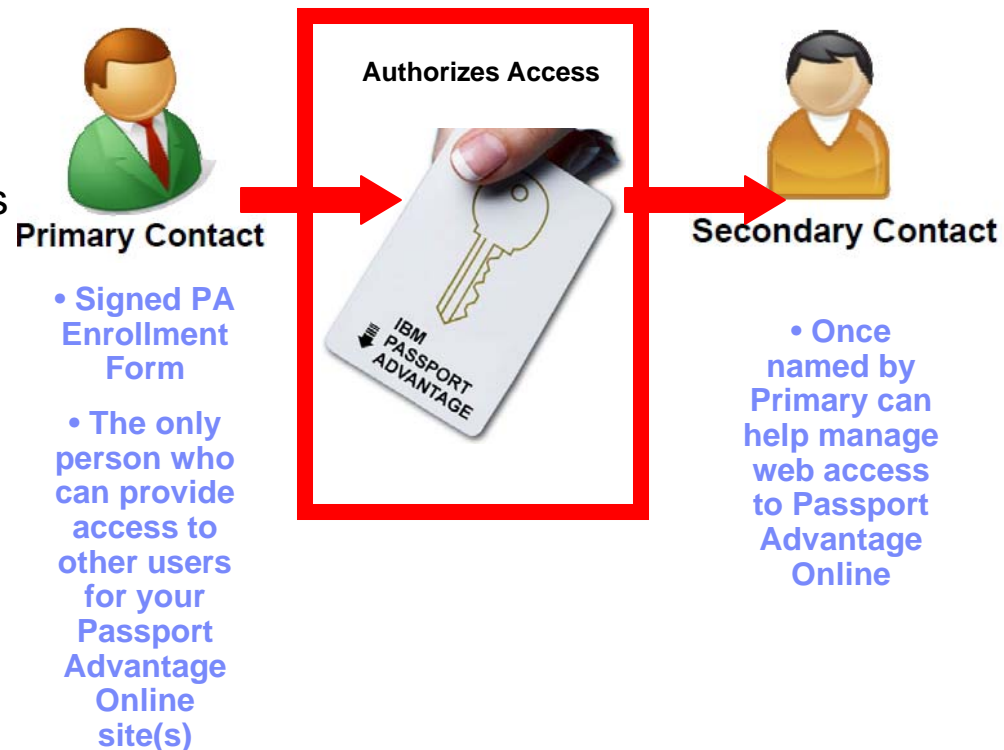


IBM Passport Advantage Login: Access Guide



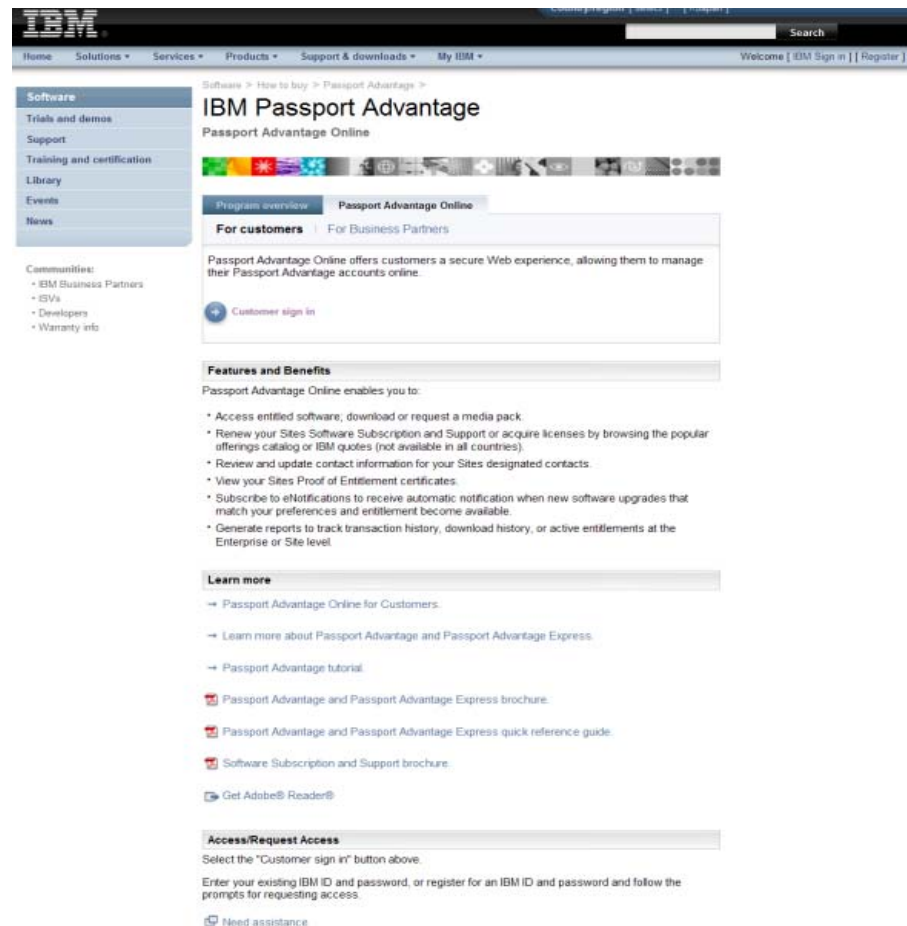
IBM Executive Prelude

- 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'



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.

Returning customers
Sign-in and we'll get your information.

IBM ID
(E-mail address)

[Forgot your IBM ID?](#)

Password

[Forgot your password?](#)
[Change password](#)

[+ Sign in](#)

New customers
All the fields below are required.

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.

[Why create an account?](#)

IBM Registration

First name* **Last name***

E-mail address*
(This will also be your IBM ID for signing in)

Passwords must be at least 8 characters in length.
[See password rules](#)

Password* **Re-enter password***

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity.

Security question* **Answer to question***

Country of residence*
Select one

We will not use your personal information beyond this transaction. By clicking "register" you agree that IBM may process your data in the manner described above and as described in [IBM's Privacy statement](#). To update your IBM account information in the future, see [My profile](#).

[+ Register](#) [X Cancel](#)

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

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

The screenshot displays the IBM Account Management interface. At the top, there's a navigation bar with the IBM logo, a search bar, and links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A welcome message for 'Joe Jones' is visible. The main content area is titled 'Account management' and includes a sidebar with various links like 'Software and services online', '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'. The 'Account management' section shows account details for 'Joe Jones', including contact type, site number, site name, address, and IBM customer number. Below this, there's a section for 'Account management options' with links to 'Contact update', 'Manage access', 'Account-related documents', 'Self-nomination', and 'Manage credit cards'. The 'Manage access' link is highlighted in red.

Account management

Account management allows you to view and manage your account information.

Your account

Name:	Joe Jones
Contact type:	Primary contact
Site number:	0003407913
Site name:	Demo Co.
Address:	123 Main Street Cambridge, Massachusetts 02142 USA
IBM customer number:	7777777

Account management options

- [Contact update](#)
- [Manage access](#)
- [Account-related documents](#)
- [Self-nomination](#)
- [Manage credit cards](#)

View the contacts named for your site and edit those contacts.

Grant and edit user access to Software and services online.

Grant access to view the current Proof of entitlement certificates.

Primary contacts for more than one site may authorize their own access to "Software and services online" for each additional site.

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.”

Manage access

Demo Co.

Select task

- **Change or Delete user access** • Add new users
- Approve or reject user access requests

This page allows you to do the following tasks: 1) Manage access for existing users or delete existing users 2) Process self-nomination requests 3) Add new users directly

Change or Delete user access

To update access privileges for a user, select that user from the table below and follow instructions on the next page. To delete a user, select that user, then select "Delete user" at the bottom of the next page.

Find a user

To find and display a specific user please use these search fields.

* Search criteria must be entered in one or multiple fields

E-mail address contains (minimum 3 characters)

IBM ID contains (minimum 3 characters)

First name starts with

Last name starts with

Full user list

1-1 of 1 results

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.

United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome Susan

Software > Software and services online > Account management >

Manage access

IBM Corp

Select task

- Change or Delete user access
- Approve or reject user access requests
- Add new users

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.