

# *“How to renew S&S” Video*

## *English version*



# A. Renewal Email - English

- Let me show you how to renew your IBM software licenses on Passport Advantage Online. Begin by opening the Renewal email you will have received from your IBM software renewal representative.
- Today we are going to renew your Subscription and Support online but we will show you how you might also contact your IBM Business Partner or IBM Sales Representative.
- Help is available on every screen at every stage of the process.
- Click on Passport Advantage Online to renew.

**It's Time to Renew Your IBM Software Subscription and Support**  
Renewal Quote Number: 26125611

Dear Joe Jones:

Your annual Software Subscription and Support coverage for the products listed in the attached renewal quote is coming up for renewal on 31-May-2011.

Software Subscription and Support available through Passport Advantage provides you with access to product upgrades for your licensed IBM Software and a wide array of IBM technical support options.

With IBM Software Subscription you get:

- Access to new releases and versions of your installed IBM software - helping to reduce your software acquisition expenses
- The option to receive notification of new product releases you choose when to upgrade
- The latest technology from IBM - ensuring that your IT environment is ready to respond to opportunities with enhanced reliability and performance of applications

With IBM Software Technical Support you get:

- Responsive, cross-platform software technical support - around the clock and around the world
- Online technical support including enhanced self-help and search capabilities
- Voice support for new deployments, migration, and code-related questions
- Fast problem resolution by phone for all "Sev erity 1" situations - 24 hours a day, seven days a week

To maintain active Software Subscription and Support, simply:

1. Review the attached IBM Software Subscription and Support Renewal Quote and the IBM Software Subscription and Support Renewal Detail Information Form
2. Choose one of the following options to renew before your anniversary date:
  - Contact an authorized IBM Business Partner for final pricing and fulfillment
  - Contact me at 1-289-333-7331 or [dthomson@ca.ibm.com](mailto:dthomson@ca.ibm.com)
  - Sign in to [Passport Advantage Online](#) and renew

Please contact me if you have any questions or if I can be of assistance.

Yours sincerely,  
Debra Thomson  
[dthomson@ca.ibm.com](mailto:dthomson@ca.ibm.com)  
Phone: 1-289-333-7331

This message was sent from a server. To reply, please forward to Debra Thomson at [dthomson@ca.ibm.com](mailto:dthomson@ca.ibm.com).

**I'm here to help.**

Debra Thomson  
[dthomson@ca.ibm.com](mailto:dthomson@ca.ibm.com)  
1-289-333-7331

**Steps to Renew**

1. Review quote and discuss with others in your organization who have an interest in upgrades and support for the products listed on the quote.
2. Take Action:
  - Contact an authorized IBM Business Partner for final pricing and fulfillment, or
  - Contact me at 1-289-333-7331 or [dthomson@ca.ibm.com](mailto:dthomson@ca.ibm.com)
    - Sign into [Passport Advantage Online](#) and renew

**Fast Access to Passport Advantage Online**

[PAO Customer Sign in](#)

[Need assistance signing in to PAO, contact a Customer Care](#)

**Upgrades and Support**

[IBM Support Portal](#)

[Sign in to Passport Advantage Online](#) for Software download & media access

**Learn more**

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[Passport Advantage Contacts](#)  
[IBM Software Subscription and Support](#)  
[IBM Electronic Support](#)  
[Upgrades: What's new?](#)  
Highlights recent releases and versions of IBM Software



Launch this file if you have trouble viewing

## B. Sign in

- As an returning IBM customer you need to fill in the section, called “returning customers” on the left with your IBM ID and password. Your IBM ID is the email address you used when you created your IBM registration. Click “sign in” to proceed. If you forgot your password or need to change your password, click on the appropriate link for help.

IBM

Home Solutions Services Products Support & downloads My IBM Welcome

Search

Sign in

**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](#)

**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](#).

## C. Renewal Quote

- You will be brought to your renewal quote screen with your renewal quote number.
- Two other tabs are provided.
- The Account Information tab provides information on your account including your IBM customer number and the due date for your renewal.
- The Sales Representative tab provides contact information for your IBM Sales representative.
- Since everything is correct, just click on the “Add to shopping cart.”
- You could send the renewal quote to a Business Partner
- Or work associate but in this case you are renewing your Subscription and Support directly from IBM.

## Renewal Tab View

United States [ change ]

Home Solutions Services Products Support & downloads My IBM Search

Welcome Joe Jones [Not you?]

Software > Software and services online > Purchase & renewal > Renewals >

### Renewal quote 0026125611

The Test Customer Company

Renewal information | Account information | Sales representative information

Details of your renewal are listed below. Please follow steps 1 to 3 below:

1. Verify your records with the products that appear on this renewal worksheet.
2. If your records do not match, make the appropriate changes to each line item on the worksheet.
3. If you wish to purchase additional licenses for items you are renewing, include 'Additional License' items on your quote worksheet.

Note:  
Prices displayed are based on your price level A.  
Final pricing will be calculated in the shopping cart.

Buy	Quantity	Part number	Start date	End date	Item price (USD)	Total price (USD)
<input checked="" type="checkbox"/>	1	E09T1LL Authorized User	05/31/2011	05/31/2012	300.00	300.00
<input checked="" type="checkbox"/>	1	E02K3LL Client Device	05/31/2011	05/31/2012	109.00	109.00
Renewal quote sub-total						409.00

Additional Licenses

Show additional licenses | Hide additional licenses

Worksheet total 409.00

Recalculate worksheet  
Reset worksheet

Renewal Quote Change Log

No line item worksheet changes

- Add to shopping cart
- E-mail this renewal to my business partner
- E-mail this renewal quote
- Submit a change request for this renewal quote
- Decline this renewal quote

## D. Add items to cart

- You are now in the shopping cart screen and all of the lines items have been added from your Software Subscription and Support renewal. Click on the “check out”
- Notice that in “My Shopping Cart Section” the “Pricing” step,” has been completed. My Shopping cart provides you with a visual of the ordering steps.

United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome Joe Jones [Not you?]

Software > Software and services online > Shopping cart >

### Shopping cart

The Test Customer Company

Show PVU configuration | [Hide PVU configuration](#)

Shopping cart items: **Renewal quote 0026125611**

Quantity	Description	Item price	Line total (USD)
1	IBM Cognos Express Complete User Authorized User Annual SW Subscription & Support Renewal (E09T1LL)	300.00	300.00
1	IBM DB2 Connect Personal Edition Client Device Annual SW Subscription & Support Renewal (E02K3LL)	109.00	109.00

**Shopping cart total** 409.00\*

[Check out](#)  
[Save cart for later use](#)  
[E-mail business partner](#)  
[E-mail cart](#)  
[Continue shopping](#)

\*Please note: Tax is not included in the shopping cart total but, if applicable, will be added at checkout.

**My shopping cart**  
 Items 2  
 Total\* 409.00  
 Currency USD  
[Save shopping cart](#)  
 1. Pricing   
 2. Shopping cart  
 3. Checkout  
 4. Review and submit order  
 5. Order confirmation  
 6. Download

## E. Checkout

- You are now on the “Checkout – Billing and shipping screen.”
- Notice that “My Shopping Cart Section” the “Shopping cart” step is now complete.
- Read the terms and conditions and click, “I agree.”
- Click on the “continue” button.

United States [change]

Home Solutions Services Products Support & downloads My IBM Search

Welcome Joe Jones [Not you?]

Software > Software and services online > Shopping cart >

### Checkout - Billing and shipping

The Test Customer Company

The information requested will be used for this transaction only. The fields indicated with an asterisk (\*) are required to complete this transaction; the other fields are optional.

#### Billing and Shipping

##### Billing address

First name\*  Last name\*

Company name 1\*  Company name 2:

No PO box addresses, please.

Address 1\*  Address 2:

City\*  State/Province\*

Postal code\*  Country:

Phone\*  Email:

##### Shipping address

Ship to my billing address (default) | [Ship to a different address](#)

[Learn about shipping methods](#)

By submitting this form I agree that IBM may process my data in the manner indicated above and as described in [IBM's Privacy statement](#).

#### Terms

Please read carefully all terms and print and store them for your records.

By clicking on the "I agree" button below, you agree that the Passport Advantage Eligible Products that you are either ordering or downloading or both in this transaction are subject to the terms of (1) your **IBM International Passport Advantage Express Agreement**, and (2) the **Attachment for Sub-Capacity Terms**, and (3) the **IBM International Program License Agreement**, including any additional terms contained in (4) the software's **License Information documents**. Passport Advantage Eligible Products include, but are not limited to, licenses, software upgrades in the form of new versions, releases, or updates provided as part of your Site's active Software Subscription and Support coverage, and Renewals.

You may view and obtain copies of the above referenced agreements by clicking the links provided below and following the prompts as indicated.

- [IBM International Passport Advantage Express Agreement \(PDF, 23KB\)](#)
- [Attachment for Sub-Capacity Terms](#)
- [IBM International Program License Agreement](#)
- [License Information documents](#)

[Get Adobe® Reader®](#)

I agree  I do not agree

[Continue](#)

[Cancel order](#)

\*Please note, a shipping address different from the billing address is not stored for future orders.

\*Catalog prices are exclusive of tax and are subject to change without notice.

#### My shopping cart

Items 2

Total\* **409.00**

Currency USD

[Calculate taxes](#)

[Modify shopping cart](#)

[Save shopping cart](#)

- Pricing
- Shopping cart
- Checkout
- Review and submit order
- Order confirmation
- Download

## F. Review and Submit Order

- You are now on the Review and submit order page.
- You are paying by credit card. You also have the option to pay by purchase order. Payment methods vary by country.
- Type in your credit card number,
- Select the expiration month of your credit card
- Select the expiration year of your credit card
- There is “help” to identify where your security code is. **For most cards** look for a **3-digit** number printed on the **back** of your card. It appears after and to the right of your card number.

### For American Express cards

Look for a **4-digit** number printed on the **front** of your card. It appears above and either before or after your card number.

- Enter the security code.
- Click on “Submit” button.

United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome Susan Skenderian [Not you?] [IBM Sign out]

Software > Software and services online > Shopping cart >

### Review and submit order

**Shopping cart summary**

Quantity	Part number	Description	Line total (USD) including tax
1	D61SJLL	IBM Tivoli Change Management Authorized User License + SW Subscription & Support 12 Months	1,179.38
Shopping cart total (Includes tax of: 69.36)			1,179.38

Please note: If paying by credit card, your billing information must match your credit card statement.

**Billing and Shipping**

Billing address:	Shipping address:
Susan Skenderian IBM Corp 1 Rogers Street CAMBRIDGE Massachusetts 02142 United States 617-693-3092 Susan_Skenderian@us.ibm.com	Susan Skenderian IBM Corp 1 Rogers Street CAMBRIDGE Massachusetts 02142 United States 617-693-3092

**Payment method**

How do you want to pay?

Pay with credit card (default) |  Pay with purchase order

By submitting this form I agree that IBM may process my data in the manner indicated above and as described in IBM's [Privacy statement](#).

If paying by credit card for products with future billings, you must save a credit card. Enter your credit card information before proceeding with your order. Click cancel to return to your shopping cart.

**Amount due: 1,179.38 USD**  
The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

American Express 
  Discover 
  MasterCard 
  VISA

Card number:\*

Expiry date:\*

Month: [dropdown] Year: [dropdown]

Security code:\*

Remember my card information

**My shopping cart**

Items	Quantity
Total	1
Total	1,179.38
Currency	USD

→ Modify shopping cart

- Pricing ✓
- Shipping cart ✓
- Checkout ✓
- Review and submit order
- Order confirmation
- Download

**We're here to help**

Web site questions?

Chat now

Telephone numbers for all geographies & countries

Software product questions?

Request a quote

Email IBM

## E. Order Confirmation

- You are now at the Order Confirmation and information screen.
- This screen shows your order reference number for the Software Subscription and Support renewal you just submitted.
- You can immediately access your software to download.
- Download by clicking on “Download Now” and following the steps to complete your download.
- Please print this screen to save for your records as it contains your order reference number.
- The screen also contains information about your method of payment and description of items in your order.
- Your renewal process is complete. Thank you for renewing your IBM subscription and support.

United States [change]

Home Solutions Services Products Support & downloads My IBM

Software > Software and services online >

### Order confirmation and information

**Software and services online**

- Software download & media access
- Purchase & renewal
- Shopping cart
- Saved shopping carts
- Order status
- Help
- Reporting
- Entitlements
- Account management
- Reference
- Need assistance

**My shopping cart**

Items	2
Total	421.79
Currency	USD
1. Pricing	✓
2. Shopping cart	✓
3. Checkout	✓
4. Review and submit order	✓
5. Order confirmation	✓
6. Download	

**Information and next steps**

Thank you for your order! You will receive a confirmation e-mail shortly. Please print this page for your records.

Your order reference number is below. Please refer to this number when communicating to IBM about your order.

**Your order reference number is: 53369695**

**Order summary**

Quantity	Part number	Description	Line total (USD) including tax
1	E09T1LL	IBM Cognos Express Complete User Authorized User Annual SW Subscription & Support Renewal	309.38
1	E02K3LL	IBM DB2 Connect Personal Edition Client Device Annual SW Subscription & Support Renewal	112.41
<b>Order total (includes tax of: 12.79)</b>			<b>421.79</b>

**Payment method**

Paid with credit card: Visa

**Download now**

For immediate access to your software, you may [download now](#)

- You will be asked to specify your platform and spoken language before downloading your new software.

**Download later**

To download your software later, please refer to your confirmation e-mail for a link to your "Order status" page. Your order status page will give you access to:

- Downloads
- Proof of Entitlement
- Request Media (CDs and DVDs)
- Technical support Welcome Letter

[What is Proof of Entitlement?](#)

**Download later - by a person other than me**

See instructions on how to define authorized users so they can access and download your new software.

[Define authorized users](#)