



Signing in to PAO as the Primary Contact and adding Secondary Contacts

Abstract: > Managing access to your organization’s Passport Advantage Online Site is essential to ensuring the privacy and security of your online data. If you are your Site’s Primary or a Secondary Contact with Account Management privileges, learn how to add and delete users, assign roles and grant specific privileges to govern what others in your organization can do within PAO.

Passport Advantage Online (PAO) provides secure access to the data and tools you need to manage and update Site specific contact information, entitlements and reports.

Authorized users can also sign in to download software and fixes, purchase additional licenses and renew IBM Software Subscription and Support.

Let’s take a closer look at ‘Manage Access’.

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IBM Passport Advantage Online

Within Passport Advantage Online – also referred to as Software and Services online – account management is key. It governs who can access your [Passport Advantage Online](#) Site – and what they can do within the site.

There are four ‘Account Management’ functions within Passport Advantage Online and **it’s important to understand that only your Site’s Primary Contact and Secondary Contacts with update privileges have ‘Account Management’ privileges.**

Today we’ll focus on ‘Manage Access’.

‘Manage Access’ is where your Primary and designated Secondary Contacts can

- change or delete user access
- approve or reject user access requests and
- add new users

Decisions made here ensure the security and the usability of your Passport Advantage Site.

From the ‘Change or delete user access’ screen, you can expand the ‘Find users and download report’ option or you can search for a specific user.

For each user you select

- Review and update user information as needed.
- Select or change a role.
- Assign privileges

Within PAO there are three defined roles.

1. A Primary Contact – there is only one per Site
2. Secondary Contacts (up to 4) who assist the Primary with a variety of Account Management responsibilities
3. Users – everyone else in your organization who requires access to perform PAO specific tasks.

Some users may need view access only, while others may need update access. In some instances, a user may not require access to specific privileges.

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When you're done, select 'Submit', 'Cancel', or 'Delete user'.

The steps to approve or reject user access requests are similar to the steps required to change or delete user access.

- Start by selecting a user.
- Review their user information.
- Review their requested role and privileges.
- And when you're done, click 'Grant access', 'Deny access', or 'Cancel'.

To add a new user, you will need the individual's IBM ID and email address.

- Enter the user information
- Select a role. Most will be 'users'
- Assign privileges and click 'Submit' or 'Cancel'.

We recommend you add at least one Secondary Contact to help update information and manage access when the Site Primary Contact is not available.

To do add a Secondary Contact

- Check 'Secondary contact' in the 'Select role' field.
- Select 'Update' under 'Account Management' privileges and click 'Submit'.

If you would like additional information on roles, click 'Need help with this form'.

- Open the 'IBM Manage Access Help' and select the 'Overview' tab.
- For help with user privileges, go to the 'Software and services online privileges' tab.

For additional information about Passport Advantage, Passport Advantage Online or IBM Software Subscription and Support, go to www.ibm.com/software/passportadvantage