

Getting Started Checklist

MaaS360 Customer Success | IBM Security MaaS360 with Watson



As a new MaaS360 customer and/or administrator, please complete the following checklist to get started with MaaS360. If you have any questions, please contact your named MaaS360 Customer Success Manager or send your questions to: csmaas@us.ibm.com

Step 1 Add the Customer Success Communication email to your address book and email server	The MaaS360 Customer Success email csmaas@us.ibm.com is used to communicate important information to help you deploy and adopt MaaS360 as well as provide important account information.
Step 2 Bookmark the Customer Success hub	Bookmark our MaaS360 Customer Success hub. Access “getting started” content, important resources, and our latest communications. http://ibm.biz/maas360csm
Step 3 Add the MaaS360 SaaS email to your address book and email server	This email delivers all the real-time notifications from your MaaS360 portal, such as new admin log-in instructions and enrollment requests. maas360@maas360.ibm.com
Step 4 Create an IBMid	Create an IBMid if you don’t already have one. The IBMid provides access to support, the IBM Security Community, and training. http://myibm.ibm.com/
Step 5 Log into the portal for the first time	Learn how to log into your MaaS360 portal for the first time and link to your IBMid. http://ibm.biz/maas360firstlogin
Step 6 Request support access	Learn how to contact support and open a case. Support access requires your IBM Customer Number. http://ibm.biz/maas360supportguide
Step 7 Sign up for Product Notifications	Sign up for important product notifications from our IBM support team, including planned MaaS360 maintenance, unplanned outages, new releases, and critical product flashes. http://ibm.biz/maas360productnotifications
Step 8 Watch our “Getting Started” video	Get a thorough overview of the entire MaaS360 solution with this video tutorial. http://ibm.biz/MaaS360_Getting_Started
Step 9 Sign up for a New Customer/Admin Workshop	Meet MaaS360 Customer Success and ensure you have the resources you need to deploy and manage your MaaS360 service effectively. http://ibm.biz/maas360newcustomer_workshop