“How to renew S&S” Video
English version
Let me show you how to renew your IBM software licenses on Passport Advantage Online. Begin by opening the Renewal email you will have received from your IBM software renewal representative.

Today we are going to renew your Subscription and Support online but we will show you how you might also contact your IBM Business Partner or IBM Sales Representative.

Help is available on every screen at every stage of the process.

Click on Passport Advantage Online to renew.
B. Sign in

- As an returning IBM customer you need to fill in the section, called “returning customers” on the left with your IBM ID and password. Your IBM ID is the email address you used when you created your IBM registration. Click “sign in” to proceed. If you forgot your password or need to change your password, click on the appropriate link for help.
C. Renewal Quote

- You will be brought to your renewal quote screen with your renewal quote number.
- Two other tabs are provided.
- The Account Information tab provides information on your account including your IBM customer number and the due date for your renewal.
- The Sales Representative tab provides contact information for your IBM Sales representative.
- Since everything is correct, just click on the “Add to shopping cart.”
- You could send the renewal quote to a Business Partner
- Or work associate but in this case you are renewing your Subscription and Support directly from IBM.
D. Add items to cart

- You are now in the shopping cart screen and all of the lines items have been added from your Software Subscription and Support renewal. Click on the “check out”

- Notice that in “My Shopping Cart Section” the “Pricing” step,” has been completed. My Shopping cart provides you with a visual of the ordering steps.
E. Checkout

- You are now on the “Checkout – Billing and shipping screen.”
- Notice that “My Shopping Cart Section” the “Shopping cart” step is now complete.
- Read the terms and conditions and click, “I agree.”
- Click on the “continue” button.
F. Review and Submit Order

- You are now on the Review and submit order page.
- You are paying by credit card. You also have the option to pay by purchase order. Payment methods vary by country.
- Type in your credit card number,
- Select the expiration month of your credit card
- Select the expiration year of your credit card
- There is “help” to identify where your security code is. For most cards look for a 3-digit number printed on the back of your card. It appears after and to the right of your card number.
  
  **For American Express cards**
  Look for a 4-digit number printed on the front of your card. It appears above and either before or after your card number.

- Enter the security code.
- Click on “Submit” button.
E. Order Confirmation

- You are now at the Order Confirmation and information screen.
- This screen shows your order reference number for the Software Subscription and Support renewal you just submitted.
- You can immediately access your software to download.
- Download by clicking on “Download Now” and following the steps to complete your download.
- Please print this screen to save for your records as it contains your order reference number.
- The screen also contains information about your method of payment and description of items in your order.
- Your renewal process is complete. Thank you for renewing your IBM subscription and support.