
IBM Passport Advantage Login: Access Guide



IBM Executive Prelude

- Hi. I'm John Dewey, the IBM Software Group Worldwide Sales Director for Subscription and Support and zSeries Sales. I'd like to thank you for using Passport Advantage Online. Your business is important to us, and we are working hard to deliver an exceptional web experience.
- In this video we will explain what a Primary Contact is, show how a primary contact logs into Passport Advantage Online, and how that person can then specify a Secondary Contact to help manage user access for your company's site.
- The Primary Contact makes it possible for other users to save time and resources by managing and administering the Passport Advantage agreement between your company and IBM.
- **It is important to note that the Primary Contact must initially access Passport Advantage Online before other users can access the site.**



Primary Contact

- Thanks John. So, how do you know if you are a Primary Contact?
- Well, you are a primary contact if you are the person who submitted a Passport Advantage enrollment form on behalf of your company. Or, if you bought software from IBM online, you automatically became the Primary Contact.
- As the Primary Contact you have a number of responsibilities:
 - ONLY the Primary Contact can give access to other users within your site.
 - ONLY the Primary Contact can create a Secondary Contact, who may then give access to other users within your site.
 - And most importantly, no one can use the site until the Primary Contact initially accesses Passport Advantage Online.
- Before we show you how to use the Passport Advantage Online site, you must have your Passport Advantage Temporary Passcode. This is found in the Welcome to Passport Advantage letter that was sent to you after you enrolled in the Passport Advantage program.
- To start the process, let's log on to IBM Passport Advantage by going to the IBM software homepage and clicking on the Passport Advantage link.
- On the Passport Advantage page, click on 'Customer sign in'

IBM Passport Advantage

Passport Advantage Online

Program overview | Passport Advantage Online

For customers | For Business Partners

Passport Advantage Online offers customers a secure Web experience, allowing them to manage their Passport Advantage accounts online.

Customer sign in

Features and Benefits

Passport Advantage Online enables you to:

- Access entitlement software, download or request a media pack.
- Renew your Site Software Subscription and Support or acquire licenses by browsing the popular offerings catalog or IBM quotes (not available in all countries).
- Review and update contact information for your Site's designated contacts.
- View your Site's Proof of Entitlement certificates.
- Subscribe to eNotifications to receive automatic notification when new software upgrades that match your preferences and entitlement become available.
- Generate reports to track transaction history, download history, or active entitlements at the Enterprise or Site level.

Learn more

- Passport Advantage Online for Customers.
- Learn more about Passport Advantage and Passport Advantage Express.
- Passport Advantage tutorial.
- Passport Advantage and Passport Advantage Express brochure.
- Passport Advantage and Passport Advantage Express quick reference guide.
- Software Subscription and Support brochure.
- Get Adobe® Reader®

Access/Request Access

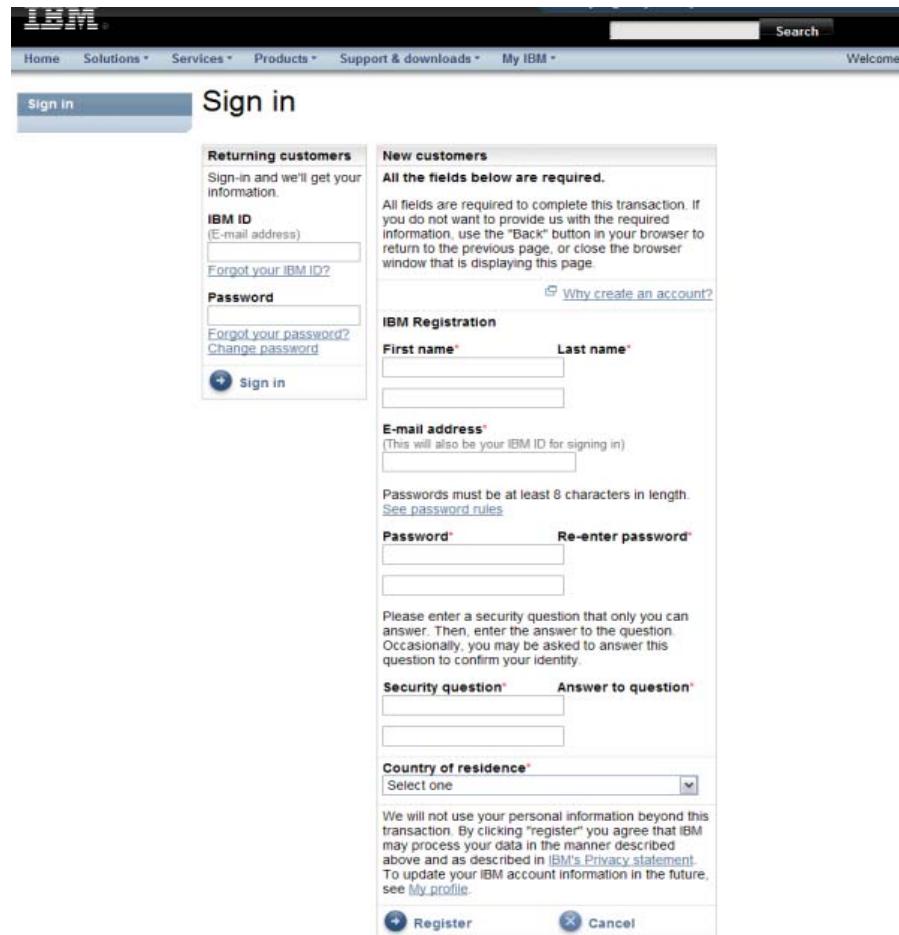
Select the "Customer sign in" button above.

Enter your existing IBM ID and password, or register for an IBM ID and password and follow the prompts for requesting access.

Need assistance

Sign in

- You are now on the Sign in page.
- If you are a new IBM customer, you need to fill in your first name, last name and email address.
- Enter a password.
- See the Password Rules for instructions on creating a password that conforms to the minimum security requirements.
- Enter a security question of your own choosing. For example, you can use your mother's middle name.
- Select your country of residence
- Once you have completed these fields please make a note of them as you will need your IBM ID and password every time you logon to the Passport Advantage Online site.
- You are now finished. Click Register.



The screenshot shows the IBM Sign in page. The top navigation bar includes links for Home, Solutions, Services, Products, Support & downloads, My IBM, and Welcome. The main content area is titled "Sign in" and is divided into two sections: "Returning customers" and "New customers".

Returning customers: Includes fields for "IBM ID (E-mail address)" and "Password", along with links for "Forgot your IBM ID?" and "Forgot your password?".

New customers: All fields are marked as required. It includes fields for "First name*", "Last name*", "E-mail address*", "Password*", "Re-enter password*", "Security question*", "Answer to question*", and "Country of residence*". A note states: "All fields are required to complete this transaction. If you do not want to provide us with the required information, use the "Back" button in your browser to return to the previous page, or close the browser window that is displaying this page." A link "Why create an account?" is also present.

At the bottom, there are "Register" and "Cancel" buttons.

Authorization when PC is Recognized

- The Authorization page opens.
- Here is where you need your Passport Advantage Temporary Passcode found in your Welcome letter. This links your IBM ID to your specific corporate Passport Advantage Site Number. Your site number should be visible on your screen.
- Enter your Passport Advantage Temporary Passcode.
- Now click Submit.
- If you have forgotten or misplaced your temporary passcode you can request a new one by clicking on “Request temporary passcode”. One will be electronically sent to you and will be good for one hour.

Software >

Authorization

Temporary passcode entry

Please enter your temporary passcode to fully authorize your IBM ID to Site Number 0003333333. You may either enter the temporary passcode found in your hard copy Welcome letter that was mailed to you, or if you had requested a new temporary passcode, you may enter the temporary passcode that was e-mailed to you.

Temporary passcode*

 Submit

If you do not have your temporary passcode.

If you do not have your temporary passcode, you may request that a new one be e-mailed to you by clicking the button below.

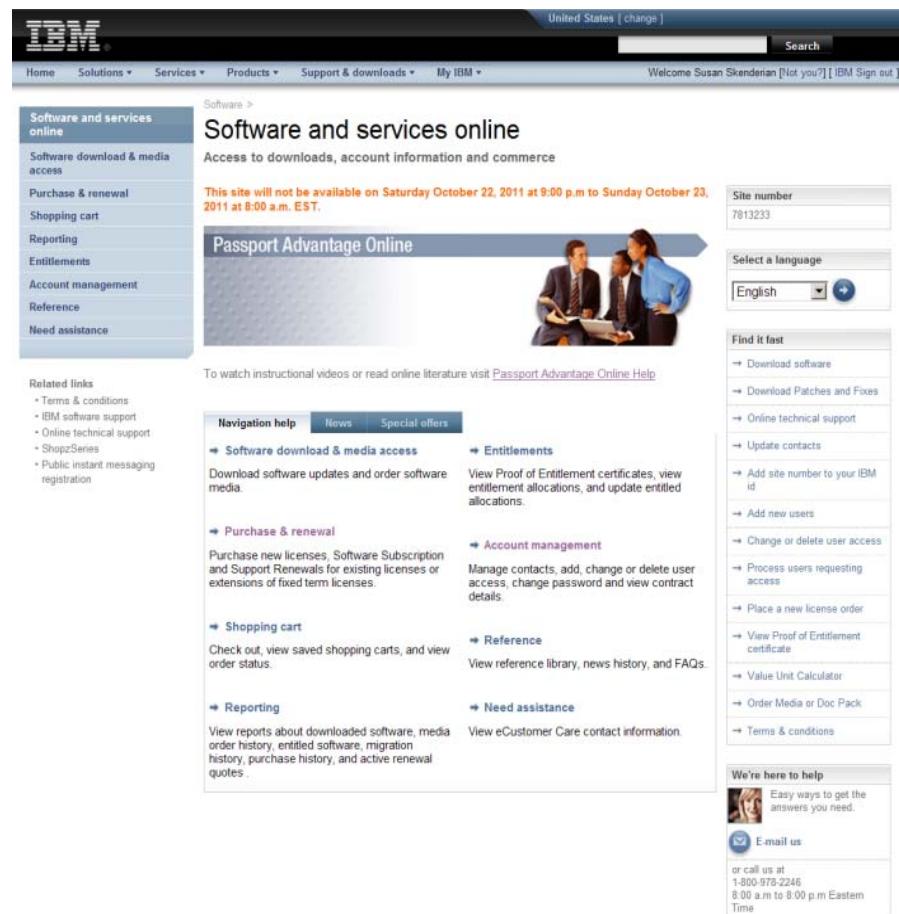
 Request temporary passcode

While you are waiting for your temporary passcode, IBM Customers and IBM Business Partners that have purchased IBM software may enter Software and services online and access [Software download and media access](#).

IBM Services Customers may access [Terms and Conditions](#).

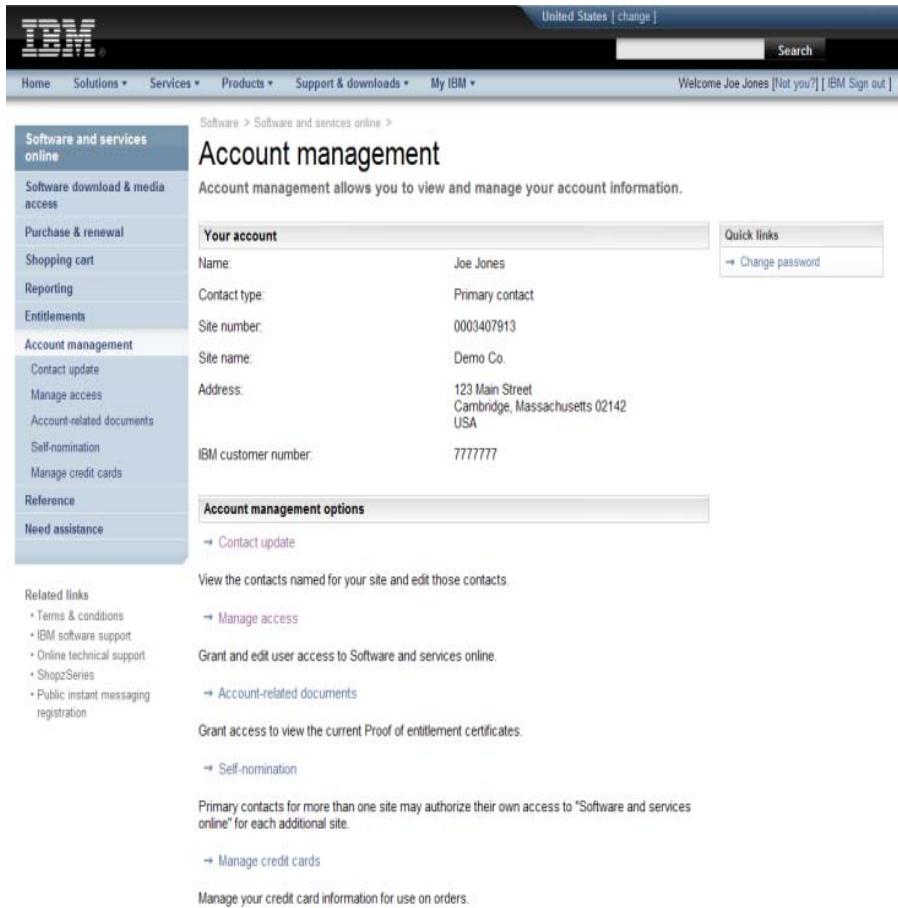
Arrive in Passport Advantage Online: Managing Access

- You are now in the Passport Advantage Online site, which is also known as 'Software and services online'.
- As the Primary Contact, you can provide access to the Passport Advantage Online site for other users. So now we will show how you name a Secondary Contact to assist in managing access to Passport Advantage Online.
- Only the Primary Contact and the Secondary Contacts can see the functions for managing access of Passport Advantage Online.
- Before a person can be named as a Secondary Contact they must have an IBM ID, which they can get by using IBM Registration. To name a Secondary Contact go to the left hand navigation and select "Account Management."



Manage Access: Naming a Secondary Contact

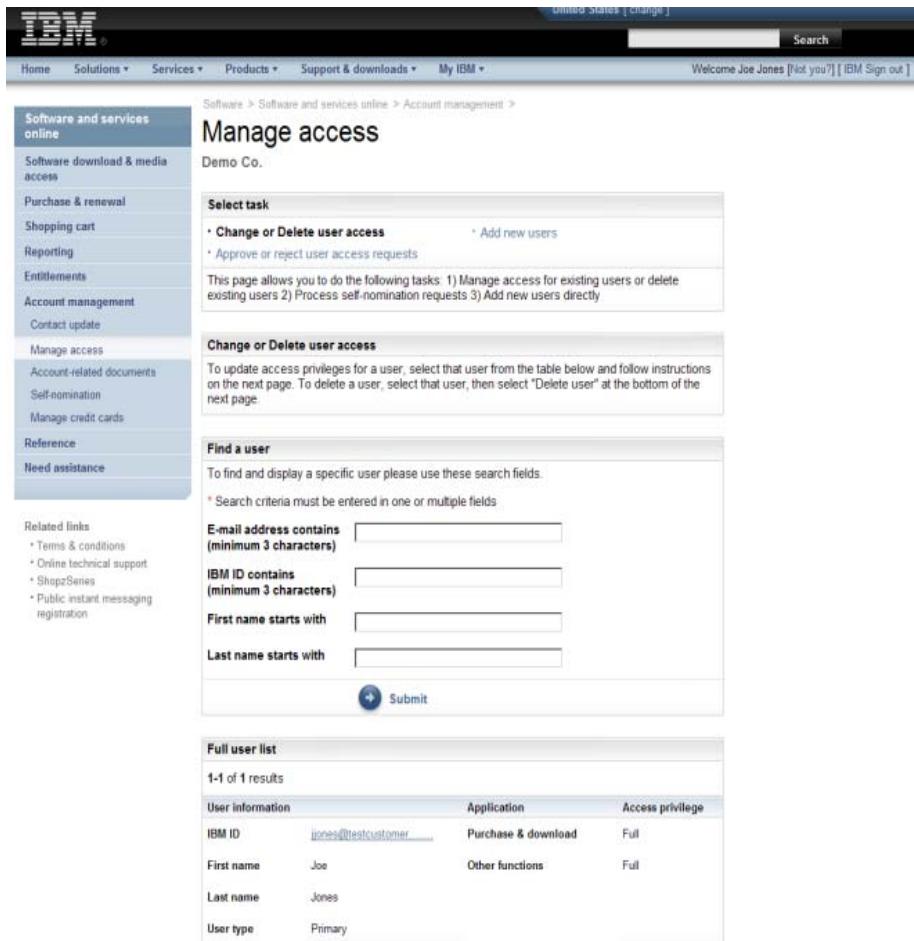
- Your are now on the Account Management page.
- Click on “Manage Access”.



The screenshot shows the IBM Account Management interface. The top navigation bar includes links for United States, Search, Home, Solutions, Services, Products, Support & downloads, My IBM, and a sign-in message for 'Welcome Joe Jones [Not you?]' with a 'Sign out' link. The left sidebar has a 'Software and services online' section with links for Purchase & renewal, Shopping cart, Reporting, Entitlements, Account management (which is selected and highlighted in blue), Contact update, Manage access (which is also selected and highlighted in blue), Account-related documents, Self-nomination, Manage credit cards, Reference, and Need assistance. The main content area is titled 'Account management' and sub-titled 'Account management allows you to view and manage your account information.' It displays account details: Name (Joe Jones), Contact type (Primary contact), Site number (0003407913), Site name (Demo Co.), Address (123 Main Street, Cambridge, Massachusetts 02142, USA), and IBM customer number (7777777). Below this is a 'Account management options' section with links for Contact update, Manage access (which is selected and highlighted in blue), Account-related documents, Self-nomination, Manage credit cards, and Manage your credit card information for use on orders. The bottom of the page features a 'Related links' section with links to Terms & conditions, IBM software support, Online technical support, Shop2Series, Public instant messaging registration, Manage access (selected), Account-related documents, Self-nomination, Manage credit cards, and Manage your credit card information for use on orders.

Naming a Secondary Contact

- The Manage Access page opens.
- To add a Secondary Contact click on “Add new users.”



The screenshot shows the IBM Manage Access page. The left sidebar has a 'Software and services online' section with links like Software download & media access, Purchase & renewal, Shopping cart, Reporting, Entitlements, Account management, Contact update, Manage access, Account-related documents, Self-nomination, Manage credit cards, Reference, and Need assistance. Below this is a 'Related links' section with links to Terms & conditions, Online technical support, ShopzSeries, and Public instant messaging registration. The main content area has a 'Select task' section with 'Change or Delete user access' and 'Add new users' options, and a note about managing access for existing users. Below this is a 'Change or Delete user access' section with instructions for updating privileges. The 'Find a user' section contains search fields for E-mail address, IBM ID, First name, and Last name, with a 'Submit' button. The 'Full user list' section shows a table with 1 result, listing a user with IBM ID 'jones@testcustomer', First name 'Joe', Last name 'Jones', and User type 'Primary'. The Application is 'Purchase & download' and Access privilege is 'Full'.

User information	Application	Access privilege
IBM ID jones@testcustomer	Purchase & download	Full
First name Joe	Other functions	Full
Last name Jones		
User type Primary		

Manage Access: Naming a Secondary Contact

- Enter the new contact's IBM ID and email address.
- Select the appropriate role. In this case, choose Secondary Contact.
- Make appropriate selections for Access Privileges and Reporting access for this contact.
- For the Contact update options, select Update if you want the Secondary Contact to be able to update contacts named on the enrollment form.
- Click Submit. If you want more information on any of the selection options on the form, you can click "Need help with this form" at the bottom of the page.
- Once you click "Submit" the Secondary Contact will have immediate access and updating capability.

Software > Software and services online > Account management > Manage access

IBM Corp

Select task

- Change or Delete user access
- Approve or reject user access requests

Directly add an individual's access privileges without a self-nomination request by entering the user's IBM ID and email address.

Grant access to additional user

Enter the IBM ID and e-mail for the user that you wish to add. Then select the role and the level of access to the functions listed below.

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional.

Need help with this form?

User information

IBM ID:

E-mail:

Select role

Role:
 Secondary contact
 User

Software and services tool access privileges

Software download & media access/Purchase & renewal:
 None
 Software download only
 Software download & media access only
 Software download, media access, quotes, product catalogs and license renewal

Reporting:
 None View

Account Management

Contact update:
 None View Update

Account-related documents:
 None View

Terms & conditions:
 None Full

Need help with this form?

Closing

- Once you have named a Secondary Contact, they will receive an email from IBM notifying them that they have access to Passport Advantage Online. Please note that you can also give other users access the PAO site so they can download, order and renew software subscription and support, and access other key functions.

IBM Welcomes you to Passport Advantage Online

*** Note: This is an automated e-mail message; please do not respond directly.***

Dear Mary Smith:

You have been granted Secondary Contact access to Passport Advantage Online by Joe Jones.

To access Passport Advantage Online, visit <https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/programpage/boulder/> and select the "Passport Advantage Online" tab and then "Customer sign in".

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM Passport Advantage eCustomer Care Team:

https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

Yours sincerely,

IBM Passport Advantage eCustomer Care Team

- It is critical for you as the Primary Contact to share the Passport Advantage Site Number with any Secondary Contact you name. Please also provide the Secondary Contact with a copy of the Passport Advantage Welcome letter.
- I will leave you with a couple of important reminders:
 - Only you, as the Primary Contact of record, can enter the Passport Advantage Online site to provide other users with access to it, and to create Secondary Contacts to assist with this responsibility. If you choose not to do this, no one else will have access to Passport Advantage Online.
 - Only the existing Primary Contact can change the Primary Contact of record.
- These processes have been designed to keep your corporate information and your company's relationship with IBM confidential and secure
- If you have questions about the processes of the Primary Contact, about entering PAO for the first time, or about creating a Secondary Contact, please contact IBM [eCustomer Care](#).
- Thank you for watching this video.