
IBM Passport Advantage Login: Access Guide



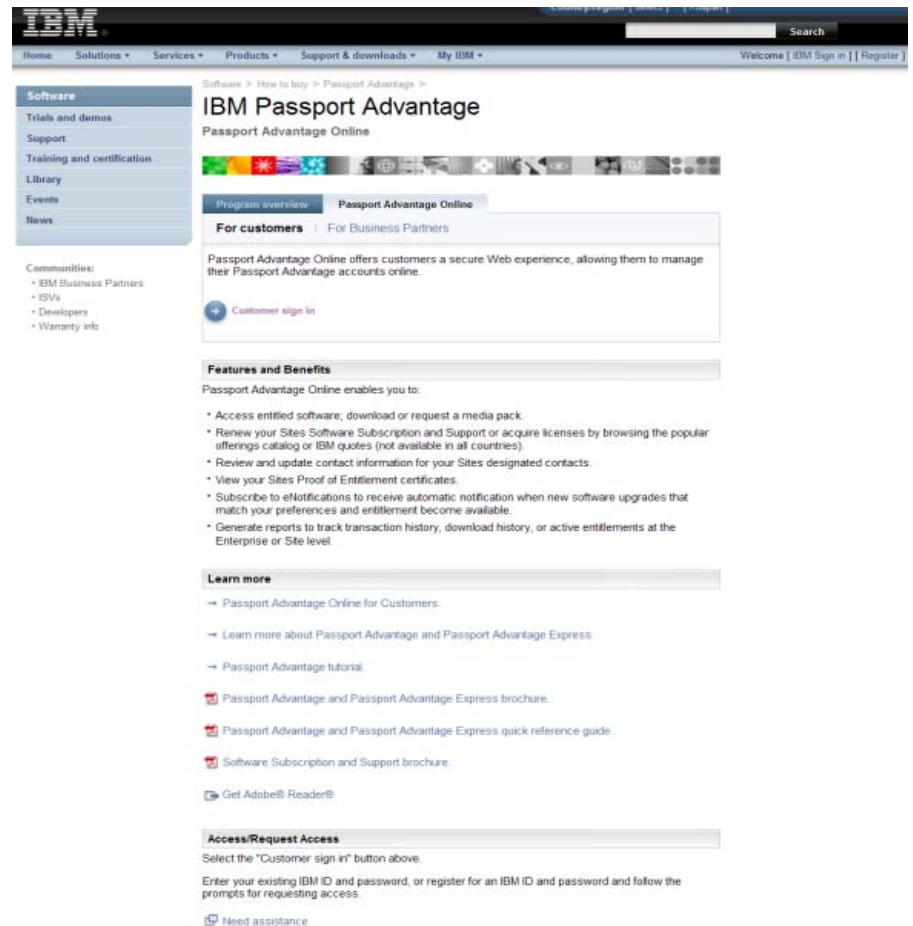
IBM Executive Prelude

- Hi. I'm John Dewey, the IBM Software Group Worldwide Sales Director for Subscription and Support and zSeries Sales. I'd like to thank you for using Passport Advantage Online. Your business is important to us, and we are working hard to deliver an exceptional web experience.
- In this video we will explain what a Primary Contact is, show how a primary contact logs into Passport Advantage Online, and how that person can then specify a Secondary Contact to help manage user access for your company's site.
- The Primary Contact makes it possible for other users to save time and resources by managing and administering the Passport Advantage agreement between your company and IBM.
- **It is important to note that the Primary Contact must initially access Passport Advantage Online before other users can access the site.**



Primary Contact

- Thanks John. So, how do you know if you are a Primary Contact?
- Well, you are a primary contact if you are the person who submitted a Passport Advantage enrollment form on behalf of your company. Or, if you bought software from IBM online, you automatically became the Primary Contact.
- As the Primary Contact you have a number of responsibilities:
 - ONLY the Primary Contact can give access to other users within your site.
 - ONLY the Primary Contact can create a Secondary Contact, who may then give access to other users within your site.
 - And most importantly, no one can use the site until the Primary Contact initially accesses Passport Advantage Online.
- Before we show you how to use the Passport Advantage Online site, you must have your Passport Advantage Temporary Passcode. This is found in the Welcome to Passport Advantage letter that was sent to you after you enrolled in the Passport Advantage program.
- To start the process, let's log on to IBM Passport Advantage by going to the IBM software homepage and clicking on the Passport Advantage link.
- On the Passport Advantage page, click on 'Customer sign in'



The screenshot shows the IBM Passport Advantage Online website. The header includes the IBM logo and navigation links: Home, Solutions, Services, Products, Support & downloads, My IBM. A search bar is visible in the top right. The main content area is titled 'IBM Passport Advantage Passport Advantage Online'. It features a 'Program overview' section for 'Passport Advantage Online' with a 'For customers' link and a 'Customer sign in' button. Below this is a 'Features and Benefits' section listing various services like software access, license renewal, and contact management. At the bottom, there is a 'Learn more' section with links to tutorials and brochures, and an 'Access/Request Access' section with instructions on how to log in or register.

Sign in



- You are now on the Sign in page.
- If you are a new IBM customer, you need to fill in your first name, last name and email address.
- Enter a password.
- See the Password Rules for instructions on creating a password that conforms to the minimum security requirements.
- Enter a security question of your own choosing. For example, you can use your mother's middle name.
- Select your country of residence
- Once you have completed these fields please make a note of them as you will need your IBM ID and password every time you logon to the Passport Advantage Online site.
- You are now finished. Click Register.

Authorization when PC is Recognized

- The Authorization page opens.
- Here is where you need your Passport Advantage Temporary Passcode found in your Welcome letter. This links your IBM ID to your specific corporate Passport Advantage Site Number. Your site number should be visible on your screen.
- Enter your Passport Advantage Temporary Passcode.
- Now click Submit.
- If you have forgotten or misplaced your temporary passcode you can request a new one by clicking on “Request temporary passcode”. One will be electronically sent to you and will be good for one hour.

Software >

Authorization

Temporary passcode entry
Please enter your temporary passcode to fully authorize your IBM ID to Site Number 0003333333. You may either enter the temporary passcode found in your hard copy Welcome letter that was mailed to you, or if you had requested a new temporary passcode, you may enter the temporary passcode that was e-mailed to you.
Temporary passcode* <input type="text"/>
 Submit
If you do not have your temporary passcode.
If you do not have your temporary passcode, you may request that a new one be e-mailed to you by clicking the button below.
 Request temporary passcode
While you are waiting for your temporary passcode, IBM Customers and IBM Business Partners that have purchased IBM software may enter Software and services online and access Software download and media access .
IBM Services Customers may access Terms and Conditions .

Arrive in Passport Advantage Online: Managing Access

- You are now in the Passport Advantage Online site, which is also known as 'Software and services online'.
- As the Primary Contact, you can provide access to the Passport Advantage Online site for other users. So now we will show how you name a Secondary Contact to assist in managing access to Passport Advantage Online.
- Only the Primary Contact and the Secondary Contacts can see the functions for managing access of Passport Advantage Online.
- Before a person can be named as a Secondary Contact they must have an IBM ID, which they can get by using IBM Registration. To name a Secondary Contact go to the left hand navigation and select "Account Management."

Manage Access: Naming a Secondary Contact

- You are now on the Account Management page.
- Click on “Manage Access”.

The screenshot shows the IBM Account Management page. The top navigation bar includes the IBM logo, a search bar, and links for Home, Solutions, Services, Products, Support & downloads, and My IBM. The user is logged in as Joe Jones. The main content area is titled "Account management" and provides information about the user's account, including name, contact type, site number, site name, address, and IBM customer number. Below this, there are sections for "Account management options" and "Account management options" with links to various actions like "Contact update", "Manage access", "Account-related documents", "Self-nomination", and "Manage credit cards".

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

Your account

Name:	Joe Jones
Contact type:	Primary contact
Site number:	0003407913
Site name:	Demo Co.
Address:	123 Main Street Cambridge, Massachusetts 02142 USA
IBM customer number:	7777777

Account management options

- Contact update

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

- Manage access

Grant and edit user access to Software and services online.

- Account-related documents

Grant access to view the current Proof of entitlement certificates.

- Self-nomination

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

- Manage credit cards

Manage your credit card information for use on orders.

Naming a Secondary Contact

- The Manage Access page opens.
- To add a Secondary Contact click on “Add new users.”

Software and services online

Software download & media access

Purchase & renewal

Shopping cart

Reporting

Entitlements

Account management

Contact update

Manage access

Account-related documents

Self-nomination

Manage credit cards

Reference

Need assistance

Related links

- Terms & conditions
- Online technical support
- ShopzSeries
- Public instant messaging registration

Home Solutions Services Products Support & downloads My IBM

Welcome Joe Jones [Not you?] [IBM Sign out]

Software > Software and services online > Account management >

Manage access

Demo Co.

Select task

- **Change or Delete user access** • Add new users
- Approve or reject user access requests

This page allows you to do the following tasks: 1) Manage access for existing users or delete existing users 2) Process self-nomination requests 3) Add new users directly

Change or Delete user access

To update access privileges for a user, select that user from the table below and follow instructions on the next page. To delete a user, select that user, then select "Delete user" at the bottom of the next page.

Find a user

To find and display a specific user please use these search fields.

* Search criteria must be entered in one or multiple fields

E-mail address contains (minimum 3 characters)

IBM ID contains (minimum 3 characters)

First name starts with

Last name starts with

Full user list

1-1 of 1 results

User information	Application	Access privilege
IBM ID jones@testcustomer.....	Purchase & download	Full
First name Joe	Other functions	Full
Last name Jones		
User type Primary		

Manage Access: Naming a Secondary Contact

- Enter the new contact's IBM ID and email address.
- Select the appropriate role. In this case, choose Secondary Contact.
- Make appropriate selections for Access Privileges and Reporting access for this contact.
- For the Contact update options, select Update if you want the Secondary Contact to be able to update contacts named on the enrollment form.
- Click Submit. If you want more information on any of the selection options on the form, you can click "Need help with this form" at the bottom of the page.
- Once you click "Submit" the Secondary Contact will have immediate access and updating capability.

The screenshot shows the IBM Manage Access web interface. The page title is "Manage access" for "IBM Corp". The breadcrumb trail is "Software > Software and services online > Account management >". The left sidebar contains a navigation menu with categories like "Software and services online", "Purchase & renewal", "Reporting", "Entitlements", "Account management", "Manage access", "Account-related documents", "Reference", and "Need assistance".

The main content area is titled "Manage access" and includes the following sections:

- Select task:**
 - * Change or Delete user access
 - * Approve or reject user access requests
 - Add new users**

Directly add an individual's access privileges without a self-nomination request by entering the user's IBM ID and email address.
- Grant access to additional user:**

Enter the IBM ID and e-mail for the user that you wish to add. Then select the role and the level of access to the functions listed below.

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

[Need help with this form?](#)
- User information:**

IBM ID*

E-mail*
- Select role:**

Role*

Secondary contact

User
- Software and services tool access privileges:**

Software download & media access/Purchase & renewal*

None

Software download only

Software download & media access only

Software download, media access, quotes, product catalogs and license renewal
- Reporting*:**

None View
- Account Management:**

Contact update*

None View Update
- Account-related documents*:**

None View
- Terms & conditions*:**

None Full

At the bottom of the form, there is a "Need help with this form?" link and two buttons: "Submit" and "Cancel".

Closing

- Once you have named a Secondary Contact, they will receive an email from IBM notifying them that they have access to Passport Advantage Online. Please note that you can also give other users access the PAO site so they can download, order and renew software subscription and support, and access other key functions.

IBM Welcomes you to Passport Advantage Online

*** Note: This is an automated e-mail message; please do not respond directly.***

Dear Mary Smith:

You have been granted Secondary Contact access to Passport Advantage Online by Joe Jones.

To access Passport Advantage Online, visit <https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/programpage/boulder/> and select the "Passport Advantage Online" tab and then "Customer sign in".

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM Passport Advantage eCustomer Care Team:

https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

Yours sincerely,

IBM Passport Advantage eCustomer Care Team

- It is critical for you as the Primary Contact to share the Passport Advantage Site Number with any Secondary Contact you name. Please also provide the Secondary Contact with a copy of the Passport Advantage Welcome letter.
- I will leave you with a couple of important reminders:
 - Only you, as the Primary Contact of record, can enter the Passport Advantage Online site to provide other users with access to it, and to create Secondary Contacts to assist with this responsibility. If you choose not to do this, no one else will have access to Passport Advantage Online.
 - Only the existing Primary Contact can change the Primary Contact of record.
- These processes have been designed to keep your corporate information and your company's relationship with IBM confidential and secure
- If you have questions about the processes of the Primary Contact, about entering PAO for the first time, or about creating a Secondary Contact, please contact IBM [eCustomer Care](#).
- Thank you for watching this video.