

# Broadcom Hands-on-Labs Account Profile Setup

Step by Step guide to getting access to  
VMware Hands-on-Labs (HOLs)

September 2025

# VMware Hands-on Labs (HOL) Changes

We are updating how to log into the Hands-on-Labs

All users must sign in with a **Broadcom Support account** to access any Hands-on-Labs

- Gmail, Yahoo, and other personal ISP accounts will no longer be accepted
- Broadcom support accounts must be business email accounts

Follow the steps to properly set up access

- Having a Broadcom partner portal account does not necessarily provide access to the HOLs
- All will have to complete the steps to access HOLs
- This is a **one-time action** for access

# VMware Hands-on Labs Access Process

1. **Steps to Register at Broadcom Support and Enable Access:**
  - a. [Register or Login](#) at Broadcom Support site and Enable Hands-on Labs Access
  - b. Click **Register** (upper right), enter email address, Click **Next**
  - c. Enter verification code sent to email address, select **Verify and Continue**
  - d. Complete basic information, choose a password, accept terms of use and select **Create Account**
  - e. Click **Yes, I want to Build my Profile**
  - f. Check **Broadcom Software and VMware Hands-On Labs Access**
  - g. Complete the form and click **Submit**
  - h. Verify information and select **Confirm and Continue**
  - i. You will see the “**Completed message**”
  - j. Logon to the [VMware Hands-On Labs](#) using the login credentials created above
2. **Detailed Instructions:** [[How to Setup and Enable HOL Access](#)]
3. **If you need support**, please send an email to [hol.feedback@broadcom.com](mailto:hol.feedback@broadcom.com)

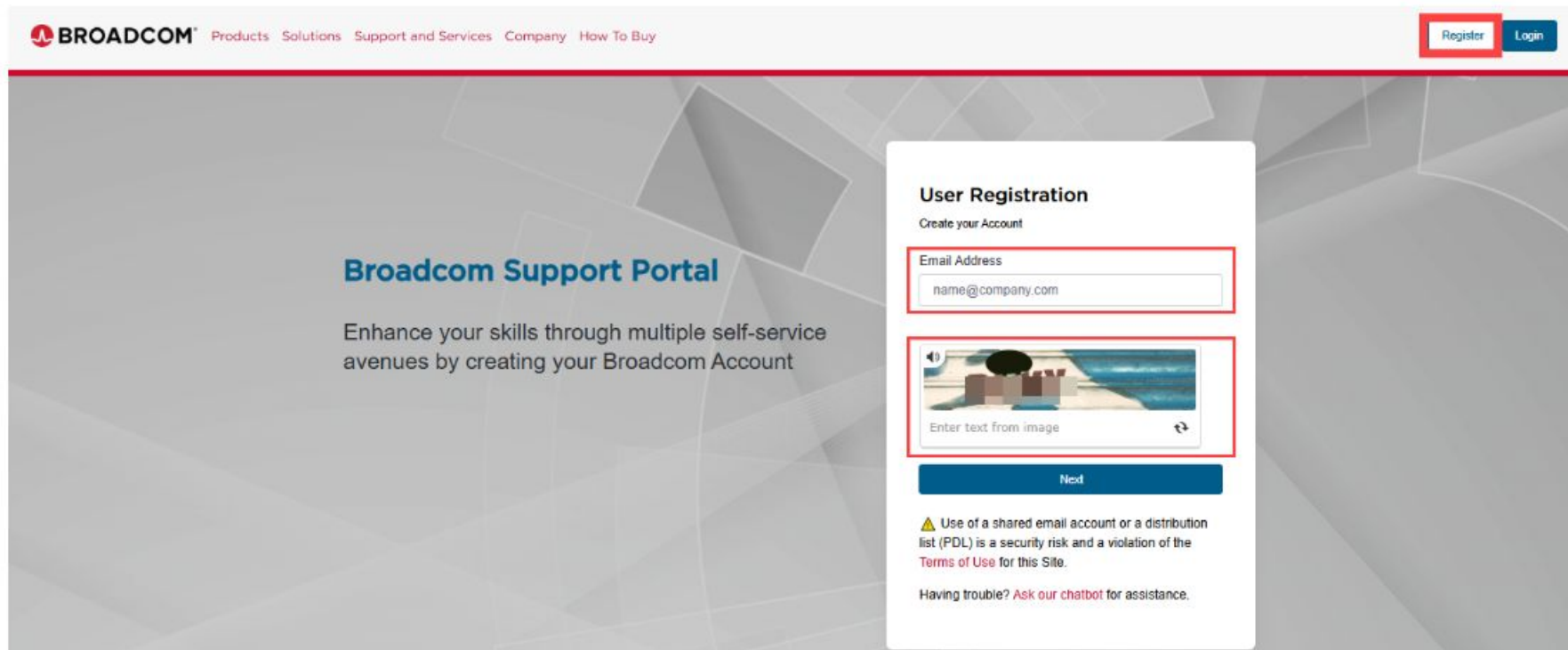
# Step 1: Setup Broadcom Support Account

To create a Basic User Account:

1. Navigate to the [Broadcom Support Portal](#)
2. In the upper-right corner, click **Register**
3. Enter your email address, complete the captcha, and click **Next**

**NOTE: DO NOT REGISTER/CREATE AN ACCOUNT WITH A SHARED EMAIL ADDRESS, OR DISTRIBUTION LIST (PDL).**

Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the Terms of Use for the Broadcom support portal.



The screenshot shows the Broadcom Support Portal registration page. The header includes the Broadcom logo and navigation links: Products, Solutions, Support and Services, Company, and How To Buy. In the top right corner, there are 'Register' and 'Login' buttons. The main content area has a large heading 'Broadcom Support Portal' and a subheading 'Enhance your skills through multiple self-service avenues by creating your Broadcom Account'. A 'User Registration' form is centered on the page, titled 'Create your Account'. The form has two input fields: 'Email Address' (containing 'name@company.com') and a captcha image. Below the captcha is a 'Next' button. A warning message is displayed below the form, stating: '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.' At the bottom of the form, there is a link: 'Having trouble? Ask our chatbot for assistance.'

# Step 1: Setup Broadcom Support Account

4. In your email application, check for the **Verification Code** sent to your email address.



Thank you for registering with Broadcom. To continue, please enter the verification code on the registration screen.

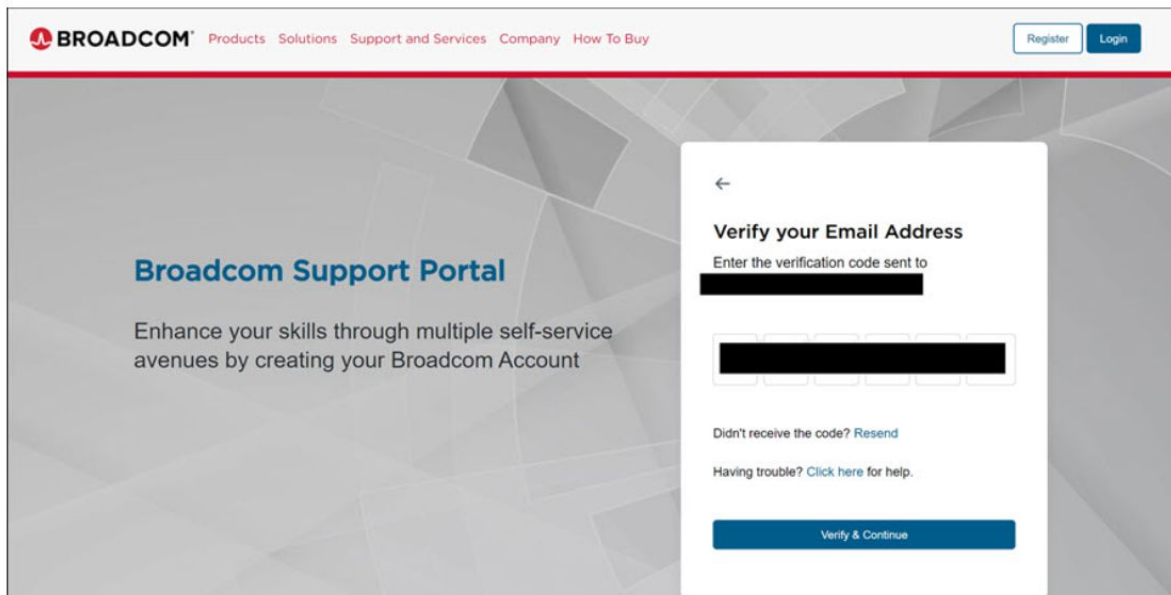
Verification Code: [REDACTED]

Please note that this code can only be used once.

Thank you,

Broadcom Support Portal Admin

5. Enter the Verification Code and click **Verify & Continue**.

A screenshot of the Broadcom Support Portal registration screen. The page has a grey background with a geometric pattern. At the top, there is a navigation bar with the Broadcom logo, links for Products, Solutions, Support and Services, Company, and How To Buy, and buttons for Register and Login. The main content area features the text "Broadcom Support Portal" and "Enhance your skills through multiple self-service avenues by creating your Broadcom Account". A white modal box is centered on the screen, titled "Verify your Email Address". It contains the text "Enter the verification code sent to" followed by a redacted code. Below this is a text input field with a redacted code. There are links for "Didn't receive the code? Resend" and "Having trouble? Click here for help." At the bottom of the modal is a blue button labeled "Verify & Continue".

# Step 1: Setup Broadcom Support Account

6. Enter your basic information, accept the **Terms of Use**, and click **Create Account**

## Broadcom Support Portal

Enhance your skills through multiple self-service avenues by creating your Broadcom Account

- ✓ At least 8 and at most 50 characters in length
- ✓ At least one lower-case letters (a-z)
- ✓ At least one upper-case letter (A-Z)
- ✓ At least one digit (0-9)
- ✓ At least one and at most ten special character (@.#.\$)
- ✓ Should not have three or more consecutive characters that match any portion of the user email address

←

### Complete your Registration

\* First Name

\* Last Name

\* Country

Job Title

\* Password

Enter Password

❗ Password is required

\* Confirm Password

Re-enter Password

☐ I accept the [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.

Create Account

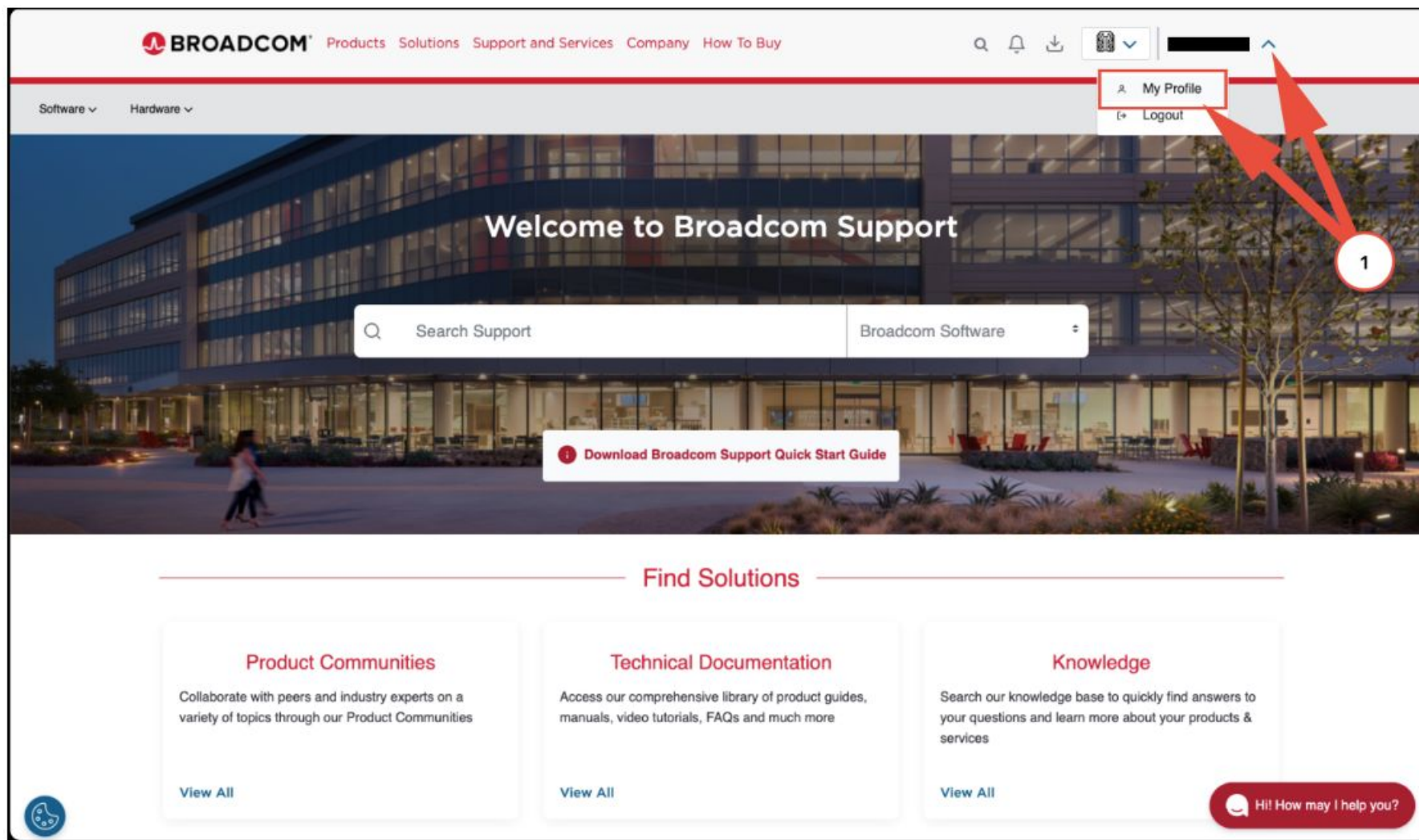
**Note:** End-users with pre-approved email domain-to-company associations (i.e. BSN & Semiconductor end-users) will be presented with the **Company** attribute allowing their profile to be auto-upgraded to an **Enterprise Profile**.



# Step 2: Setup Broadcom Support Account

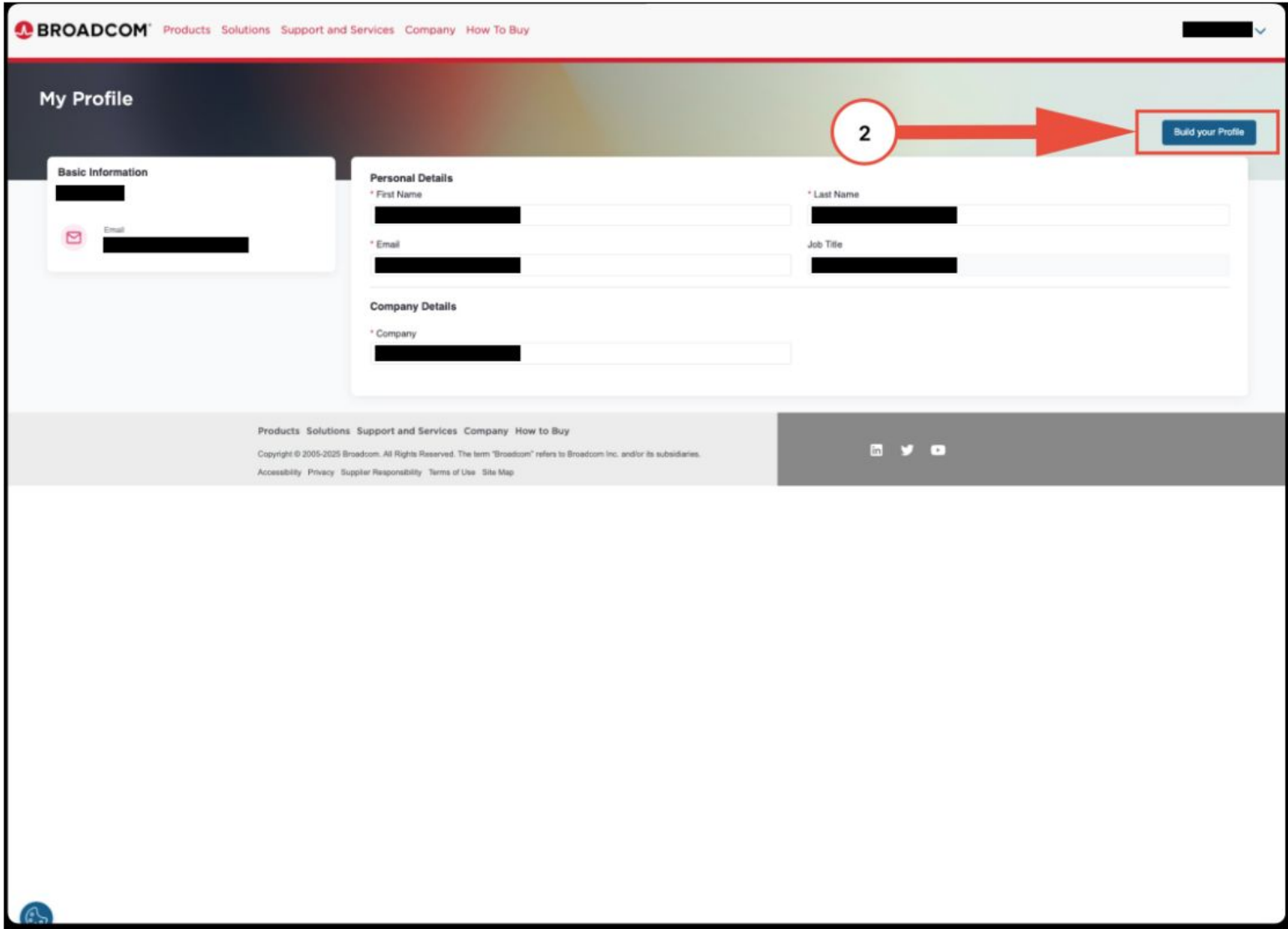
Once your account has been created, you can enable access to VMware Hands-on Labs by building your profile

1. Navigate to the [Broadcom Support Portal](#) and click the drop-down by your user name and select **My Profile**.



# Step 2: Setup Broadcom Support Account

2. Under the My Profile section, click on **Build your Profile**.





# Step 2: Setup Broadcom Support Account

3. On the Access Details section, click **Yes, I want to Build my Profile**.

**BROADCOM** Products Solutions Support and Services Company How To Buy

## Build your Profile

Complete your profile for access to more Broadcom products and services

### Access Details

Based on the information provided you now have access to the following services

- ☒ Product Documentation
- ☒ Communities
- ☒ Public Education ⓘ
- ☒ Public Semiconductors Case Management ⓘ
- ☒ Public Knowledge Base Articles ⓘ

Unlock additional services by Building your Profile

- ☐ Broadcom Software Support Systems
- ☐ Brocade Storage Networking Support Systems
- ☐ Semiconductors Support Systems
- ☐ Broadcom Partner
- ☐ eStore
- ☐ Premium Education
- ☐ Technology Alliance Program

**Yes, I want to Build my Profile**

[I'll do it later](#)

# Step 2: Setup Broadcom Support Account

4. In the Build your Profile section, first select **Broadcom Software**.
5. Then, select **VMware Hands-on Labs Access**, which will open an additional form.
6. Complete the form by entering your details into each field.
7. Once you have completed filling out the form, click **Submit**.

The screenshot shows the 'Build your Profile' form on the Broadcom website. The form is titled 'Build your Profile' and includes the instruction 'Complete your profile for access to more Broadcom products and services'. The form is divided into two main sections: 'I am interested in:' and 'Company'. The 'I am interested in:' section contains two radio buttons: 'Broadcom Software' (selected) and 'VMware Hands-on Labs Access'. The 'Company' section contains several text input fields: 'Company', 'Phone Number', 'Address Line 1', 'Address Line 2', 'Country', 'City', and 'Zip/Postal Code'. Below these fields are four checkboxes: 'Broadcom Storage Networking', 'Broadcom Partner', 'eStore', and 'Semiconductors'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. Red callouts with numbers 4 through 7 point to the following elements: 4 points to the 'Broadcom Software' radio button, 5 points to the 'VMware Hands-on Labs Access' radio button, 6 points to the 'Company' section, and 7 points to the 'Submit' button.

**BROADCOM** Products Solutions Support and Services Company How To Buy

### Build your Profile

Complete your profile for access to more Broadcom products and services

I am interested in:

- ☒ **Broadcom Software**  
Enterprise, Mainframe, Payment Security, Smartec, SCRT Report Management and VMware, including VMware Hands-on Labs
- ☐ Broadcom Software Access
- ☒ **VMware Hands-on Labs Access**

**Company**

Company  
Phone Number  
Address Line 1  
Address Line 2  
Country  
City  
Zip/Postal Code

☐ Broadcom Storage Networking  
☐ Broadcom Partner  
☐ eStore  
☐ Semiconductors  
Broadcom portfolio of Standard and Custom edition for Networking, Storage, Broadband, Wireless and Industrial market segments  
☐ Technology Alliance Program  
Technology Partner Hub for product testing, integration and publishing on the VMware Marketplace

**Submit**  
Cancel

# Step 2: Setup Broadcom Support Account

8. Review the details, then click **Confirm & Continue**.

**BROADCOM** Products Solutions Support and Services Company How To Buy

**Build your Profile**

Complete your profile for access to more Broadcom products and services

**Preview Information**

Validate your responses before clicking Confirm & Continue

Broadcom Software

Phone Number: [REDACTED]

Company Name: [REDACTED]

Address Line 1: [REDACTED]

City: [REDACTED]

Zip Code: [REDACTED]

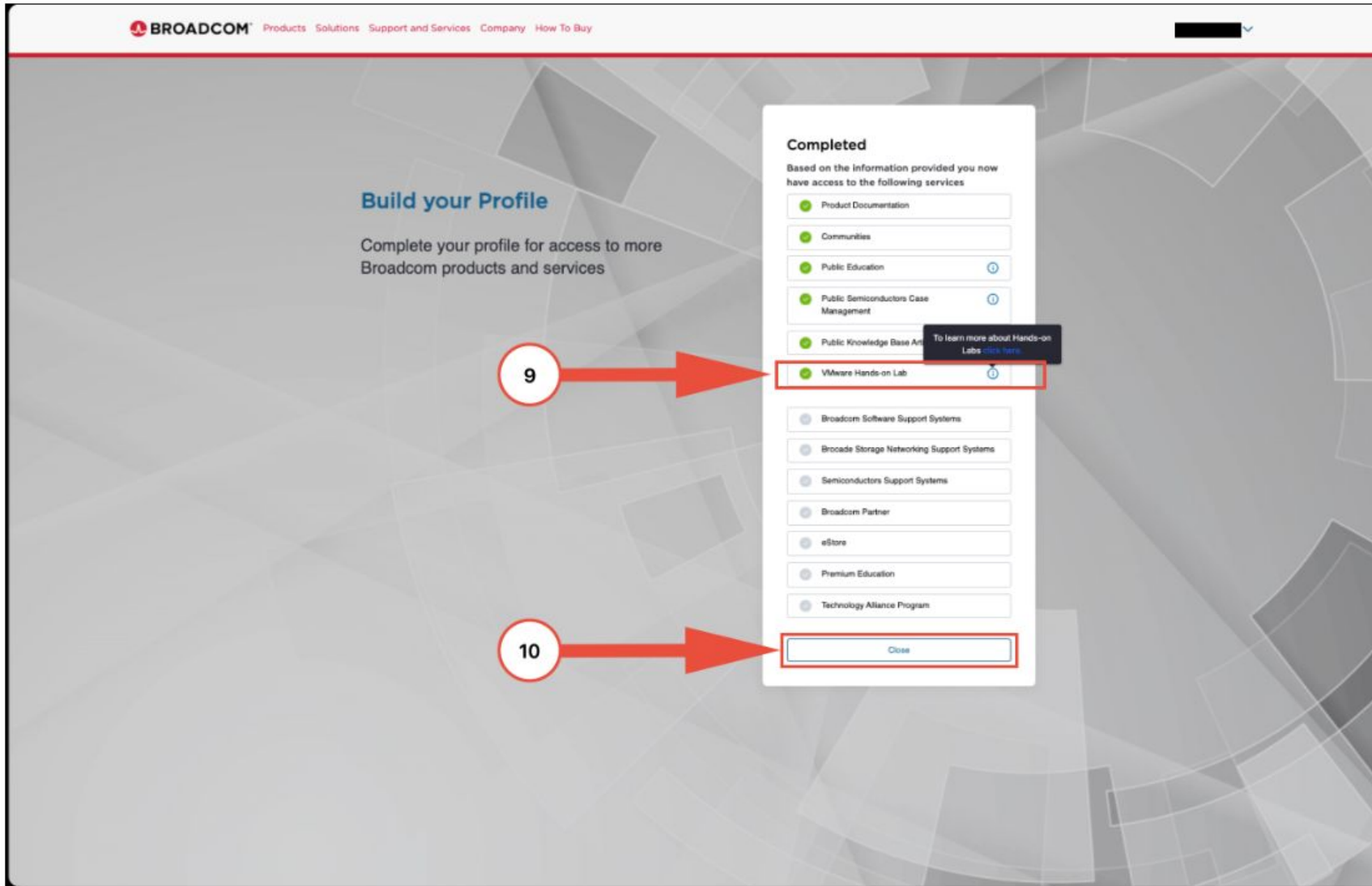
Request Type: VMware Hands-on Labs Access

**Confirm & Continue**

Edit Response

# Step 2: Setup Broadcom Support Account

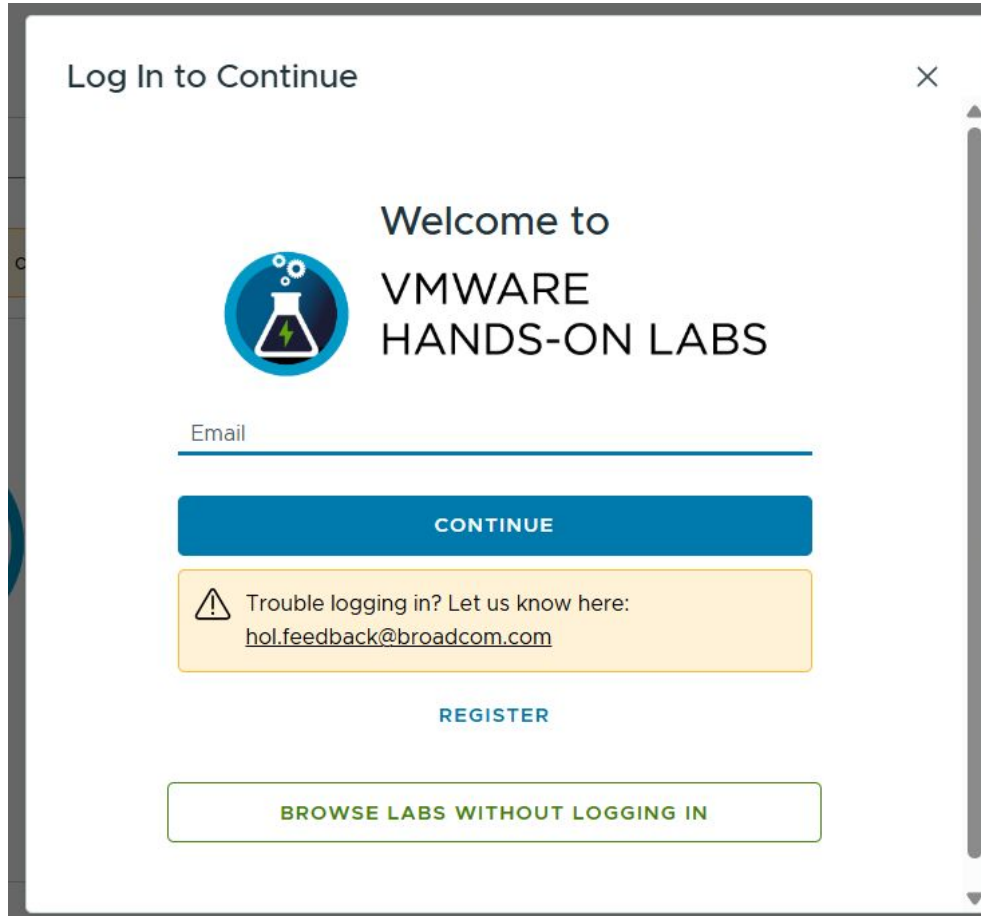
9. Once completed, you will see **VMware Hands-on Lab (HOL)** as an enabled service.
10. Click **Close** to exit the Build your profile section.



# Registration and Set up complete

You will now be able to access VMware Hands-on Labs using your updated Broadcom Support account to log in. <https://labs.hol.vmware.com/HOL>

*You will log in with your Broadcom Support log in credentials.*

A screenshot of a web browser window showing the VMware Hands-On Labs login page. The window has a title bar with a close button (X) in the top right corner. The page content includes a header "Log In to Continue" in the top left. Below this is a circular logo featuring a blue background with a white flask and a green lightning bolt. To the right of the logo, the text "Welcome to" is above "VMWARE" and "HANDS-ON LABS". Below the logo and text is an "Email" input field. Underneath the input field is a blue button labeled "CONTINUE". Below the button is a yellow warning box containing a triangle icon with an exclamation mark, the text "Trouble logging in? Let us know here:", and the email address "hol.feedback@broadcom.com". Below the warning box is a blue link labeled "REGISTER". At the bottom of the page is a green button labeled "BROWSE LABS WITHOUT LOGGING IN".

Log In to Continue

Welcome to  
**VMWARE**  
HANDS-ON LABS

Email

CONTINUE

⚠ Trouble logging in? Let us know here:  
[hol.feedback@broadcom.com](mailto:hol.feedback@broadcom.com)

REGISTER

BROWSE LABS WITHOUT LOGGING IN