

# Partner Support Code

## Request Support Process Guide

To file a Support Request using a Partner Support Code:

*Step 1: Log in to Partner Central*

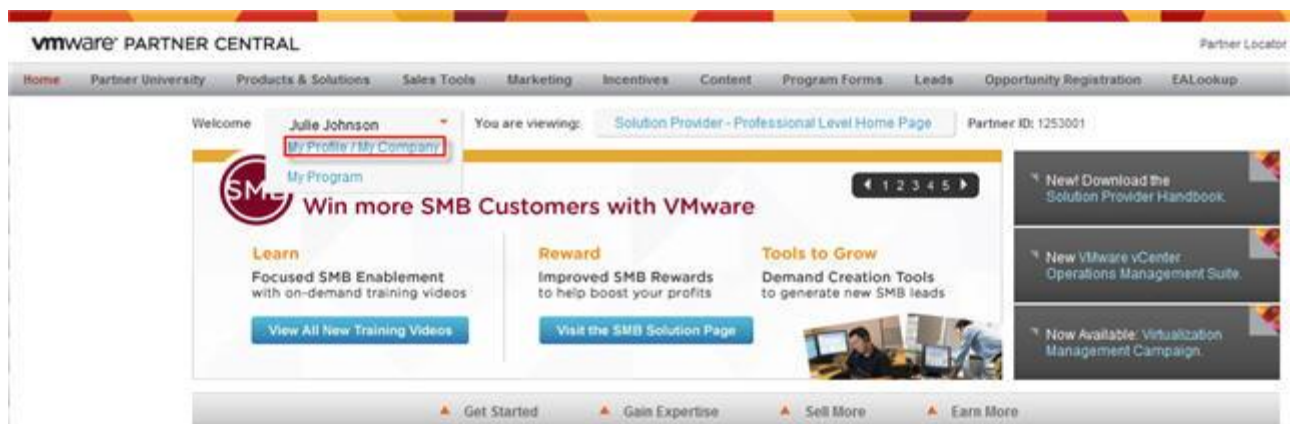
**Note:** For information about your Partner Central account and registering with Partner Central, see [Registering with Partner Central \(2017710\)](#).

*Step 2: Retrieve your Support Code from Partner Central*

A Support Code is required to file Support Requests.

To retrieve your Support Code:

1. From the Partner Central home page, select **My Profile / My Company** from the **Welcome** dropdown:



2. Under the Programs heading, click **Entitlements**.
3. The My Entitlements page displays. Copy your Support Code. The Support Code is a 20-digit alphanumeric string of characters that has an expiration date. For example:

ED-  
12345

Supportcode

A0184-P2N4U-  
T6LZJ-2J20D

9/12/2011

8/30/2012

Fulfilled

### Notes:

- Ensure that the Support Code has not expired.
- For more information about the Entitlement details, click the **Action ID** link.
- If you cannot locate your Support Code or if the Support Code has expired, click **Contact Us** in the top right corner.

# Partner Support Code

## Request Support Process Guide

### *Step 3: Activate your Support Code*

Activating your Support Code allows you to see how many incidents are available to you and the status of previously submitted incidents.

To activate your company's Support Code:

1. From the My Entitlements page or from the Partner Central home page, click **Technical Support**.
2. From the **Partner Technical Resources** heading in the Top Resources box on the bottom of the page, click **using a Support Code**.
3. In the **Partners: Check Your Support** section of the screen, paste your Support Code into the **Partner Support Code Activation** box and click **Check**.

You are now prompted to log in to My VMware.

### *Step 4: Filing the Support Request*

To finish filing the Support Request:

1. Log in to [My VMware](#) with your My VMware profile.

#### **Notes:**

- Do not use your Partner Central account login for My VMware. Your Partner Central account login has a .vmw extension (similar to `your@emailaddress.com.vmw`), whereas your My VMware profile login does not (for example, `your@emailaddress.com`).
  - If you do not have a My VMware profile, you must register for one. For more information, see [Creating a My VMware profile \(2007005\)](#).
2. On the Partner Complimentary Incident Support page, select the product for which you want to file a Support Request.
  3. Select a product version, severity, and issue category.
  4. Provide a detailed issue description. Include any error messages, if applicable.
  5. If appropriate, click **Add Attachment** to add an attachment to your Support Request.

**Note:** You can add attachments after you submit the Support Request. For more information, see [Viewing and updating Support Requests in My VMware \(2007048\)](#).

6. Provide any necessary contact information.
7. Click **Send Request**.
8. Review the Support Request Confirmation page and ensure all information is correct. VMware recommends that you record the Support Request confirmation number for future reference.

# Partner Support Code

## Request Support Process Guide

9. Click **Support Request History** to add additional attachments, change account association, close the support request, and request manager assistance (after the commit time has been exceeded), and review Support Request details. For more information, see [Viewing and updating Support Requests in My VMware \(2007048\)](#).