

# Support Client Experience

A successful transition to IBM



## Overview:

### **Section 1**

- ICN (IBM Customer Number) and Site Numbers
- Primary Contacts / Roles defined
- IBM Web ID
- PA (Passport Advantage)

### **Section 2 – For On Premise Customer Deployments**

- Software Download & Media Access

### **Section 3 – Who to Contact with Questions**

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## Section 1

- ICM (IBM Customer Number)
- Site Numbers
- Primary Contact List – 6 Roles Explained
- Web ID
- PA (Passport Advantage)

# What's an ICN and Site Number, and why are they important?

All IBM agreements include an IBM Customer Number (ICN) and Site Number. These numbers correspond to your agreement and are used to access many services included in your agreement.

- ICN will be used to access Support
- Site Number is used to access online content, including:
  - Software downloads (on premise customers only)
  - Transaction and Proof of Entitlement documentation
- ICN is an identifier of your organization
- Site Number is an identifier of a site within an organization
- A single ICN can have a single or many Site Numbers

# Understanding the importance of your Primary Contact list

## 6 Primary roles explained

Each Site Number contains your agreements' six contacts

Two contacts manage user access to online services

- **Administration / proof of entitlement Contact**
  - Requesting / authorizing account changes
  - Software Maintenance Renewal notices (unless Software Maintenance Renewal Contact is designated),
  - Software upgrade availability notifications
  - Proofs of Entitlement
  
- **Payer / Billing Contact**
  - Invoices
  
- **Primary Contact**
  - Individual entering into contractual relationship with IBM
  - Responsible for IBM Software and Services On-line Tool (Passport Advantage)
  
- Responsible for managing user access to this tool on behalf of your company.

# Understanding the importance of your Primary Contact list

## 6 Primary roles explained...continued...

- **Site Technical**
  - Responsible for overall support compliance
  - Obtains support and manages user access to the online Service Request (SR) tool
  
- **Software S&S media shipping (for on premise customers only)**

Receives any physically shipped media
  
- **Software S&S renewal**

Responsible for securing with Software Maintenance Renewals.

# Understanding the importance of your Primary Contact list

## 6 Primary roles explained...continued...

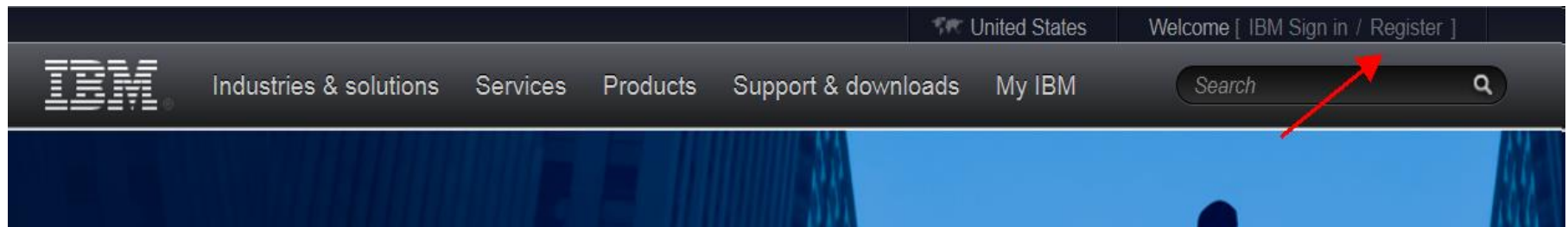
### **Want to confirm who we have listed or make changes to these Primary roles?**

- Call or Send an email to your local eCustomer Care Team at:  
[https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en\\_US/ecare.html](https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html)

## Your IBM WebID – Why I need one

An IBM WebID is the driving credential to log into our online support services on [ibm.com](http://ibm.com). Some sites request you just login while others request a one time “self nomination” against your ICN or Site Number.

In order to utilize these online services you must Register a WebID. A register link is found on most pages that require a login, however you can just go to [www.ibm.com](http://www.ibm.com) and select Register at the top right of our homepage.





# Accessing Passport Advantage

First time Login to the Passport Advantage web site with your WebID

- Software**
- Trials and demos
- Support
- Training and certification
- Library
- Events
- News

**Communities:**

- IBM Business Partners
- ISVs
- Developers
- Warranty info

Software > How to buy > Passport advantage >

## 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:

## Accessing Passport Advantage + Self-Nomination

- Add your Site Number and choose the appropriate Yes / No Radio Button and select Submit
- If prompted for a Temporary Passcode (your Primary contact would have received it in your Welcome Letter)
- In order for our automated email feature to be initiated (which notifies the Passport Advantage Primary Contact that someone is requesting access) the PA Primary MUST first be associated (and approved) to their respective contractual numbers. If they are not then ALL user requests CANNOT be approved.

Software >

### Self-nomination

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

To request authorization, please complete and submit the self-nomination request below so that we may route your request for processing.

#### Customer information

Site number\*



I believe I am the Primary Contact for this Site. \*

Select Yes if you are the contact for all IBM business communications regarding this site number. As the primary contact you are responsible for managing access for all users to this online tool. There can only be one primary contact for each site number.

Select No if you need access to this online tool but are not the primary contact. There can be unlimited users for each site number.

Yes  No

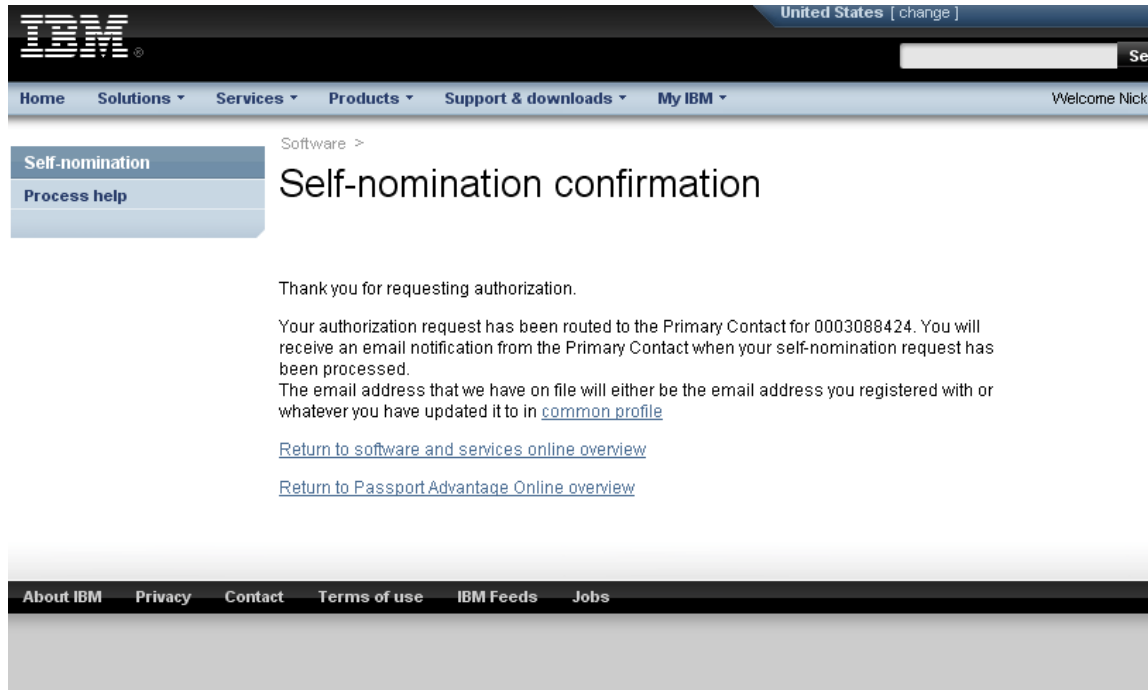


Submit

Cancel

## Self-Nomination Continued

A Confirmation Page will appear stating your request will be sent to the PA Primary for verification and approval. If you selected YES that you are the Primary then your request will be sent to the eCustomer Care Team for validation. You will receive an email from them once it has been processed. Or you may [call](#) to expedite



The screenshot shows the IBM website interface for a self-nomination confirmation page. At the top, there is a navigation bar with the IBM logo, a search bar, and a language selector set to "United States [change]". Below the navigation bar, there are links for "Home", "Solutions", "Services", "Products", "Support & downloads", and "My IBM". A user is logged in as "Welcome Nick A". The main content area features a left sidebar with "Self-nomination" and "Process help" links. The main heading is "Self-nomination confirmation" under the "Software" category. The body text reads: "Thank you for requesting authorization. Your authorization request has been routed to the Primary Contact for 0003088424. You will receive an email notification from the Primary Contact when your self-nomination request has been processed. The email address that we have on file will either be the email address you registered with or whatever you have updated it to in [common profile](#)". There are two links: "Return to software and services online overview" and "Return to Passport Advantage Online overview". The footer contains links for "About IBM", "Privacy", "Contact", "Terms of use", "IBM Feeds", and "Jobs".

<https://www-112.ibm.com/software/howtobuy/softwareandservices>

# Contact Management

- The Primary Contact has the administration capabilities to add / remove and alter access levels to the Passport Advantage site. These functions are only available after the Primary has self nominated to a site number and has been approved by the eCustomer Care Team.
- Once access has been established you can now use the Account Management functions.

Software > Software and services online >

## Account management

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

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**Your account**

Name: [Redacted]

Contact type: Primary contact

Site number: [Redacted]

Site name: [Redacted]

Address: [Redacted]

IBM customer number: [Redacted]

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**Account management options**

→ [Contact update](#) ←

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

→ [Self-nomination](#) ←

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

**Account management**

- Contact update
- Manage access
- Account-related documents
- Self-nomination

# Additional Passport Advantage Functions

- You will notice after logging into the Passport Advantage site that there are a number of other functions available such as; Retrieving Proof of Entitlement certificates and Reporting tools that are available.

Software and services online

- Software download & media access
- Reporting
- Entitlements
- Account management
- Reference
- Need assistance

Software >

## Software and services online

Access to downloads and account information

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.

### Software and service offerings



If you need products & services for zSeries visit [ShopzSeries](#)

#### Related links

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Value Unit Calculator

Navigation help

News

→ [Software download & media access](#)

Download software updates and order software media.

→ [Reporting](#)

View reports about downloaded software, media order history, entitled software, migration history, purchase history, and active renewal quotes .

→ [Entitlements](#)

View Proof of Entitlement certificates, view entitlement allocations, update entitled allocations and view entitlement inventory and deployments.

→ [Account management](#)

Manage contacts, add, change or delete user access, change password and view contract details.

→ [Reference](#)

View reference library, news history, and FAQs.

→ [Need assistance](#)

View eCustomer Care contact information.

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## Section 2 – For On Premise Customer Deployments

- Accessing Software for Download
- Requesting Physical Media
- Downloading Software Fixes

# Software Download & Media Access

## Accessing Current Releases

Once your Self Nomination has been approved you will now be able to access your Entitled Software.

- Log into the Passport Advantage Site and you will land on the 'Software and Services Online' home page.
- Select 'Software Download & Media Access'

Software >

### Software and services online

Access to downloads and account information

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.

#### Software and service offerings

If you need products & services for zSeries visit [ShopzSeries](#)

Navigation help News

→ **Software download & media access** ←  
Download software updates and order software media.

→ **Account management**  
Manage contacts, add, change or delete user password and view contract details.

→ **Reporting**  
View reports about downloaded software, media order history, entitled software, migration history, purchase history, and active renewal quotes .

→ **Entitlements**  
View Proof of Entitlement certificates, view entitlement allocations, update entitled allocations and view entitlement inventory and deployments.

→ **Reference**  
View reference library, news history, and FAQs

→ **Need assistance**  
View eCustomer Care contact information.

**Related links**

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Value Unit Calculator

# Software Download & Media Access

## Accessing Current Releases

- Select 'I Agree' to Terms

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By clicking on the "I agree" button below, you agree that:

\* You obtain Eligible Products (including, but not limited to, software licenses, software subscription updates, or new releases) subject to the terms of the agreement under which you acquired the software product(s), including, but not limited to, any applicable amendments to the agreement and related transaction documents.

\* Any other use of the software program(s) is prohibited.

If you select "I do not agree" below, you will be unable to complete the transaction you have requested.

I agree   I do not agree

Continue

Cancel



# Software Download & Media Access

## Accessing Current Releases

- Select 'Download Finder'

Software > Software and services online > Software download & media access >

## Find downloads & media

Software Download | Media Access

Overview | **Download finder** | Set my preferences

### Overview

#### Software Downloads

Software Downloads provide you on demand access to software product updates for which you have

→ **Download finder** | → Set my preferences

#### eNotifications

eNotification service informs you via e-mail when product upgrades are available for download. To sub preferences and you will be notified when new product upgrades are available. All authorized users of service. You may unsubscribe at any time.

**Related links**

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online

# Software Download & Media Access

## Accessing Current Releases

- Select 'View all my downloads' or use the 'Find By' options to display Entitled Software

Software > Software and services online > Software download & media access >

## Find downloads & media

Software and services online

**Software download & media access**

Reporting

Entitlements

Account management

Reference

Need assistance

**Related links**

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Distributed software online
- Software quote and order
- Value Unit Calculator

Software Download | **Media Access**

Overview | **Download finder** | Set my preferences

- Download step by step
- View my preferred downloads
- **View all my downloads**
- Find by description or part number
- Find by categories

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

+ = Expand      - = Collapse

[View by A-Z](#) | [View by brand](#)

---

**All my entitled downloads - by brand**

+ Information Management

# Software Download & Media Access

## Accessing Current Releases

- Expand the 'Information Management' Brand to display your Entitled Software

Software > Software and services online > Software download & media access >

## Find downloads & media

Software Download | Media Access

Overview | Download finder | Set my preferences

- Download step by step
- View my preferred downloads
- View all my downloads**
- Find by description or part number
- Find by categories

Expand and select the files you'd like to download, agree to the terms below, and click "Download now".

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[View by A-Z](#) | [View by brand](#)

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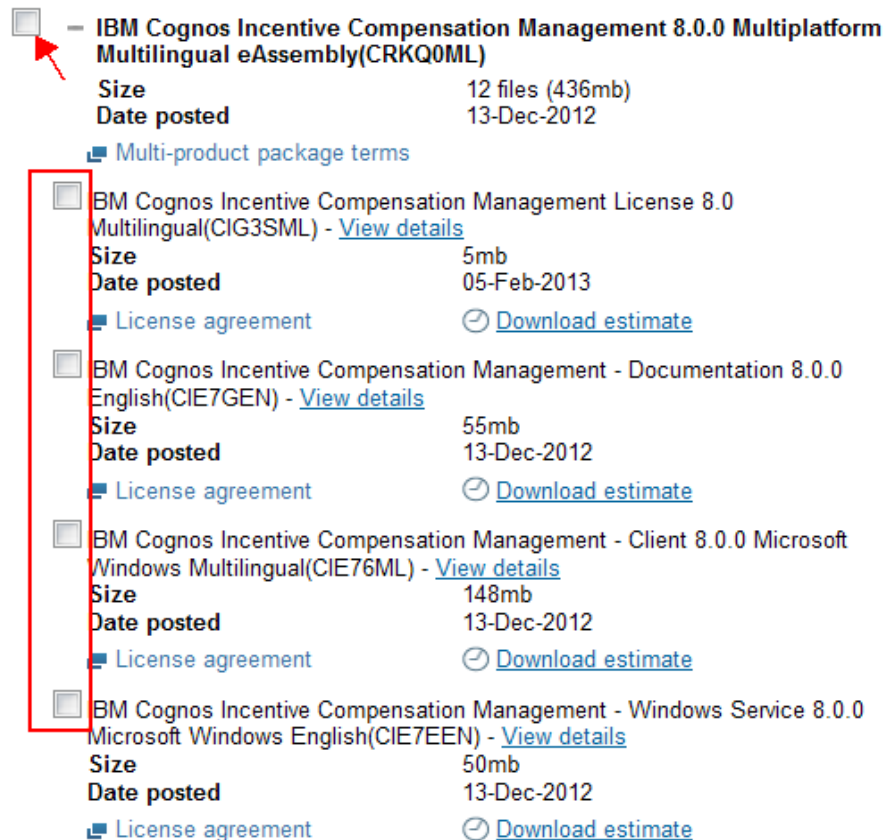
**All my entitled downloads - by brand**

- + Information Management

# Software Download & Media Access

## Accessing Current Releases

- Scroll down to locate your desired product, check the box to the left of the product or expand the suite to download a particular component.



- IBM Cognos Incentive Compensation Management 8.0.0 Multiplatform Multilingual eAssembly(CRKQ0ML)  
Size 12 files (436mb)  
Date posted 13-Dec-2012  
[Multi-product package terms](#)

IBM Cognos Incentive Compensation Management License 8.0 Multilingual(CIG3SML) - [View details](#)  
Size 5mb  
Date posted 05-Feb-2013  
[License agreement](#) [Download estimate](#)

IBM Cognos Incentive Compensation Management - Documentation 8.0.0 English(CIE7GEN) - [View details](#)  
Size 55mb  
Date posted 13-Dec-2012  
[License agreement](#) [Download estimate](#)

IBM Cognos Incentive Compensation Management - Client 8.0.0 Microsoft Windows Multilingual(CIE76ML) - [View details](#)  
Size 148mb  
Date posted 13-Dec-2012  
[License agreement](#) [Download estimate](#)

IBM Cognos Incentive Compensation Management - Windows Service 8.0.0 Microsoft Windows English(CIE7EEN) - [View details](#)  
Size 50mb  
Date posted 13-Dec-2012  
[License agreement](#) [Download estimate](#)

# Software Download & Media Access

## Accessing Current Releases

- Scroll to the bottom of the page and agree to additional terms >> Select Download Now!

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### Review downloading specifics & click "Download now"

Download method: Download Director (recommended)  Update

Download location: US Site  Update

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By clicking the "I agree" button, you agree that (1) you have had the opportunity to read and understand the multi-product package terms, if any, and (2) the terms of the license agreement(s) govern this transaction. If you do not agree with the agreement(s), you will be unable to download the software.

I agree

I do not agree

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# Software Download & Media Access

## Accessing Current Releases vs. Fix Packs

Current Releases will always be posted on the Passport Advantage site while all Fix Packs and Patches (for your current installation) will be housed on our Fix Central website

[← Return to IBM Support Portal](#)

<b>Fix Central</b>
Inventory upload
Supported products
Enhancements
Help
Feedback

[→ Go to Fix Central mobile](#)

## Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

For additional information, click on the following link.  
[Getting started with Fix Central](#)

Select product  Find product

Select the product below.

When using the keyboard to navigate the page, use the **Alt** and **down arrow** keys to navigate the selection lists.

### Product Group

Select one

Search Fix Central



**i** As of January 31, 2012, each IBM client accessing Fix Central (whether through their employees or other authorized representatives) is required to have an individual IBM ID to download fixes (some exemptions may apply). The registration is quick and simple and will provide users with a customized experience to better serve their needs. Fix Central downloads are available only for IBM clients with hardware or software under warranty, maintenance contracts, or subscription and support. Software code, samples, updates and fixes being accessed on this website (collectively, the Code) are subject to the terms of the license agreements which govern the use of the associated Code.

## Section 3- Who to Contact with Questions?

### NOTE:

- Until you have fully transitioned into IBM Support Services, for questions about this presentation material, please contact your Business Analytics Client Care Team and our Global Team can be reached via email at:  
  
[clientcare@ca.ibm.com](mailto:clientcare@ca.ibm.com)
- Should you have any questions or are not receiving a response through other avenues, just know you can contact us at any time and someone will contact you during local business hours.