



How to request access to Passport Advantage Online

Abstract: If you purchase new software licenses, renew IBM Software Subscription and Support, download software or request media, manage entitlements or have reporting responsibilities, you may need access to Passport Advantage Online (PAO). In some instances, you may be granted access automatically by your Site Primary Contact. In others, however, you will need to request access. Learn how to Request PAO access.

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.

If you perform any of these tasks, then you need PAO access.

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IBM Passport Advantage Online

To determine if you already have PAO access,

- Go to Passport Advantage Online for Customers (www.ibm.com/software/passportadvantage/pao_customer.html)
- Click 'Customer signin'.
- Enter your IBM ID and password and click 'Signin'.

If your Site Primary Contact has granted you PAO access, you will go straight to your PAO home page.

If not, you'll have to complete a Self-nomination form to request access. Let's take a look.

On the Self-nomination form

- Enter the PAO Site # to which you are requesting access.

Note: If you don't know your PAO Site #, reach out to your Sales organization for a copy of a recent Proof-of-Entitlement (PoE), invoice or sales order. All of these documents should include your PAO Site #.

- Briefly explain why you need access.
- Select 'No' to the question: 'I believe I am the Primary Contact for this site'.
- Click 'Submit'.

Your request will be routed to your Site's Primary Contact for approval.

Once the Primary has approved your request and determined your user type and access privileges, you will receive an e-mail confirmation.

You can then sign in with your IBM ID and password to perform all tasks associated with your access privileges.

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