

Transferring FPGA technical support from Microsemi to Microchip

As part of this transfer, “MyCases” on Microsemi SoC portal will be placed under maintenance at **8:00AM PST on Thursday July 8, 2021**. You will not have access to your existing cases and will not be able to submit any new case on this portal after this time.

Between **Thursday July 8 8:00 AM PST and Sunday July 11 5:00 PM PST** –

- If you need to submit a new FPGA case, pls email to fpga_tech@microchip.com (for standard cases) and fpga_tech_itar@microchip.com (for “Controlled” cases).

Starting **5:00 PM PST on Sunday July 11**, FPGA Technical Support will be through **Microchip** Technical Support portal. If you have trouble submitting a new FPGA case, pls submit a case to Microchip Technical Support with the case reason as “**Website Issue**”.

Note: For downloading FPGA software and documentation, and viewing, downloading and generating licenses, you will need to continue to use the Microsemi SoC portal till further notice.

Customer action required to access Microchip Technical Support Portal

Please review the following 3 scenarios to determine which applies to you.

- Scenario 1: If you have user accounts for **both** Microsemi SoC portal and myMicrochip portal **with the same** email address, then you will be able to access your Microsemi SoC (FPGA) cases from the last 3 years (Jun 1 2018 onwards) in your Microchip Technical Support portal. Once you login to Microchip Technical Support portal, you will see both the new case # (in the Microchip format) and the original case # (in the Microsemi format) for your case.
- Scenario 2: If you have user accounts for **both** Microsemi SoC portal and myMicrochip portal but **with different email addresses**, and you want to view your Microsemi FPGA cases in Microchip Technical Support portal, pls submit a case to Microchip Technical Support with the case reason as “Website Issue” and with the justification to be allowed to do so.
- Scenario 3: If you have a Microsemi SoC user account with your current email address, but do not have a myMicrochip account, then you need to create a myMicrochip account using the same email address associated with your Microsemi SoC account, to be able to view your existing Microsemi-FPGA cases in Microchip Technical Support portal.