



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

Abstract: Maintaining accurate contact information within Passport Advantage Online is the responsibility of the Site Primary Contact and any Secondary Contacts granted Account Management privileges. It is essential to ensuring Site security and usability.

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 Contact info.

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IBM Passport Advantage Online

Account management in [Passport Advantage Online](#) is where the Site's Primary and Secondary Contacts grant access privileges, assign user roles and manage contact information.

Account Management decisions ensure the security and usability of your PAO site by controlling who can access the Site and what tasks they can perform.

If you are the Primary Contact or a Secondary Contact with update privileges, 'Account management' should be your very first stop every time you sign in to [Passport Advantage Online](#).

Within 'Account Management', you can complete several tasks.

Let's examine "Contact updates".

In the 'Contact updates' section Primary and designated Secondary Contacts can view, edit and update user information.

If you're new to this Site or the Primary Contact role, you may want to click the 'View all contacts summary' option.

This allows you to scroll through different roles assigned to your Site.

To make changes to your contacts, click the links in the 'Your IBM contacts' list.

Begin with the Primary Contact information.

As the Primary Contact, you are the only person authorized to make changes to your information.

Make it a point to update your own information any time it is relevant. If your information is incorrect, it can affect everyone's access to your PAO Site.

Once you've verified your contact info, you can apply updates to all or individual contacts.

When you're done, click 'Save'.

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Continue to review and update any contacts on your site under the “Your IBM contacts” list. Select a user and click “edit.”

You must fill out all required fields marked with an asterisk.

Updates only take effect when you click “save.”

Accurate contact information is essential to ensure the security and usability of your PAO site so you may want to set a calendar reminder each month to review this crucial information.

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