



# IBM Electronic Support Portal

Make sure your technical team leverages the benefits of Service Request tool

Dear Site Technical Contact (STC):

Thank you for using IBM software products. Our records show you are the STC, a role with responsibilities to approve users for the IBM Service Request tool (SR online problem reporting tool). The purpose of this email is two-fold:

- I. To request that you share these links with your technical teams:  
[Electronic Support](#), [IBM Support Portal](#), [Electronic Support tool](#).  
These valuable tools are provided through IBM Subscription & Support to help your team save time and simplify support.
- II. To remind you of your status as STC and provide information about your role and the SR tool.
  - Use this link for [more information](#) about the STC role or access to the Service Request tool. NOTE: You must be the first to access the SR tool so you can authorize your technical teams to use the tool. Without authorization, users cannot fully utilize the tool and see all Service Requests associated with your IBM Customer Number.
  - If you need to transfer the STC role to someone else at your site, please request your site's Primary Contact make the change for you through [PAOnline](#). The Account Management video in the [PAOnline Help Center](#) provides step-by-step instructions to change the STC.

If you have feedback or questions, please contact our Electronic Support team by sending an email to [swgesprt@us.ibm.com](mailto:swgesprt@us.ibm.com) and include your primary IBM product(s) in the subject line.

Best regards,  
IBM Software Group  
Electronic Support Team

We're here to help.



**Electronic Support team**  
[swgesprt@us.ibm.com](mailto:swgesprt@us.ibm.com)

Save time and simplify support. [IBM Support Portal](#) provides everything you need for IBM technical support on one page!

Save time submitting and tracking problems. Use [Service Request](#) tool to manage problems online.

No waiting on the phone. No waiting to be entitled. Just describe the problem, attach files and submit directly to the right support queue.