

To view IBM Safer Payments technical content, the user needs to register to an IBM Customer Number (ICN) that is entitled for Safer Payments. This page provides a checklist of how to do self registration, contact the support team, and provides a list of useful links to bookmark for clients.

1. **IBMid** - Do you have an IBMid? If not, please [sign up for an IBMid](#).

2. **Register** - Have you registered an IBM customer number for Safer Payments? If not, follow these steps for IBM Service Request registration:

- Access SR at <http://www.ibm.com/support/servicerequest/>
- Enter your IBM login ID and password. **Note:** If you are already authenticated, then continue to the next step.
- Click the link for "**Software registration**"
- Enter your **IBM customer number**, select the **country**, and click **Submit**.
- Scroll down to the bottom of the Software Registration page to see the status of your request. If your **Site Technical Contact (STC)*** or SR Administrator allows automatic approval for Basic access, then your request is complete and your additional customer number will be listed under "Existing access" at the bottom of the Software Registration page. Otherwise, your request will be routed for approval and listed as "Pending." Click the Return to Service Request link located near the top left of the page. If your Site Technical Contact (STC) or SR Administrator allows automatic approval for basic access, your request is complete! Click [this link](#) for more details.

3. **Bookmark** - Quick Links:

CASES	<ul style="list-style-type: none"> • Web: Open/View Support Cases - IBM Support Portal • Phone: Local country phone numbers - IBM Planet Wide • Chat: Click Chat with Support (bottom right corner) • Please include details: Must Gather Info
NEWS/FLASHES	<ul style="list-style-type: none"> • Latest Alerts / News / Security Bulletins / Flashes • Manage Notifications
DEFECTS	<ul style="list-style-type: none"> • All APARs that are currently OPEN
ENHANCEMENTS	<ul style="list-style-type: none"> • IBM Safer Payments Aha! Ideas Portal
DOWNLOADS	<ul style="list-style-type: none"> • Download Main Releases (Passport Advantage) • Download Fixes (Fix Central)
KNOWLEDGE	<ul style="list-style-type: none"> • IBM Safer Payments Knowledge Database *BOOKMARK* • List of How To, FAQ, and Troubleshooting Technotes • IBM Safer Payments API Reference Guide • IBM Safer Payments Implementation Guide • Software support discontinuance: IBM Safer Payments V5.x
OTHER LINKS	<ul style="list-style-type: none"> • IBM Support Portal FAQs • Support Handbook

Appendix:

- *Information about Site Technical Contact: The Site Technical Contact (STC) approves access to users that need to submit Service Requests through the IBM support portal for their company. The STC is designated in the Passport Advantage Online (PAO) System. The primary contact for your company can update the Site Technical Contact and all other roles directly in PAO.
- Contact [Passport Advantage eCustomercare](#) for help:
 - If you have any problems with this procedure or the current Primary/Technical contact has left the company
 - If you need help to determine the name of your STC
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