

IBM Passport Advantage Online for Customers Registration Process



IBM software customers who participate in Passport Advantage (PA) or Passport Advantage Express (PA Express) can use Passport Advantage Online (PA Online) to easily manage their account. PA Online provides a broad range of benefits by giving customers access to their own secure, password protected web application. They have on demand access to tools, information, and products whenever they need it, all in one location. PA Online is available to an unlimited number of users per PA / PA Express Site. The registration process is the same for PA and PA Express. For simplicity, this document refers only to PA.

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Where to Find Passport Advantage Online

Passport Advantage Online can be accessed from the Passport Advantage landing page

<http://www.ibm.com/software/passportadvantage>. Click on the Passport Advantage Online tab and then choose 'Customer sign in'.

Direct link:

<http://www.ibm.com/software/passportadvantage/paocustomer>

Registration Process for Accessing Passport Advantage Online

The two step process for accessing Passport Advantage Online is explained below for both the Primary Contact and for additional users. First step is to register for an IBM ID and password. PA Online uses IBM Registration to validate access to your secure PA Online page. IBM Registration allows you the convenience of one IBM ID and password for access to many IBM applications. Second step is to have your IBM ID authenticated against the specific Passport Advantage Site for which access is needed to PA Online.

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Primary Contact



An IBM ID and password is needed to access PA Online. If you already have one, please enter it on the Sign in screen. If not, please create one by choosing the “register” link on the Sign in screen. Create the IBM ID and password that you would like to use to access PA Online and keep it written down somewhere safe for future reference.

When you create your IBM ID it is important that the e-mail address used here is exactly the same as the e-mail address to which IBM sent the 'Welcome to Passport Advantage Online' e-mail. If the same e-mail address isn't used PA Online will not be able to recognise for which PA Site you try to register and you will have to complete additional self nomination steps.

When you have created your IBM ID enter it on the Sign in page.

In the second step you need to enter the Passport Advantage temporary passcode. (the temporary passcode is different from your IBM ID password) Upon joining PA the customer contact nominated as the Primary Contact should have received a communication from IBM containing a Passport Advantage temporary passcode. The temporary passcode is included in the PA welcome letter sent via post. An extract from this letter can be viewed in Appendix 2. Simply enter the temporary passcode on the Authorization screen (see below) and you will have access to all the features of PA Online. Once you have used the temporary passcode to gain access, you will no longer need it. Please retain your IBM ID and password for future entry.

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Authorization

Temporary passcode entry

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

Please enter the temporary passcode found in your Welcome letter to fully authorize your IBM ID: 0007839061

Enter temporary passcode information

Temporary passcode*



Submit

Temporary passcode information

Your temporary passcode was included in your Welcome letter, which was sent to you.

IBM Customers and IBM Business partners that have purchased IBM Software, may continue to access the [Software download and media access](#) feature while they await their IBM Temporary passcode. Please note: Software download and media access is not available to IBM services customers at this time.

IBM services customers may continue to access [Terms and Conditions](#) and [Online provisioning](#) while they await their IBM Temporary passcode. Please note: Online provisioning is applicable to IBM Express Managed Services offerings only.

If you no longer have this passcode, please request another by clicking on the button below.



[Request passcode](#)



Note

Please note: If you have already submitted your initial order and it has been processed by IBM, but you have not yet received your Passport Advantage temporary passcode, you will still be able to access the Software download and media access feature of PA Online. When you subsequently access PA Online you will be prompted to enter the temporary passcode. You must enter it to gain access to all the features of PA Online, otherwise you will be limited to using just the software downloads and media access feature.

If you are the Primary Contact and did not receive the temporary passcode or have lost or misplaced it, please request another one by clicking on the “Request passcode” button. You may also contact [eCustomer Care](#) for help.

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eCustomer Care URL:

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

You will need to provide them with your 7-digit Passport Advantage Site number (found on all PA communication sent to you from IBM).

Once you enter Passport Advantage Online, you can grant access to additional users within your organization. Please see *Quick Guide Manage Access* for further details.

If You Are Not the Primary Contact

An IBM ID and password is needed to access PA Online. If you already have one, please enter it on the Sign in screen. If not, please create one by choosing the “register” link on the Sign in screen. Create the IBM ID and password that you would like to use to access PA Online and keep it written down somewhere safe for future reference.

When you have created your IBM ID enter it on the Sign in page and you will be taken to the second step - self-nomination. Here you will be asked to type in the Site number of the PA Site for which you need access to PA Online. Be sure to select ‘No’ to the question: I believe I am the Primary Contact for this site.

Your request will automatically route to the Primary Contact for action. Once the Primary Contact has approved your access request and determined your user type and access rights (for more information, please see *Quick Guide Manage Access*) you will receive an e-mail confirming your access and you can then proceed to sign in with your IBM ID and password.

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Self-nomination

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

To request authorization for additional site, please complete and submit the self-nomination request below so that we may route your request for processing.

Customer information

Site number*

I believe I am the Primary Contact for this Site.

Yes

No

Instead of using the self-nomination feature you can opt to simply provide your Primary Contact or Secondary Contact with your IBM ID and e-mail address. They can then add your IBM ID and determine your user type and access rights. When added you will receive an e-mail confirming your access. You should consider following this process if you know that a particular Secondary Contact is responsible for managing access to Passport Advantage Online for your site.



Appendix I – IBM Welcomes you to Passport Advantage Online

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

Dear Passport Advantage customer:

We appreciate your decision to obtain IBM software using Passport Advantage or Passport Advantage Express. As an additional program benefit, we would like to invite you to Passport Advantage Online - the on demand resource for all your Passport Advantage needs. This e-mail provides instructions for access to Passport Advantage Online.

Passport Advantage Online enables you to:

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- * Access entitled software, download or request a media pack shipment to a destination and contact of your choice.
- Purchase licenses by browsing the popular offering catalog.
- * Access IBM quotes for licenses or Software Maintenance renewals that have been provided to you on-line by your IBM sales representative.
- Review and update contact information for your Site's designated contacts.
- View your Site's Proofs of Entitlement.
- Subscribe to eNotifications to receive automatic notification whenever new software upgrades that match your preferences and entitlement become available.
- Generate reports to track transaction history, download history or active entitlements at the Enterprise or Site level.

**Please note that purchasing and renewal capabilities in the list above may not be available in all countries.

You have been designated as the Primary Contact for your Passport Advantage Site. As the Primary Contact, you must complete the registration process below and you will be responsible for authorizing additional users from your company to access Passport Advantage Online.

Passport Advantage Online - REGISTRATION/AUTHORIZATION PROCESS

(1) Access Passport Advantage Online at:

<http://www.ibm.com/software/passportadvantage> and select the "Passport Advantage Online" tab and then "Customer sign in"

(2) If you already have an IBM ID and password created elsewhere on [ibm.com](http://www.ibm.com) you may enter these into the fields for "IBM ID" and "password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.

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(3) You will be prompted to enter your Passport Advantage temporary passcode. If you have not received it you may choose to continue with download and media access.

Full access to Passport Advantage Online requires a temporary Passport Advantage passcode. For security purposes, The Passport Advantage temporary passcode is included in the Passport Advantage welcome letter.

* Note: If you do not received the welcome letter within 10 business days from receipt of this e-mail, please contact the eCustomer Care team as indicated below.

Yours sincerely,

IBM Passport Advantage eCustomer Care Team

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

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

Appendix II – Passport Advantage Welcome Letter

The following information about PA Online registration is included in the PA welcome letter.

Passport Advantage Temporary Passcode: <xxxxxxx>

The Passport Advantage temporary passcode above is used only once when authorizing your IBM ID and Password to access Passport Advantage Online at ibm.com/software/passportadvantage and select the Passport Advantage Online tab and then choose "Customer sign in". In the event you do not have an IBM ID and Password, please select the "register" link to create one. Subsequent to entering the IBM ID and Password on the "sign in" page you will be prompted to enter your Passport Advantage temporary passcode provided above. Completing this process will allow you to access Passport Advantage Online.