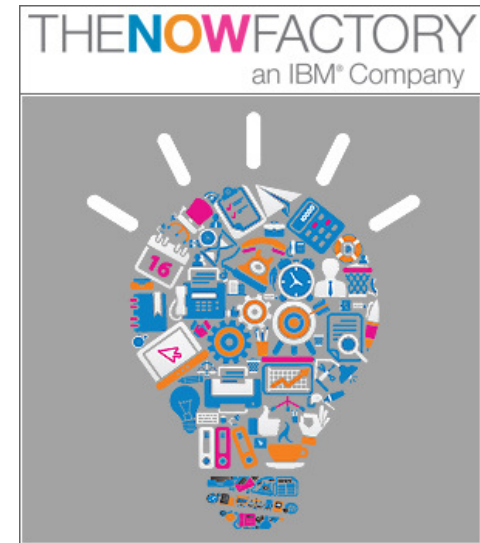
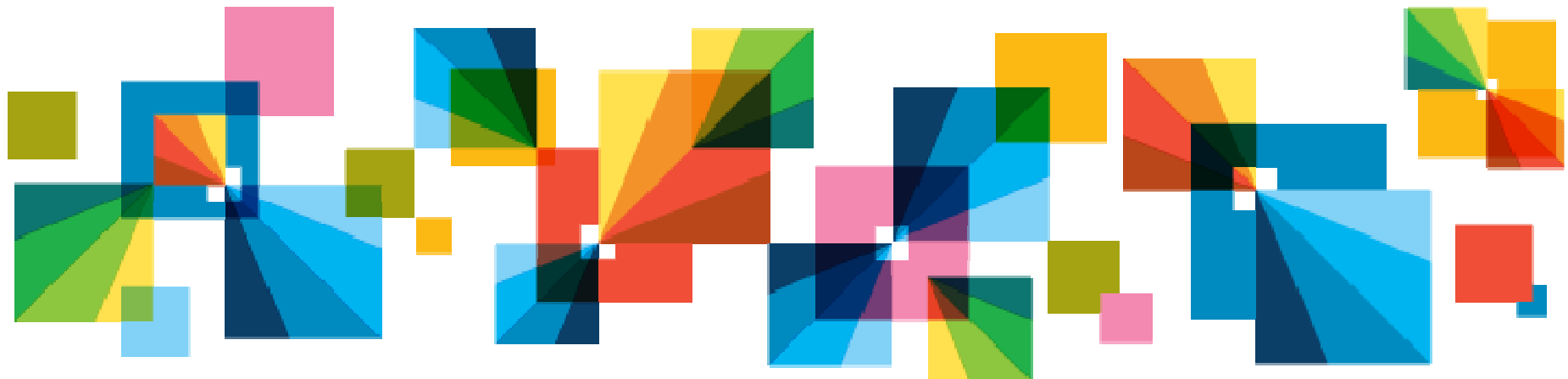


September 2014



# Welcome to IBM Support!

The Now Factory

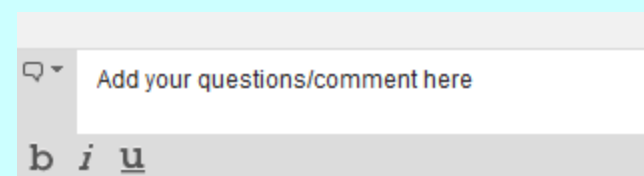


# Welcome to IBM Support

- **During this webinar, you will:**

- Mark the transition date on your calendar
- Understand important IBM Support roles and terms:
  - Site Technical Contact
  - IBM Customer Number
  - IBM Web ID
- View demos of:
  - IBM Support Portal
  - Service Request Tool
- Access the TNF Support Communications webpage
- Ask questions over the phone or through SmartCloud chat

Ask questions in the SmartCloud chat!



Find the textbox in the bottom left corner of the screen.

## Today's Speakers



**Elizabeth Pienaar**  
Application Support  
Team Lead



**Deanna LePage**  
Acquisition Focal,  
Customer Service



**Jenny Purushotma**  
Project lead,  
Electronic Support  
Initiatives



**MaryEllen Coleman**  
Information Architect  
& Knowledge Leader



**Kate Nichols**  
Business Enablement  
Communications

## IBM Support Tools

### IBM Support Portal

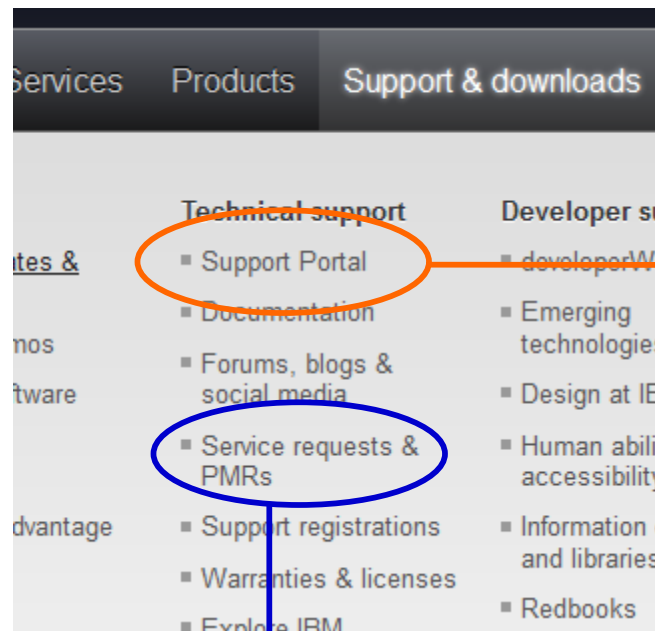
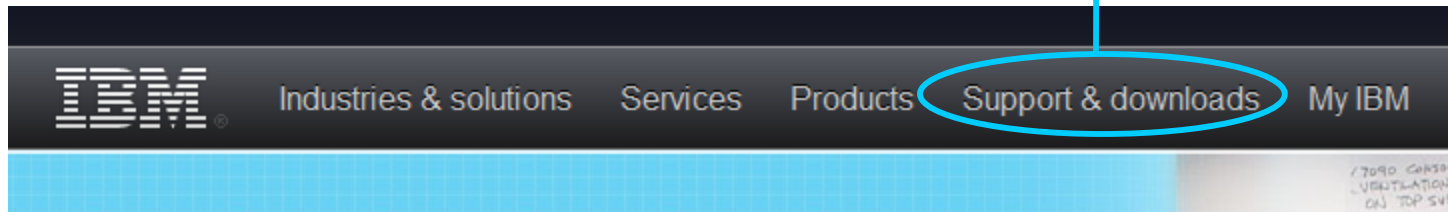
- Centralized website for access to all online technical support content and tools
- [ibm.com/support](http://ibm.com/support)

### IBM Service Request Tool

- Online tool for reporting and tracking service requests
- [ibm.com/support/servicerequest](http://ibm.com/support/servicerequest)

# Navigating from IBM.com

Step #1: Click on Support & downloads



Access the Support Portal

Open a Service Request

## Transition Timeline

**Monday October 6:**  
Transition from JIRA to  
IBM Support Systems

### Until October 5:

- Continue to open new support tickets through <https://jira.thenowfactory.com> or by phone:
- Internationally: 00353-1-5143804
- Toll Free from USA: 1877 8261882

### Beginning October 6:

- Open new support tickets using the IBM Support Portal, available at <http://www.ibm.com/support>
- Existing open support tickets will be transitioned to the IBM Service Request Tool with a new Service Request number
- Information in closed support tickets will be sent to you

---

## IBM Site Technical Contact

IBM clients designate a Site Technical Contact (STC) for each unique IBM Customer Number (ICN).

**As the STC, you are responsible for:**

Allocating and/registering Authorized Callers to enable them to have access to electronic technical support

Keeping all access and caller information current

Maintaining overall compliance for the software products within your site

Designating up to eight Administrator Contacts who can perform the same functions as you, except designate other Administrator contacts.

**Notes:**

There is only one Site Technical Contact per IBM customer number.

The Site Technical Contact does not manage software licenses and renewals in IBM Passport Advantage.

---

## IBM Customer Number (ICN)

An IBM Customer Number (ICN) is the unique number that IBM issues its customers during the entitlement process.

### **Quick Facts:**

ICNs are only issued to IBM customers who have a contract with IBM

Your ICN allows IBM to identify your company and support contract

Is used during interactions with IBM support, including accessing support online and by phone.

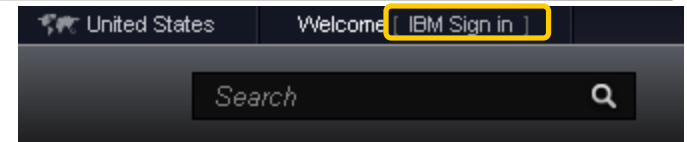
### **Finding your ICN:**

As the Site Technical Contact (STC), you will receive emails from IBM that contain your organization's ICN.

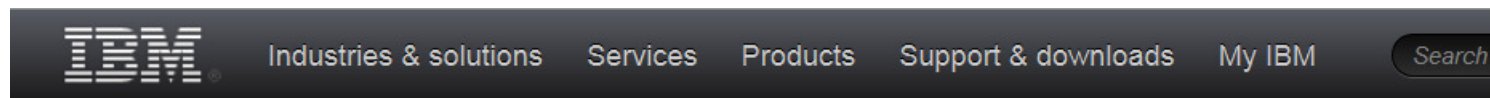
If you do not receive your ICN, you can email: [tmail@us.ibm.com](mailto:tmail@us.ibm.com). Include your company's name and address and indicate the request is for The Now Factory.



# IBM Web ID Registration



- Single sign on across key IBM online support resources: Support Portal, Service Request Tool, Fix Central, Passport Advantage
- Register at [ibm.com](http://ibm.com) (top right) and link your Web ID to your ICN
- Everyone in your organization who will contact support must [register](#)
- View step-by-step instructions in this video: [How to obtain an IBM web ID.](#)



- My IBM profile
- IBM id registration**
- Help and FAQ
- Help desk



## IBM id registration

### Step 1 of 2

Your IBM id provides access to IBM applications, services, communities, support, on-line purchasing, and more.

**Note:** All fields below are required.

To learn what is acceptable, see [guidelines for IBM ids and passwords.](#)

\* **IBM id:**  
(valid email address)

# IBM Support Portal Overview for The Now Factory Clients IM Support Enablement



IBM Industries & solutions Services Products **Support & downloads** My IBM

- Downloads**
  - Fixes, updates & drivers
  - Trials & demos
  - Entitled Software Support
  - Shopz
  - Passport Advantage
- Technical support**
  - Support Portal**
  - Documentation
  - Forums, blogs & social media
  - Service requests & PMRs
  - Support registrations
  - Warranties & licenses
  - Explore IBM Electronic Support
- Developer support**
  - developerWorks
  - Emerging technologies
  - Design at IBM
  - Human ability and accessibility
  - Information centers and libraries
  - Redbooks
- Customer support**
  - Agreements
  - Contracts
  - Order status, shipment
  - Inventory, maintenance status
  - Invoices, payments
  - FAQs
- Supplier support**
  - Supplier world portal
- Former IBM products**
  - Printing systems from InfoPrint
  - Lenovo ThinkPads and ThinkCentres
  - Ultrastar, Deskstar, Travelstar, Microdrive storage

# Tennis made with IBM Cloud

The US Open keeps fans immersed in the match with cloud



## Support Portal



### Product finder:

now factory

#### Matches within recently viewed products

- Now Factory
- Now Factory Analytics Appliance

### Search support:

#### Matches within all products

- Now Factory
- Now Factory Analytics Appliance
- Now Factory Sourceworks Appliance
- Now Factory Analytics Appliance 4534-A21
- Now Factory Analytics Appliance 4534-A28
- Now Factory Analytics Appliance 4534-A35
- Now Factory Analytics Appliance 4534-A42
- Now Factory Analytics Appliance 4534-A07
- Now Factory Analytics Appliance 4534-A14
- Now Factory Sourceworks Appliance 4532-125
- Now Factory Sourceworks Appliance 4532-1D5
- Now Factory Sourceworks Appliance 4532-S15

- Browse for a product
- My products

[Tips](#)

### My support prog

[Sign in](#) to access:

- Accelerated Value Prog
- IBM Call Home
- Maintenance and techn
- My contracts
- My inventory

[Learn more about my s](#)

### Common support links

- Sign in
- Service requests & PMRs
- ESC+ for hardware and firmware service requests
- Support registrations
- Go to IBM Support mobile
- Directory of worldwide contacts
- Site assistance
- Current site availability

## Now Factory



### Product finder:

[Share your list of recently viewed products](#)

- [Browse for a product](#)
- [My products](#)

### Search support:



[Tips](#)

**Search only Now Factory**

### Downloads

[→ Passport Advantage](#)

### Product support content

- [→ Product documentation \(manuals\)](#)
- [→ Plan and install documentation](#)
- [→ Flashes, alerts and bulletins](#)
- [→ Troubleshooting documentation](#)
- [→ All product support content](#)

### Tools and resources

- [→ Open a new service request - sign in](#)
- [→ Product support lifecycle](#)

### Featured links [\(view all\)](#)

- [→ Support Communications](#)
- [→ Doing Business with IBM](#)



# Accessing downloads

## Downloads

→ [Passport Advantage](#)



Software > How to buy > Passport advantage >

## IBM passport advantage

Program overview



Program overview

Passport Advantage Online

Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings that cover software license acquisition including Fixed Term Licenses and Software Subscription and Support product upgrades and technical support under a single, common set of agreements, processes and tools.

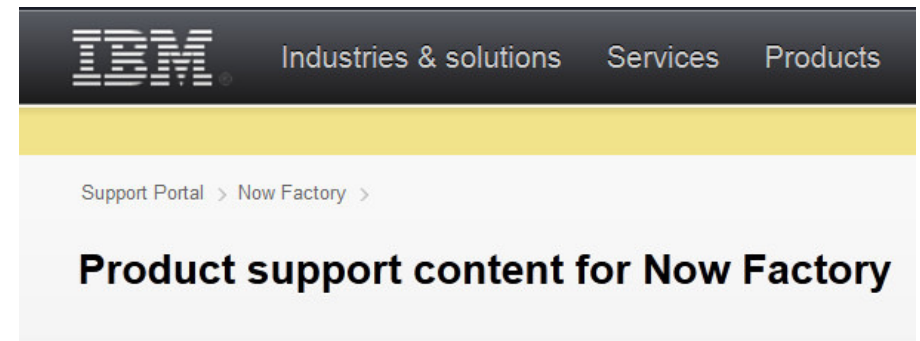
Passport Advantage is designed for larger enterprises, while Passport Advantage Express, a transaction-based offering, is designed to meet the needs of medium-sized businesses.

## Accessing product support content

---

### Product support content

- [Product documentation \(manuals\)](#)
- [Plan and install documentation](#)
- [Flashes, alerts and bulletins](#)
- [Troubleshooting documentation](#)
- [All product support content](#)



---

## Accessing tools and resources

---

### Tools and resources

- [Open a new service request - sign in](#)
- [Product support lifecycle](#)
- [Product tools and utilities](#)
- [Subscribe to support notifications](#)
- [Training](#)








---

## Accessing common support links

---

### Common support links

-  [Sign in](#)
-  [Service requests & PMRs](#)
-  [ESC+ for hardware and firmware service requests](#)
-  [Support registrations](#)
-  [Go to IBM Support mobile](#)
-  [Directory of worldwide contacts](#)
-  [Site assistance](#)
-  [Current site availability](#)

---

# Accessing your support programs

---

## My support programs

Welcome

---

Accelerated Value Program	+
IBM Call Home	+
Maintenance and technical support	+
My contracts	+
My inventory	+

---

# Subscribing to support notifications

## Tools and resources

- [Open a new service request - sign in](#)
- [Product support lifecycle](#)
- [Product tools and utilities](#)
- [Subscribe to support notifications](#)**
- [Training](#)

## My notifications

for IBM technical support

The folder(s) has been removed

**My subscriptions** **Subscribe** **My defaults** **Help**

### Subscription folders

1-1 of 1


Folders	Messages
<input type="checkbox"/> My default folder	<input type="checkbox"/> Not enabled

IBM Industries & solutions Services Products Support & downloads My IBM

---

Support Portal >

# Now Factory



**Product finder:**   [Browse for a product](#)  
 *Share your list of recently viewed products* [My products](#)

---

**Search support:**   [Tips](#)

**Search only Now Factory**

IBM Industries & solutions Services Products Support & downloads My IBM Search



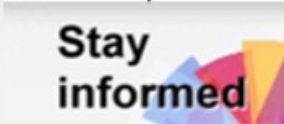

Support Portal >

# Now Factory

Product finder:  [Browse for a product](#)  
[My products](#)  
[Share your list of recently viewed products](#)

Search support:  [Tips](#)  
 **Search only Now Factory**

- Translate this page
- Translate this page
- Return to English
- Portuguese
- French
- German
- Italian
- Japanese
- Korean
- Spanish
- Russian
- Simplified Chinese
- Traditional Chinese

			
<p><b>New to IBM Support?</b> 'Getting started' checklist plus videos &amp; links about all our support resources!</p>	<p><b>IBM Electronic Support Information</b> Get connected with IBM's powerful online tools, tips &amp; resources</p>	<p><b>IBM Electronic Support Blog</b> Keep updated on the latest improvements to IBM's support site &amp; online tooling</p>	<p><b>Services Financing</b> Work with us to finance your services solution</p>
<p><a href="#">➔ Learn more now!</a></p>	<p><a href="#">➔ Learn more</a></p>	<p><a href="#">➔ Visit the blog</a></p>	<p><a href="#">➔ Learn more</a></p>

# Accessing help

## Common support links

- [Sign in](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Support registrations](#)
- [Go to IBM Support mobile](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Current site availability](#)

IBM

Translate this page: Select Language

### IBM Support Portal site assistance

Work with products View content Search content Ask about using Support Portal

**Find a product** Share product list

You will get the greatest benefit from the Support Portal by selecting a product. When you select a product, the Support Portal:

- Displays a product support page containing links to important support content about that product. Many of these links are hand-selected by product experts to give you the most relevant and critical information for your product.
- Adds that product to your recently viewed product list. Support Portal will remember up to 20 recently viewed products in the list associated with a cookie (if you have not signed in) and/or your log in (if you have signed in).

There are several ways to find a product in the Support Portal. You can search for the product, browse a list of all products, or select products that are associated with your log in (AVP, Inventories, or Supported software).

**Product lookup**

Use the **Product lookup** option at the top of the Support Portal page to search for an IBM product.

- Enter all or part of the product name, machine type, or model number in the entry field.
- After you have typed at least two characters, the search will automatically begin and display matching products below the entry field. Continue typing to further refine the results.
- Select the product link to select the product.

**Note:** If the information icon is displayed next to the product name, the entry consists of multiple IBM products. Select the icon to view the list of associated products.

- The product details window automatically displays next to the product. Optionally select any applicable details, such as version or operating system, to refine the content that will be available.
- Select the **Go** button to view the Support Portal product page.

**Browse for products**

Use the **Browse for a product** link at the top of a Support Portal page to step through a product tree and locate a product.

\* Select the Expand/Collapse icon to expand sections of the product list.

---

## Questions?





# IBM Service Request Overview for The Now Factory Clients IM Support Enablement



IBM Industries & solutions Services Products **Support & downloads** My IBM

<b>Downloads</b> <ul style="list-style-type: none"><li>■ <a href="#">Fixes, updates &amp; drivers</a></li><li>■ Trials &amp; demos</li><li>■ Entitled Software Support</li><li>■ Shopz</li><li>■ Passport Advantage</li></ul>	<b>Technical support</b> <ul style="list-style-type: none"><li>■ Support Portal</li><li>■ Documentation</li><li>■ Forums, blogs &amp; social media</li><li>■ <b>Service requests &amp; PMRs</b></li><li>■ Support registrations</li><li>■ Warranties &amp; licenses</li><li>■ Explore IBM Electronic Support</li></ul>	<b>Developer support</b> <ul style="list-style-type: none"><li>■ developerWorks</li><li>■ Emerging technologies</li><li>■ Design at IBM</li><li>■ Human ability and accessibility</li><li>■ Information centers and libraries</li><li>■ Redbooks</li></ul>	<b>Customer support</b> <ul style="list-style-type: none"><li>■ Agreements</li><li>■ Contracts</li><li>■ Order status, shipment</li><li>■ Inventory, maintenance status</li><li>■ Invoices, payments</li><li>■ FAQs</li></ul>	<b>Supplier support</b> <ul style="list-style-type: none"><li>■ Supplier world portal</li></ul>	<b>Former IBM products</b> <ul style="list-style-type: none"><li>■ Printing systems from InfoPrint</li><li>■ Lenovo ThinkPads and ThinkCentres</li><li>■ Ultrastar, Deskstar, Travelstar, Microdrive storage</li></ul>
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# Tennis made with IBM Cloud

The US Open keeps fans immersed in the match with cloud



## Support Portal



Product finder:

[Share your list of recently viewed products](#)

- [Browse for a product](#)
- [My products](#)

Search support:



[Tips](#)

### My support programs

[Sign in](#) to access:

- Accelerated Value Program
- IBM Call Home
- Maintenance and technical support
- My contracts
- My inventory

[Learn more about my support programs](#)

### Common support links

- [Sign in](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Support registrations](#)
- [Go to IBM Support mobile](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Current site availability](#)

## Service requests

- Support registrations
- User administration
- Partner administration
- Preferences

Search by software request number :    [Select country](#)

Quick search:

[New service request](#)

IBM Service Request news



Service requests >

## New service request

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

Search  :    [Select country](#)

Quick search: [Click here to choose a quick search](#)

[New service request](#)



Enter your keyword(s)

now factory

[Cant find your product?](#)

### Recently Viewed Products

- [DB2 Merge Backup for Linux UNIX and Windows V2.1](#)

Show entitled products only

Products (9 matches)  Components (9 matches)

### Search results

Add selection to Preferred Products

- [Now Factory Analytics Appliance V1.1](#)
- [Now Factory Analytics V5.2](#)
- [Now Factory Analytics V7.0](#)
- [Now Factory Analytics V7.1](#)
- [Now Factory Analytics V7.2](#)
- [Now Factory Analytics V8.0](#)
- [Now Factory Analytics V8.1](#)
- [Now Factory Sourceworks V4.15](#)
- [Now Factory Sourceworks V5.1](#)

Service requests >

# New service request

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

Search by software request number :    [Select country](#)

Quick search: [Click here to choose a quick search](#)

New service request



Enter your keyword(s)

[Can't find your product?](#)

now factory

Show entitled products only

Products (9 matches)  Components (9 matches)

## Recently Viewed Products

- [DB2 Merge Backup for Linux UNIX and Windows V2.1](#)

## Search results

Add selection to Preferred Products

▼ [Now Factory Analytics Appliance V1.1](#)

→ [Now Factory Analytics Appliance 1.1.0](#)

▶ [Now Factory Analytics V5.2](#)

▶ [Now Factory Analytics V7.0](#)

▶ [Now Factory Analytics V7.1](#)

▶ [Now Factory Analytics V7.2](#)

▶ [Now Factory Analytics V8.0](#)

▶ [Now Factory Analytics V8.1](#)

Service requests >

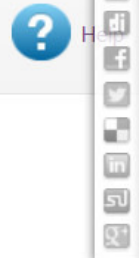
## New service request

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

Search  by software request number  :   [Select country](#)

Quick search:  [Click here to choose a quick search](#)

[New service request](#)



Status *Not saved*

### Product

[← Now Factory Analytics Appliance V1.1](#)

### Component

[← Now Factory Analytics Appliance 1.1.0](#)

### Agreement

5174702 [United States] - IM  
Internal For IBM Internal Support  
Only

### Interested users

- MaryEllen Coleman

[Update interested users](#)

### Business partners

### Problem description

Please complete the problem description information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

#### Problem information

Title\*

(256 character limit)

Problem description\*

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support](#))

[Associate business partners](#)

Service request qualifiers

**Severity\***

1    2    3    4

[Severity levels](#)

System is down

How is this problem impacting your business? \* [What is business impact?](#)

(256 character limit)

**Request type\***

[Help](#)

- Software Defect Support
- Software Usage Support

Please select your operating system which will ensure the proper routing of your service request

**Operating system\***

Select an operating system ▼

Additional information

**Customer tracking ID**

[Help](#)

(20 character limit)

Attach additional files

Select file to attach

No file selected.  
(2 GB limit per file)

**Files in queue**

None





Attach additional files

## Summary

Contact information

Your contact information, including your name, email address, and phone numbers, are required information to complete this transaction. If you do not want to provide us with the required information, please use the Cancel button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

The information you provide will be used to validate your entitlement and communicate with you about your service requests.

**Name** MaryEllen Coleman

**E-mail address** mea@us.ibm.com

**How should customer support contact you about this service request?**

Dont contact me, I will check the status online

Email me

Call my daytime number:  Ext.:

Product and component → [Edit](#)

<b>Product</b>	Now Factory Analytics Appliance V1.1
<b>Component</b>	Now Factory Analytics Appliance 1.1.0

Agreement

IBM Social Business

**How should customer support contact you about this service request?**

Dont contact me, I will check the status online  
 Email me  
 Call my daytime number:  Ext.:

Product and component → [Edit](#)

<b>Product</b>	Now Factory Analytics Appliance V1.1
<b>Component</b>	Now Factory Analytics Appliance 1.1.0

Agreement

<b>IBM Customer number</b>	5174702[United States]
----------------------------	------------------------

Problem details → [Edit](#)

<b>Title</b>	Sample problem title
<b>Severity</b>	4
<b>Description</b>	Clear and concise problem description
<b>Attachments</b>	

---

By submitting this request or saving it as a draft, you agree that you understand [Exchanging diagnostic data with IBM.](#)

**Create request**   Save as draft   Cancel

## New service request

- Support registrations
- User administration
- Partner administration
- Preferences

Search by software request number : 29918 122 000 [Select country](#)

Quick search:

[New service request](#)



### Success!



Your service request number is [29918.122.000](#).

• You can check on your status online.

[← Return to the IBM Service Request home page](#)



# Service requests

- [Support registrations](#)
- [User administration](#)
- [Partner administration](#)
- [Preferences](#)

Search by software request number :    [Select country](#)

Quick search: [Click here to choose a quick search](#)

[New service request](#)

## IBM Service Request news

**24 Aug 2014**     **Support for hardware**  
 IBM is starting to move hardware support to IBM Service Request (SR). If you are a hardware early adopter, or would like to try it out, log in to SR to submit your hardware service requests.  
 You may also continue to use [ESC+ for hardware and firmware service requests](#).  
 For more information about SR support for hardware, [read SR News](#).

[→ Open a new service request](#)

## My recent open online service requests

To modify an open service request, select its service request number.

Service request #	Sev.	Title	Date modified	Date submitted		
<a href="#">29918.122.000</a>	4	Sample problem title	9/4/14	9/4/14		

: Unread

: Needs your attention

: Technical support chat

: Print details of this service request

: Email this service request

**Files in queue** *None*

Request to close this service request

Continue

[Cancel](#)

[Filter settings](#)

**Service request update history**

```
IM Internal For IBM Internal Support Only Update9/4/14 8:34 PM
*** Electronic submission by customer via SR tool, version 3.2
*** Preferred contact method: IBM Service Request (SR) notification.
*** Customer contact full name: MaryEllen Coleman
*** Telephone: 1-585-723-4921
*** Email: mea@us.ibm.com

.
Problem Details
.
Product or Service: Now Factory Analytics Appliance 1.1.0
Component ID: 5725R3000
.
Operating System: AIX
.
Problem title
Sample problem title
.
Problem description
Clear and concise problem description
.
Business impact ( BusImpact )
no impact
```



# Service requests

- [Support registrations](#)
- [User administration](#)
- [Part administration](#)
- [Preferences](#)

Search  by software request number  :    [Select country](#)

Quick search:  [Click here to choose a quick search](#)

[New service request](#)

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<a href="#">29918.122.000</a>	4	Sample problem title	9/4/14	9/4/14		

: Unread

: Needs your attention

: Technical support chat

: Print details of this service request

: Email this service request

## User administration

**Update** **Add** **Copy** **Auto-approval** **New requests**

Authorized users are required to obtain an IBM ID prior to being added. If a IBM ID needs to be obtained, the new user can go to the IBM Service Request page and click on the "Register now" link to begin the registration process.

---

IBM ID:\*

Access level:\*

**Link authorized user with all agreements**

**Link authorized user with selected agreements**  
(Press the Ctrl or command key while selecting to choose multiple items)

▼ Search criteria

Show users across all my agreements

Show users only on selected agreements  
(Press the Ctrl or command key while selecting to choose multiple items)

5174702 [United States]

► Additional filter criteria

Show or update list below

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [P](#) [R](#) [S](#) [T](#) [V](#) [W](#) [Z](#) [All](#)

**Users by name**

DAWSON, KATHERINE (KDAWSON@CA.IBM.COM) [→ Add to a new](#)

5174702 [United States]      Status: Active ▼      Access level: Basic (Current)      ↑ ↓



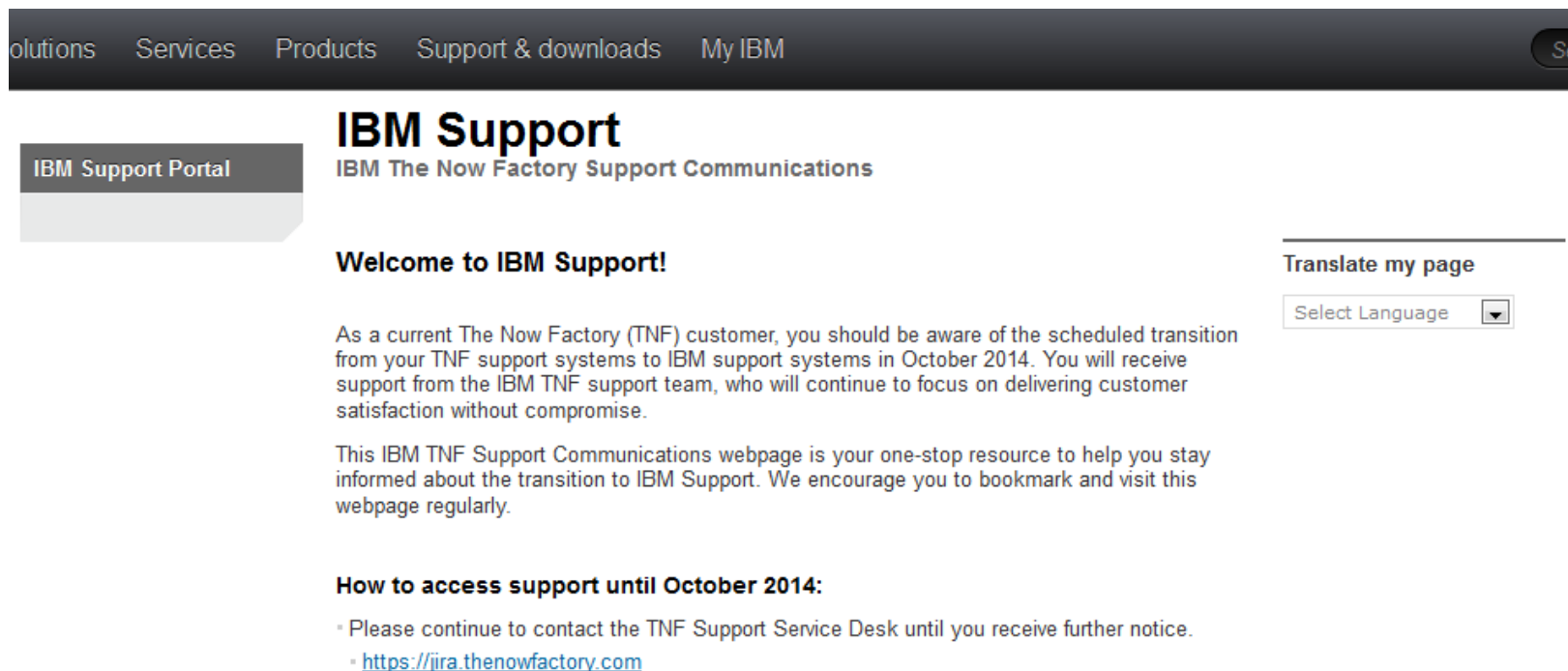
---

## Questions?



# IBM The Now Factory Support Communications

- To ensure a positive experience for your organization, this simple webpage is your one-stop resource for information throughout the transition.
- Available at: [bit.ly/TNFSupport](http://bit.ly/TNFSupport)



The screenshot shows the top navigation bar with links for Solutions, Services, Products, Support & downloads, and My IBM. A search bar is visible on the right. The main content area features the heading 'IBM Support' and the sub-heading 'IBM The Now Factory Support Communications'. Below this is a 'Welcome to IBM Support!' section with a paragraph of text. To the right, there is a 'Translate my page' section with a 'Select Language' dropdown menu. At the bottom, there is a section titled 'How to access support until October 2014:' with two bullet points.

**IBM Support**  
IBM The Now Factory Support Communications

**Welcome to IBM Support!**

As a current The Now Factory (TNF) customer, you should be aware of the scheduled transition from your TNF support systems to IBM support systems in October 2014. You will receive support from the IBM TNF support team, who will continue to focus on delivering customer satisfaction without compromise.

This IBM TNF Support Communications webpage is your one-stop resource to help you stay informed about the transition to IBM Support. We encourage you to bookmark and visit this webpage regularly.

**How to access support until October 2014:**

- Please continue to contact the TNF Support Service Desk until you receive further notice.
- <https://jira.thenowfactory.com>

Translate my page  
Select Language ▼

## Additional Resources

- View the IBM Electronic Support Channel on YouTube for demos and tutorials [youtube.com/user/IBMElectronicSupport](https://www.youtube.com/user/IBMElectronicSupport)
- Sample videos:
  - Site Technical Contact 101
  - IBM Support Portal Overview
  - IBM Service Request Streamlined Problem Submission
  - And many more!



### IBM Electronic Support

Easy, Fast, Smart. Your customized support experience.



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## Checklist: Activities to complete before October 6

- Ensure everyone in your organization who will need to contact IBM Support has registered for an IBM Web ID
  - To register, go to <http://www.ibm.com> and click “IBM Sign In” in the upper right corner and then click the Register link. Use your email address as your IBM login.
  
- Site Technical Contact: Set up your Service Request Tool
  - Refer to the “IBM Service Request: Welcome to IBM Service Request” email sent to you by [srdonotreply@us.ibm.com](mailto:srdonotreply@us.ibm.com)
  
- Site Technical Contact: Grant and approve access to the Service Request tool for others in your organization
  
- Contact [tmail@us.ibm.com](mailto:tmail@us.ibm.com) if you have issues with any of these steps

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# Questions



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