

# What do I do if I have concerns about a case?

- **Callback process – I haven't heard from my Engineer**
  - Check the “contact me” button in your case and request a call
  - Contact us via [chat](#) or [phone](#) requesting a call
- **Duty Management Process – I need additional attention**
  - [Chat](#) or [call](#) and notify the agent that you would like a Duty Manager assigned, providing the specific case number and contact information
  - A Duty Manager will reach out to understand your concerns, develop an action plan and follow up with Micro Focus resources to assist in execution of that plan
- **Notify Support Management**
  - Provide your case number and concerns to relevant leadership
  - Amanda Horan <amanda.moore@microfocus.com>
  - Francisco Morales <francisco.morales@microfocus.com>

# Useful Support Links

Resource	Link
Customer Support Handbook	<a href="https://www.microfocus.com/media/guide/micro_focus_software_support_guide.pdf">https://www.microfocus.com/media/guide/micro_focus_software_support_guide.pdf</a>
Fortify Support Resource Guide	<a href="https://softwaresupport.softwaregrp.com/web/softwaresupport/document/-/facetsearch/document/KM03074867">https://softwaresupport.softwaregrp.com/web/softwaresupport/document/-/facetsearch/document/KM03074867</a>
MySupport	<a href="https://softwaresupport.softwaregrp.com/">https://softwaresupport.softwaregrp.com/</a>
Support Data Sheets	<a href="https://softwaresupport.softwaregrp.com/web/softwaresupport/software-support-offerings#enterprise-support">https://softwaresupport.softwaregrp.com/web/softwaresupport/software-support-offerings#enterprise-support</a>
Licensing and Download Portal	<a href="https://support.microfocus.com/downloads/swgrp.html">https://support.microfocus.com/downloads/swgrp.html</a>
Licensing (and Download) Team	<a href="https://pdapi-web-pro.microfocus.com/mysoftware/contact/getLicenseCenter">https://pdapi-web-pro.microfocus.com/mysoftware/contact/getLicenseCenter</a>
Product Announcements Board	<a href="https://community.softwaregrp.com/t5/Fortify-Product-Announcements/bd-p/Fortify_PA">https://community.softwaregrp.com/t5/Fortify-Product-Announcements/bd-p/Fortify_PA</a>