



Getting 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: [Software and services overview](#)
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](#)
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 Software License Keys

1. Go to IBM for Licensing: [IBM License Key Center](#)
2. If you 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 member of the IBM License Key Center Account. You’ll receive a Welcome email from 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 [IBM License Key Center](#), select “forgot your password” and follow the instructions.
4. If you are not a member of the IBM 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
6. After you log in, click “Get Keys” and proceed with the license management process
7. For assistance contact the [IBM 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. 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.

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 IBM License Key Center. The Site ID is referred to also as the Site Number, Account ID, or Account Number.

Primary Site Contact

- The individual 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 & Services download site and the IBM 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 IBM 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](#) , 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](#)



Links & Contacts

IBM Tools

Create an IBM ID Account	https://www.ibm.com/account/profile/us?page=reg
IBM SW Downloads & Services	https://www-112.ibm.com/software/howtobuy/softwareandservices
IBM License Key Center	http://www.ibm.com/software/rational/support/licensing/
IBM Technical Support	https://www.ibm.com/mysupport/s/?language=en_US

IBM Passport Advantage

Passport Advantage Online	https://www.ibm.com/software/passportadvantage/pacustomers.html
Passport Advantage Contacts Designate, and update your account contacts.	https://www.ibm.com/software/passportadvantage/pa_contacts.html
Need helps with Account access, Contact updates, SW downloads, Quotes or Orders	https://www-112.ibm.com/software/howtobuy/passportadvantage/homepage/ecarec