



Site ID紐づけ手順(初回以降)

シマンテックセールスセンターサイトの「ユーザーサポート」最下部 「お問い合わせ入り口」より、Broadcomサポートサイトへアクセスします

お問い合わせには、「製品のバージョン」や「お客様の環境」など、必要な情報がございます。以下のテンプレートをダウンロードいただき、ご準備のうえ、お問い合わせください。

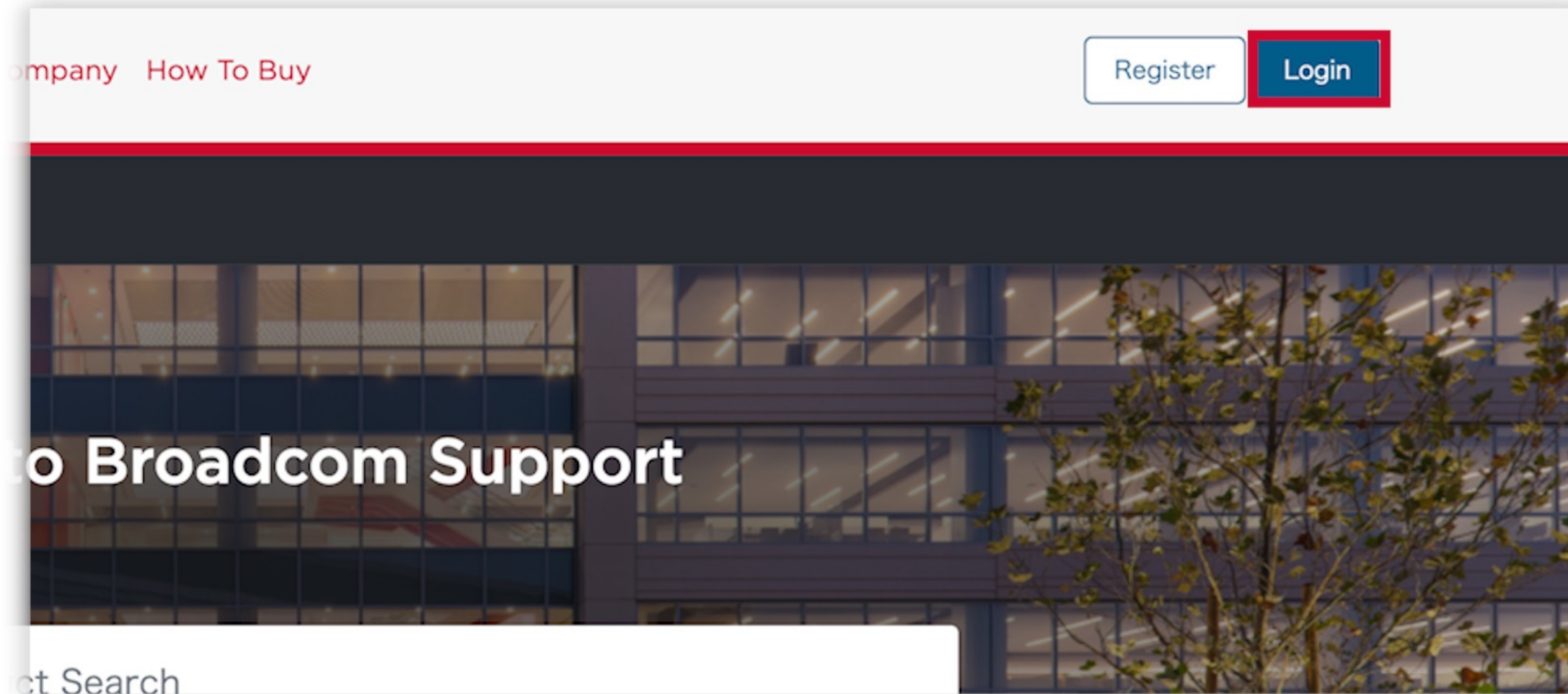
お問い合わせに必要な情報



お問い合わせ入り口(Broadcomサポートサイトへ遷移します)

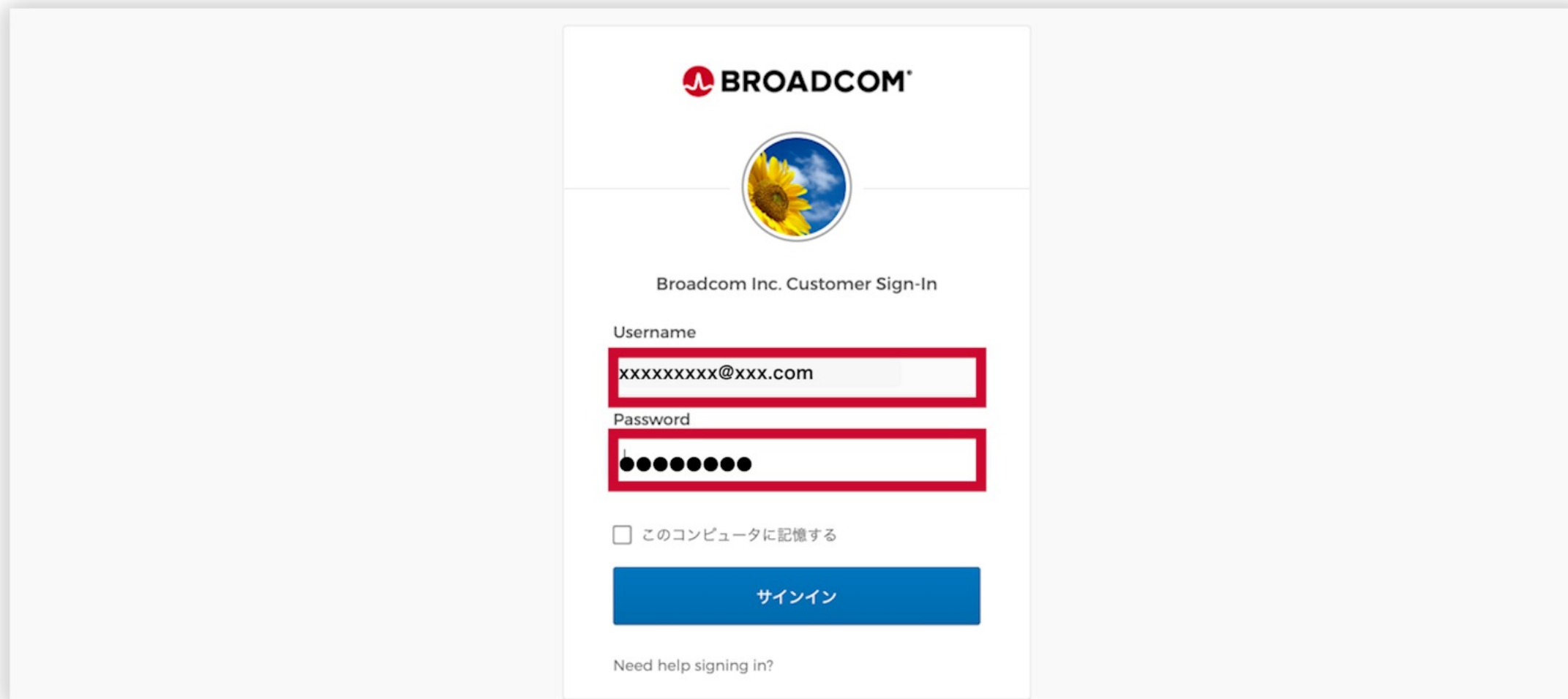
Site ID紐づけ手順(初回以降)


Broadcomトップページが表示されますので、右上「Login」をクリックしてください




Site ID紐づけ手順(初回以降)

メールアドレスとパスワードを入力してログインします



 BROADCOM



Broadcom Inc. Customer Sign-In

Username
xxxxxxxx@xxx.com

Password
●●●●●●●●

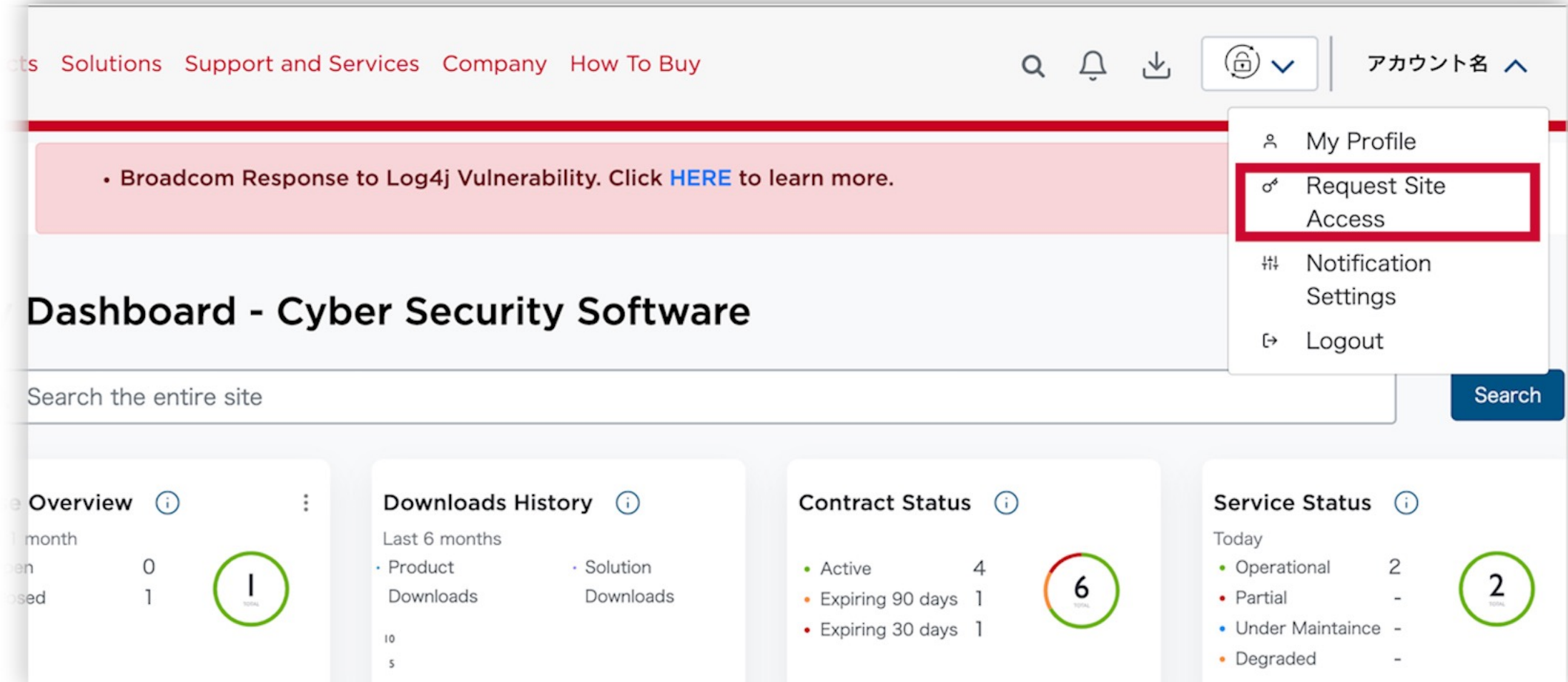
このコンピュータに記憶する

[サインイン](#)

[Need help signing in?](#)

Site ID紐づけ手順(初回以降)

ログイン後、「アカウント名」をクリックし「Request Site Access」をクリックします



The screenshot shows the Symantec dashboard interface. At the top, there is a navigation bar with links for 'Products', 'Solutions', 'Support and Services', 'Company', and 'How To Buy'. On the right side of the navigation bar, there is a search icon, a notification bell, a download icon, a lock icon with a dropdown arrow, and the text 'アカウント名' with an upward arrow. Below the navigation bar, there is a red banner with the text: 'Broadcom Response to Log4j Vulnerability. Click [HERE](#) to learn more.' Below the banner, the main heading reads 'Dashboard - Cyber Security Software'. Underneath the heading is a search bar with the placeholder text 'Search the entire site' and a blue 'Search' button. The dashboard contains several widgets: 'Overview' with a green circle containing the number '1', 'Downloads History' with a green circle containing the number '6', 'Contract Status' with a green circle containing the number '6', and 'Service Status' with a green circle containing the number '2'. The 'Request Site Access' menu item is highlighted with a red border in the dropdown menu.

Products Solutions Support and Services Company How To Buy

アカウント名

- My Profile
- Request Site Access**
- Notification Settings
- Logout

Dashboard - Cyber Security Software

Search the entire site Search

Overview 1

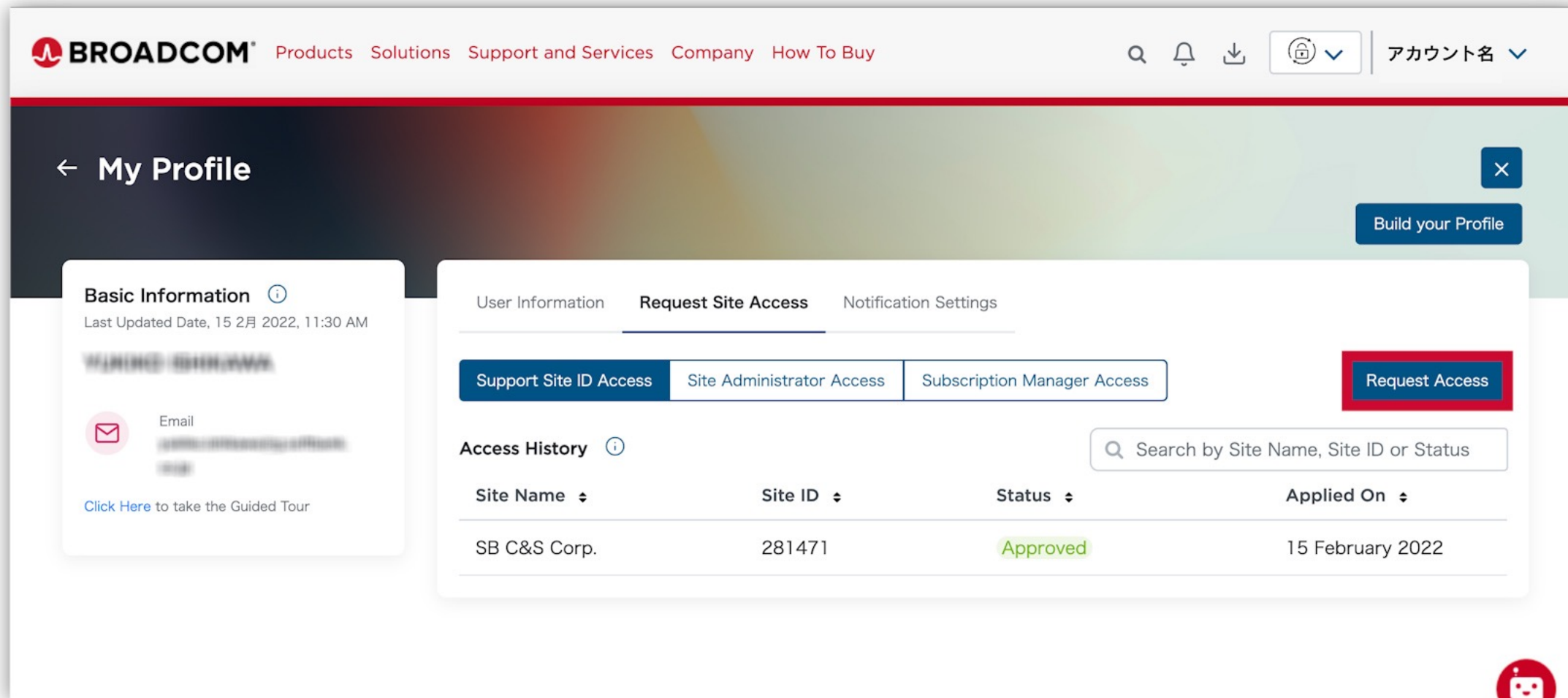
Downloads History 6

Contract Status 6

Service Status 2

Site ID紐づけ手順(初回以降)

「Request Access」をクリックして、次に進みます



The screenshot shows the 'My Profile' page in the Symantec user interface. The 'Request Site Access' tab is selected and highlighted with a red box. Below the tabs, there is a search bar and a table of access history.

Basic Information ⓘ
Last Updated Date, 15 2月 2022, 11:30 AM

Build your Profile

User Information **Request Site Access** Notification Settings

Support Site ID Access Site Administrator Access Subscription Manager Access **Request Access**

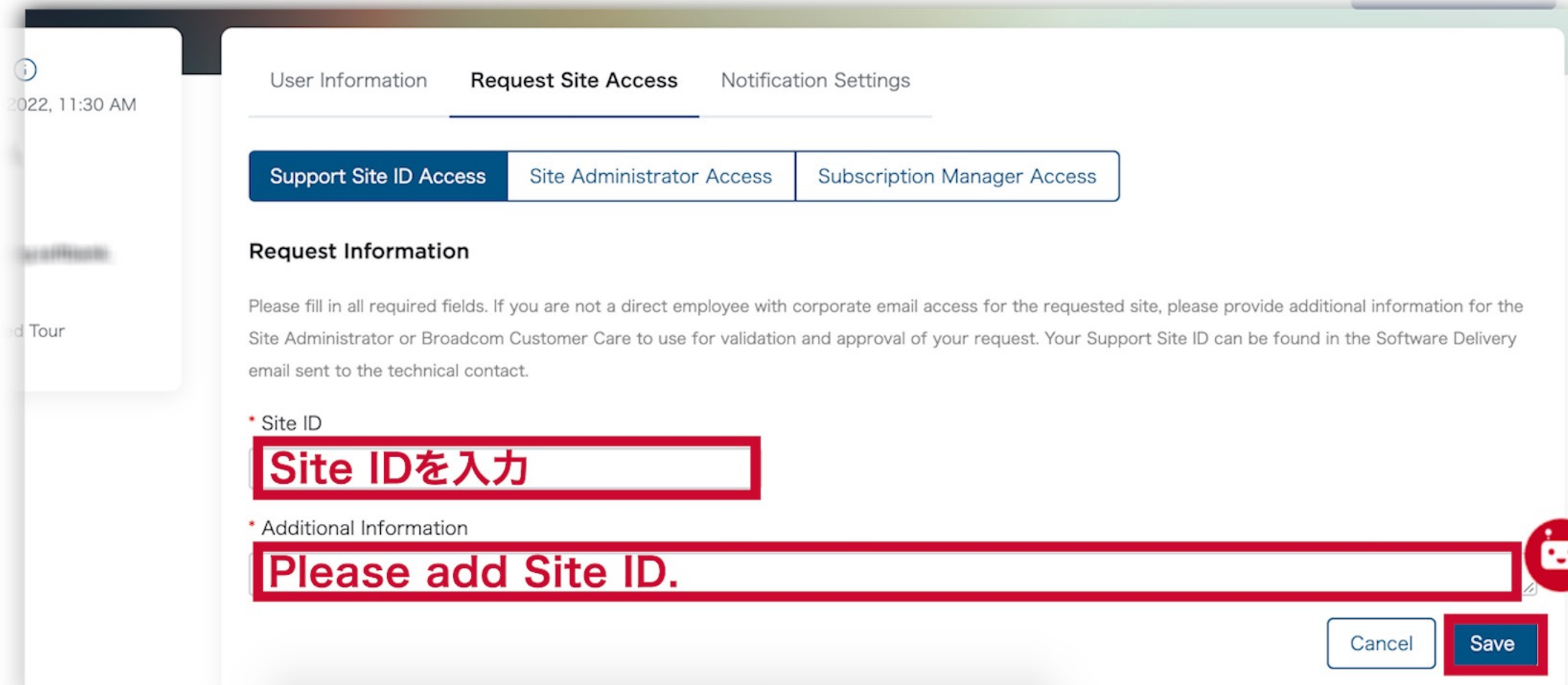
Access History ⓘ

Search by Site Name, Site ID or Status

Site Name ↕	Site ID ↕	Status ↕	Applied On ↕
SB C&S Corp.	281471	Approved	15 February 2022

Site ID紐づけ手順(初回以降)

追加するSite IDを入力し
備考欄に「Please add Site ID.」と入力して「Save」をクリックします



The screenshot shows a web interface for requesting site access. It features a sidebar on the left with a clock icon and the time '2022, 11:30 AM'. The main content area has three tabs: 'User Information', 'Request Site Access' (which is selected), and 'Notification Settings'. Below the tabs are three buttons: 'Support Site ID Access' (highlighted in blue), 'Site Administrator Access', and 'Subscription Manager Access'. The 'Request Information' section contains a paragraph of instructions and two input fields. The first field, labeled '* Site ID', contains the text 'Site IDを入力' and is highlighted with a red border. The second field, labeled '* Additional Information', contains the text 'Please add Site ID.' and is also highlighted with a red border. At the bottom right, there are two buttons: 'Cancel' and 'Save' (highlighted in blue). A small chat icon is visible in the bottom right corner of the form area.

User Information Request Site Access Notification Settings

Support Site ID Access Site Administrator Access Subscription Manager Access

Request Information

Please fill in all required fields. If you are not a direct employee with corporate email access for the requested site, please provide additional information for the Site Administrator or Broadcom Customer Care to use for validation and approval of your request. Your Support Site ID can be found in the Software Delivery email sent to the technical contact.

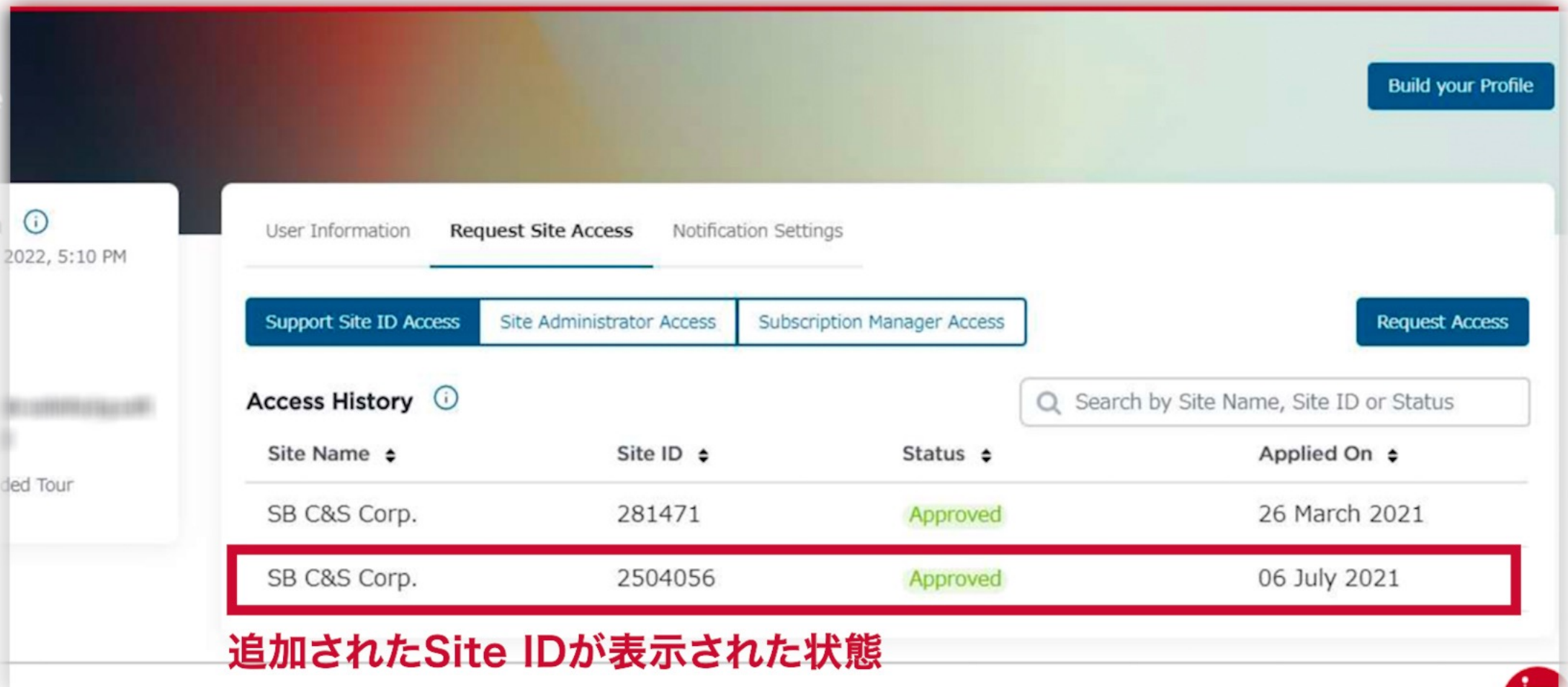
* Site ID
Site IDを入力

* Additional Information
Please add Site ID.

Cancel Save

Site ID紐づけ手順(初回以降)

追加されたSite IDが表示されたら完了になります



Build your Profile

User Information **Request Site Access** Notification Settings

Support Site ID Access Site Administrator Access Subscription Manager Access Request Access

Access History ⓘ Search by Site Name, Site ID or Status

Site Name ↕	Site ID ↕	Status ↕	Applied On ↕
SB C&S Corp.	281471	Approved	26 March 2021
SB C&S Corp.	2504056	Approved	06 July 2021

追加されたSite IDが表示された状態

登録が完了しない場合は、
お手数ですがご覧のメールアドレスまでご連絡下さい

宛先 : Symantec アカウントサポートセンター <SBBMB-symantec-acsup@g.softbank.co.jp>
件名 : 登録エラー

初回アカウント登録が完了しません。

氏名 : ●●

企業名 : ●●

SiteID : ●●

エラー状況 : (具体的にどの手順が進められない等、ご記載ください)

※問い合わせ対応日時:平日9:00~17:30
こちらは障害対応窓口ではありません

 SB C&S

 **Symantec**[™]
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