



## Get Started with your IBM Software Purchase

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# Access your Passport Advantage Account for SW Downloads

## How to access your Passport Advantage Account

1. Go to: <https://www-112.ibm.com/software/howtobuy/softwareandservices>
2. Select "Customer Sign In". If you already have an IBM ID, log in and proceed to step 3. If you do not have an IBM ID:
  - a. Complete the New Customer required information section
  - b. Click "Register" and then "Continue"
  - c. Log in by using your IBM ID and password
3. If you have self-nominated to register as a member of the account, proceed to step 4. If you have not self-nominated to register yourself as a member of the account:
  - a. Enter your Site ID. Refer to [IBM Definition Terms](#) below for information about the Site ID and Site Contact
  - b. Select "Yes" only if you are the Primary Site Contact. Select "No" if you are not the Primary Site Contact
    - If you are the Primary Site Contact, the nomination is sent to the IBM eCustomer Care Team for approval
    - If you are not the Primary Site Contact, the nomination is sent to the Primary Site Contact for approval
  - c. After the nomination is approved, you receive an email notification.
  - d. Log in to your account: <https://www-112.ibm.com/software/howtobuy/softwareandservices>
4. Select "Support and Downloads"
5. Proceed with the step-by-step process to continue
6. For assistance contact the [IBM eCustomer Care Team](#)



## Access your IBM Rational Software License Keys

1. Go to IBM Rational for Licensing: <http://www.ibm.com/software/rational/support/licensing/>
2. If you already have an IBM ID, log in and proceed to step 3. If you do not have an IBM ID:
  - a. Complete the New Customer required information section
  - b. Click "Register" and then "Continue".
  - c. Log in by using your IBM ID and password.
3. If you are the **Primary Site Contact** or the **Site Technical** Contact for the Passport Advantage account, you are automatically assigned as a default member of the Rational License Key Center Account. You'll receive a Welcome email from [rationallicense-keys@subscribenet.com](mailto:rationallicense-keys@subscribenet.com). Follow the instruction in the email to access your account for the first time.
  - a. If you cannot locate your Welcome email, proceed to the Rational License Key Center, select "forgot your password" to have instructions be sent to you to reset your password.
4. If you are not a member of the Rational License Key Center Account, contact your Primary Site Contact to request access.
5. If you have the Site number and the Sales Order number for the license purchase, click "Don't have a password" on the log in page. Complete the Join Account form.
  - a. If you leave the Sales Order Number field blank and click submit, an email is sent to the administrator of your License Key Center account asking the administrator to approve your membership. After your membership is approved you will have access to the account.
6. After you log in, click "Get Keys" and proceed with the license registration process
7. For assistance contact the [Licensing Support Team](#)



## IBM Definition of Terms

### IBM Customer Number (ICN)

Your IBM Customer Number (ICN) is a unique number that IBM assigns to your company site at the time of your initial purchase. This number is unique by country. IBM uses your ICN to identify your company and support contract. Contact your Primary Site Contact or the IBM eCustomerCare Team to obtain the ICN for your organization. You must have your ICN to receive IBM Technical Support.

The IBM Support tool requires that you enter the ICN as a 7-digit number. When you use the SR tool, prefix a 6-digit ICN with a zero.

### IBM Site ID

The IBM Site ID defines a unique physical location within your company. You must have your Site ID to access your account for software downloads and to access to the Rational License Key Center. The Site ID is referred to also as the Site Number, Account ID, or Account Number.

### Primary Site Contact

- Usually the individual who orders the software or who is the “sold to” contact in your company
- Receives the Proof of Entitlement Certificate (PoE) for each order
- Is authorized to access the IBM Software and Services download site and the Rational License Key Center
- The only person who can change site contacts, manage access, and assign other contacts for account management. A Primary Site Contact can delegate a Secondary Primary Site Contact to approve user access to the download site

### Site Technical Contact

- Is responsible for the support relationship with IBM.
- The default contact in the Rational License Key Center.
- The person who receives the IBM Customer Number (ICN) and who can provide the ICN to users to access IBM technical support.
- The person who authorizes other users to access the IBM Support site to manage support cases
- The person who delegates responsibilities to Secondary Site Technical Contacts (max 9 secondary contacts)

### How to Determine who your Site Contacts are:

Send email inquiry to the [IBM eCustomer Care Team](#) that supports your geography. Always include your IBM Site ID along with your inquiry

### How to Change the Designated Contacts for Your Site:

The Primary Site Contact can update contacts by using the Manage Account function in the Passport Advantage Online Account. If the Primary Site Contact is no longer with the company, send an email to the [IBM eCustomer Care Team](#) that supports your geography. In the email, state that the Primary Site Contact is no longer with the company and must be replaced. Include the following information in the email:

- Company or Organization Name
- IBM Site ID (if known)
- IBM Customer Number
- Country
- Name of the position that you want to update
- Given name and surname of the new contact for the position
- Email address of the contact
- Phone number of the contact



## Important Links

<b>IBM Tools</b>	
Create an IBM ID	<a href="https://www.ibm.com/account/profile/us?page=reg">https://www.ibm.com/account/profile/us?page=reg</a>
IBM SW Downloads and Services	<a href="https://www-112.ibm.com/software/howtobuy/softwareandservices">https://www-112.ibm.com/software/howtobuy/softwareandservices</a>
Rational License Key Center	<a href="http://www.ibm.com/software/rational/support/licensing/">http://www.ibm.com/software/rational/support/licensing/</a>
IBM Technical Support- Open a support case	<a href="https://www.ibm.com/mysupport/s/?language=en_US">https://www.ibm.com/mysupport/s/?language=en_US</a>
<b>IBM Passport Advantage</b>	
Passport Advantage Online	<a href="https://www.ibm.com/software/passportadvantage/pacustomers.html">https://www.ibm.com/software/passportadvantage/pacustomers.html</a>
Passport Advantage Online videos your how-to guide to accessing and using PAO	<a href="https://www.ibm.com/software/passportadvantage/PassportAdvantageOnlinevideos.html">https://www.ibm.com/software/passportadvantage/PassportAdvantageOnlinevideos.html</a>
Passport Advantage Contacts Designate, and update your account contacts.	<a href="https://www.ibm.com/software/passportadvantage/pa_contacts.html">https://www.ibm.com/software/passportadvantage/pa_contacts.html</a>
<b>IBM Support Contacts</b>	
Need helps with Account access, Contact updates, SW downloads, Quotes or Orders	<a href="#">IBM eCustomer Care teams</a>
Technical Support and Licensing Technical Support Include "Licensing" in the subject line for any issues in regards of license key/LKC/RLKS etc	To open a Support case: <a href="#">IBM Support Request Tool</a> or see worldwide directory of support contacts: <a href="http://www.ibm.com/planetwide/">http://www.ibm.com/planetwide/</a>
IBM Support Site Help	<a href="https://www-01.ibm.com/support/docview.wss?uid=ibm10740675">https://www-01.ibm.com/support/docview.wss?uid=ibm10740675</a>
<b>References for IBM Rational Licensing</b>	
IBM Rational Licensing - Frequently Asked Questions (FAQ)	<a href="#">IBM Rational Licensing - FAQ</a>
IBM Rational Licensing A-Z document reference license type/ product	<a href="ftp://ftp.software.ibm.com/software/rational/web/lkc/A-Z.xlsx">ftp://ftp.software.ibm.com/software/rational/web/lkc/A-Z.xlsx</a>