	Password Rules: * Cannot have langth less than 8 characser(s) * Cannot avecal the langth of 20 characser(s) * Should contain at least 1 upper-case letter(s) * Should contain at least 1 lower-case letter(s) * Should contain at least 1 lower-case letter(s)		
	 Cannot contain less than 1 non alpha-numeric character(s) Cannot contain more than 3 non alpha-numeric character(s) Should contain at least 2 unique character(s) Can contain BL #NUBJLA 	4	
	Cannot be the same as last 3 passwords Sign out of all devices and browsers Reset Password		
By signing in, you agree to our <u>Terms of Use</u> . Your privacy is important to us. Please see our <u>Privacy Bolicy</u> for more information.			

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

	LDGIN D
Having trouble logging in? <u>Click here</u> to use our Chat Bot for assistan	nce. Reclister Forpet Username/Password?
& BROADCOM	
	D ₂
Your password has been successfully reset	

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

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	Q Search Suppo	rt Broado	com Software	
		► Learn how to navigate Broadcom Support		
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		Find Solutions		₽
6	Product Communities	Technical Documentation	Knowledge	€

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

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l≩			
		Connecting to	
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		Next 1	
	By signing in, you agree to our <u>Term</u> Use of a shared email account of	<u>: of Use</u> . Your privacy is important to us. Please see c r a distribution list (PDL) is a security risk and a viole	ur <u>Privacy Policy</u> for more information. tion of the <u>Terms of Use</u> for this Site.

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

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Having trouble	e logging in? <u>Click here</u> to use our Chat Bot for	assistance.
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	® BROADCOM	
	Sign In Not r	
	Password	
	Forgot Password?	
	Back Sign In	

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



a. If User clicks on Email a security code

One-Time Password. 🔉 Inbox x			9	Z
to me ✔	12:16 PM (O minutes ago)	☆	¢	:
BROADCOM [®]				
Broadcom Inc. (Customer) - Action Required: Confirm your email address Hi Ripudaman, You are receiving this email so we can confirm this email address for your account. Please use the following one-time code to complete verifying your email address: 012308				
This is an automatically generated message from Okta. Replies are not monitored or answered.				

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

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0 BROADCOM	
Confirm Your Identity Not instantiate and inst	
Ker Security Code Ker Security code	
Remember this device ⁽¹⁾ Choose another option Sign In	
By signing in, you agree to our <u>Terms of Use.</u> Your privacy is important to us. Please see our <u>Drivacy Policy</u> for more information. <u>Use</u> of a shared email account or a distribution list (PDL) is a security risk and a violation of the <u>Terms of Use</u> for this Site.	

b. Use Biometrics:

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Having	trouble logging in? <u>Click here</u> to use our Chat Bot for assistan	e
	Connecting to Transport Provide	
	SROADCOM	
	Confirm Your Identity Not a A security code was sent to n******* @ broadcom.com Send again Before you register this credential, you must confirm your identity	
	Security Code Enter your security code	4
	Choose another option	
By singling in you agree to gur Ter	ms of I ka. Your privary is important to us. Please see our Drivary	u Billin for more information

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

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

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

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	SROADCOM	
	Confirm Your Identity Not realize the sector of the sector	
	Security Code Enter your security code	L2
	Choose another option	
By signing in you ag	ee to our Terms of Use. Your privacy is important to us. Please see our Privac	v Policy for more information.

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.



BROADCOM' PRODUCTS SOLUTIONS SUPPORT COMPANY H	OW TO BUY LOGIN 🔻	
Having trouble logging in? <u>Click here</u> to use our Chat Bot for assistance.		
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By signing in, you agree to our <u>Terms of Use</u> . Your privacy is important to us. Please see our <u>Privacy Dolby</u> for more information. Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the <u>Terms of Use</u> for this Site.		

Click on the highlighted button and proceed.

Troubleshooting steps

- 1. Chatbot
 - a. Please navigate to <u>https://support.broadcom.com/</u>, 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.

