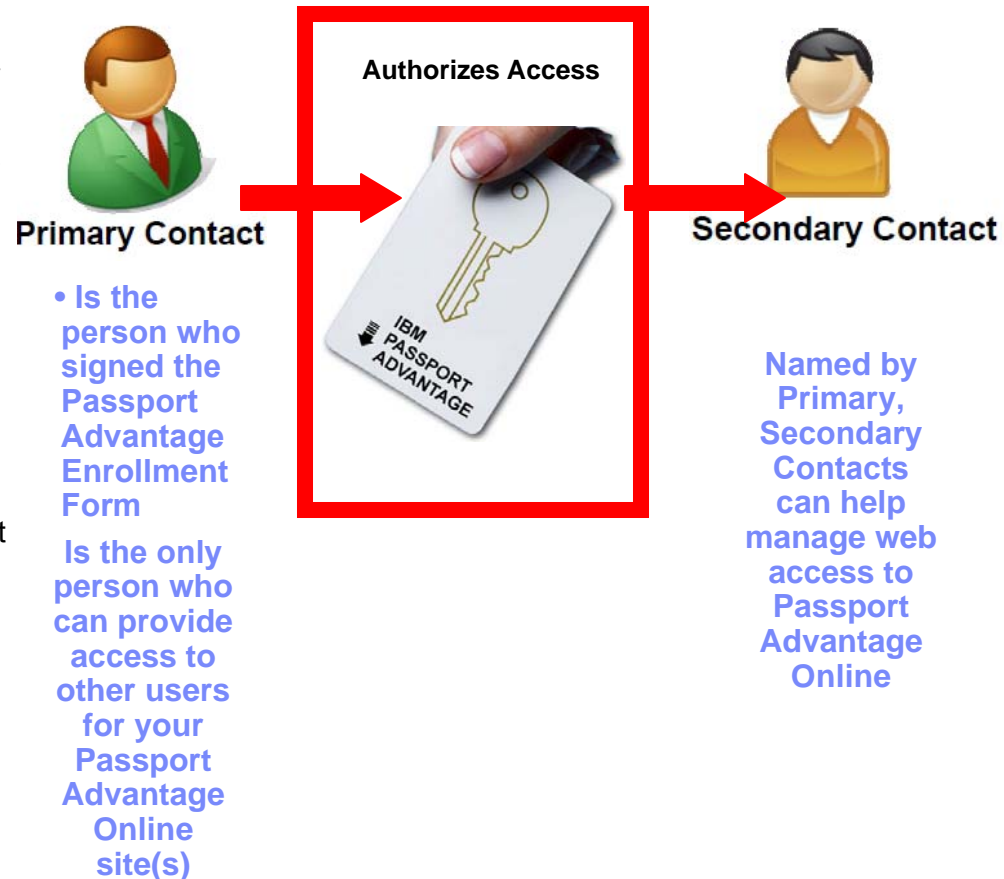IBM

IBM Passport Advantage Online Primary Contact | Manage Access | Name Secondary Contacts

Overview

▪ In this video we will

▪ explain the role of the Primary Contact

▪ show how the Primary Contact logs in to Passport Advantage Online and how the Primary Contact can specify a Secondary Contact to help manage user access for your company's site.

▪ Note: you are the Primary Contact if you are the person who submitted a Passport Advantage enrollment form on behalf of your company or you bought software online from IBM online, y

▪ 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

▪
   – show how a Primary Contact logs in to Passport Advantage Online
     how the Primary Contact can 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.**

Authorizes Access

Primary Contact

Secondary Contact

• **Is the person who signed the Passport Advantage Enrollment Form**

Is the only person who can provide access to other users for your Passport Advantage Online site(s)

Named by Primary, Secondary Contacts can help manage web access to Passport Advantage Online

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Primary Contact

- 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 IBM Passport Advantage (www.ibm.com/software/passportadvantage)

- Click on the Passport Advantage Online tab

- On the Passport Advantage page, click on 'Customer sign in'

www.ibm.com/software/passportadvantage

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

- The Authorization page opens.

- Here is where you need your Temporary Passcode provided in your Passport Advantage 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 requests 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*

➡ 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.

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 by registering.

- To name a Secondary Contact go to the left hand navigation and select 'Account Management'

Manage Access: Naming a Secondary Contact

- Your are now on the Account Management page.

- Click on "Manage Access".

Manage Access: Naming a Secondary Contact

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

- 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.

Manage Access: Naming a Secondary Contact (continued)

- 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

Closing

- 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.