# IBM Sterling Software Support Team – Engagement & Case Creation

## How do I get software support?

If an issue is critical and production is being affected, you may call 1-800-GENTRAN (1-800-436-8726).
We very much recommend that you also begin the process to obtain access to the Sterling Commerce Customer Center. https://customer.sterlingcommerce.com

## What if the issue is not critical?

If the issue is not critical, a support case should be entered via the Sterling Commerce Customer Center.

## How do I obtain access to Customer Center?

If you do not already have access to the Sterling Commerce Customer Center, go to https://customer.sterlingcommerce.com and select "Join Now".
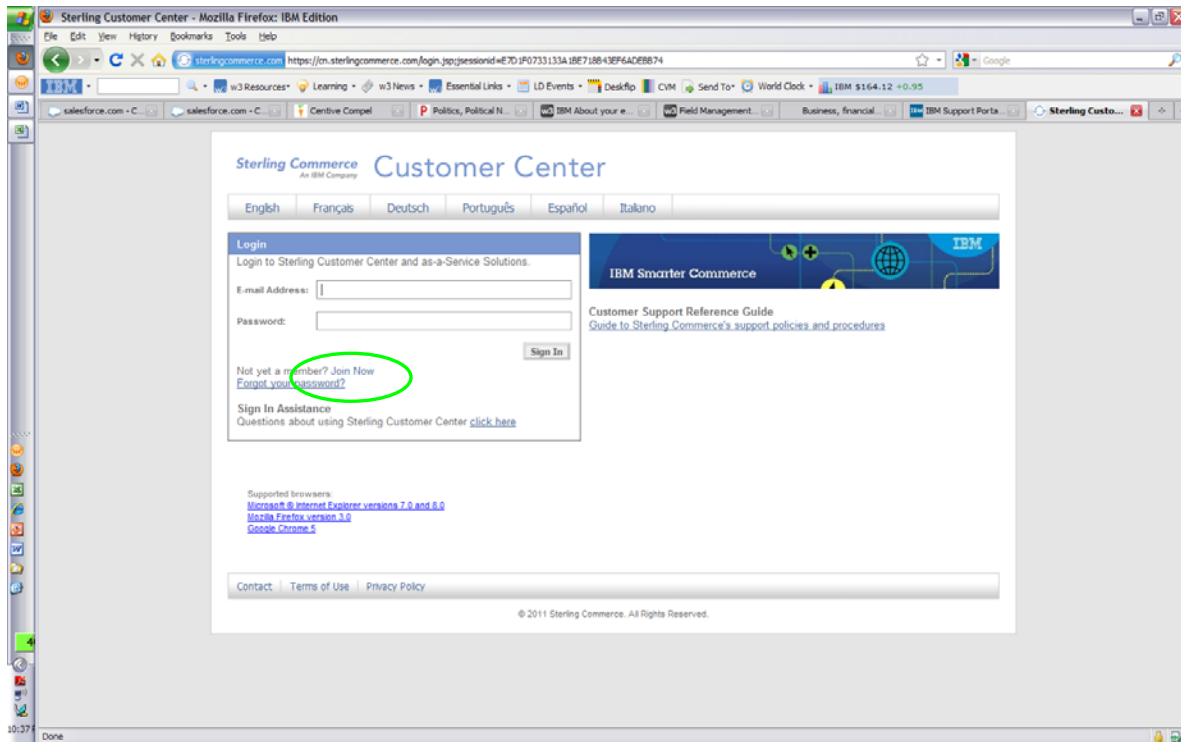


Check the box agreeing to the terms and conditions of the website.

Enter your SCI Company ID and Registration Code (used to validate your request for logon credentials), select Next and complete the brief form.

> If you do not know your SCI Company ID and Registration Code, please go to Registration Assistance (to the far right) and select the click here link.
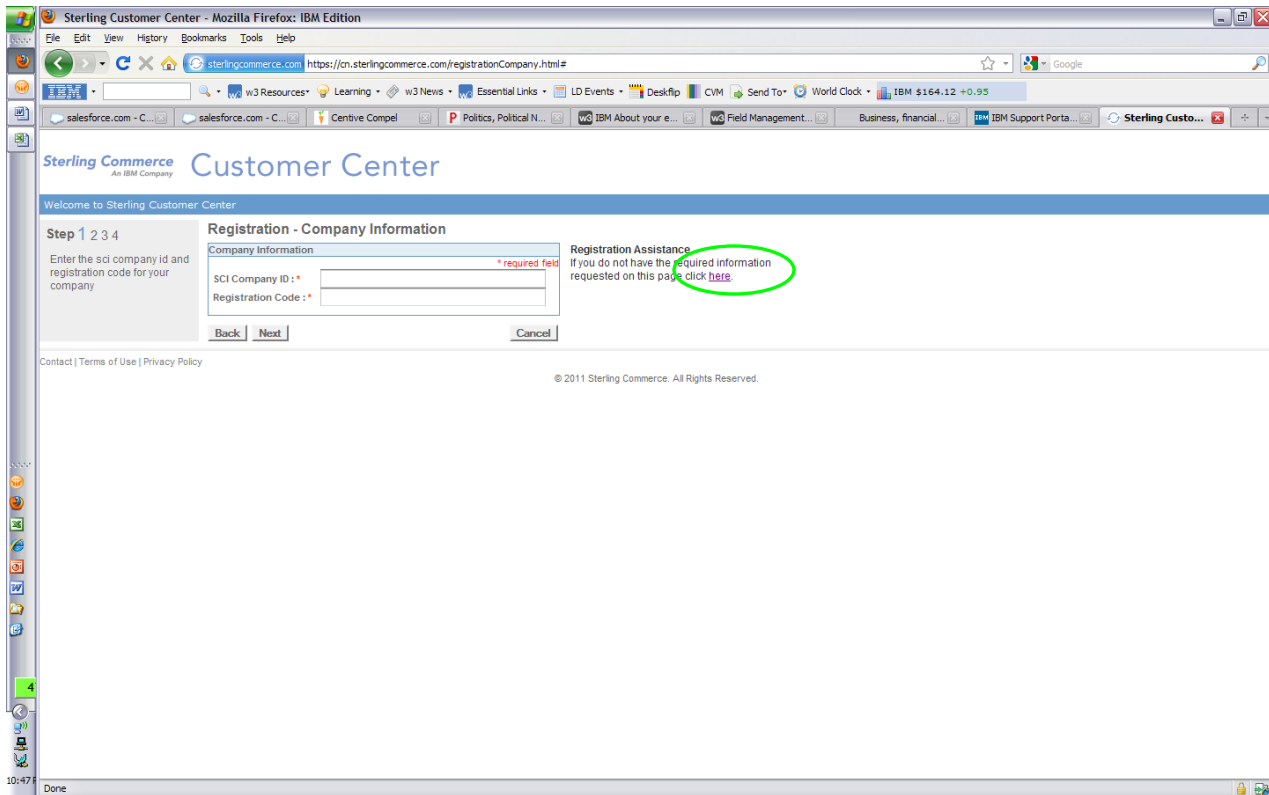
Complete the "Required Registration Information Request" form and Submit.

> If the information submitted matches information that is already in our system, you will be emailed a password.

> If the information submitted does not match what is already in our system, a registration link specific for your company will be emailed to you. (This may take up to one business day.) Go to this link, enter the requested information and Submit. A password will then be emailed to you.

**Note:** Once you are registered in Customer Center, you will need to request access to case management. From the Customer Center home page, Go to 'Open and View Cases' and select the 'Request Access' button.

## What are my SCI Company ID and Registration Code?

Unfortunately, the SCI Company ID and Registration Code are not easily accessible information. If you have not been given your SCI Company ID and Registration Code, please go to Registration Assistance (to the far right), select the click here link and complete the form and press Submit.

**Once I have access to Customer Center, how do I open a support case?**

From the Customer Center home page, go to 'Open and View Cases'.

Select 'Open A Case' and complete steps. These steps will include choosing the severity of the problem, the product, and entering a problem description.

Select a Severity level.

Select a Product/Service Family AND Product/Service.

Enter a brief description in the Summary field and a more detailed problem explanation in the Description field.
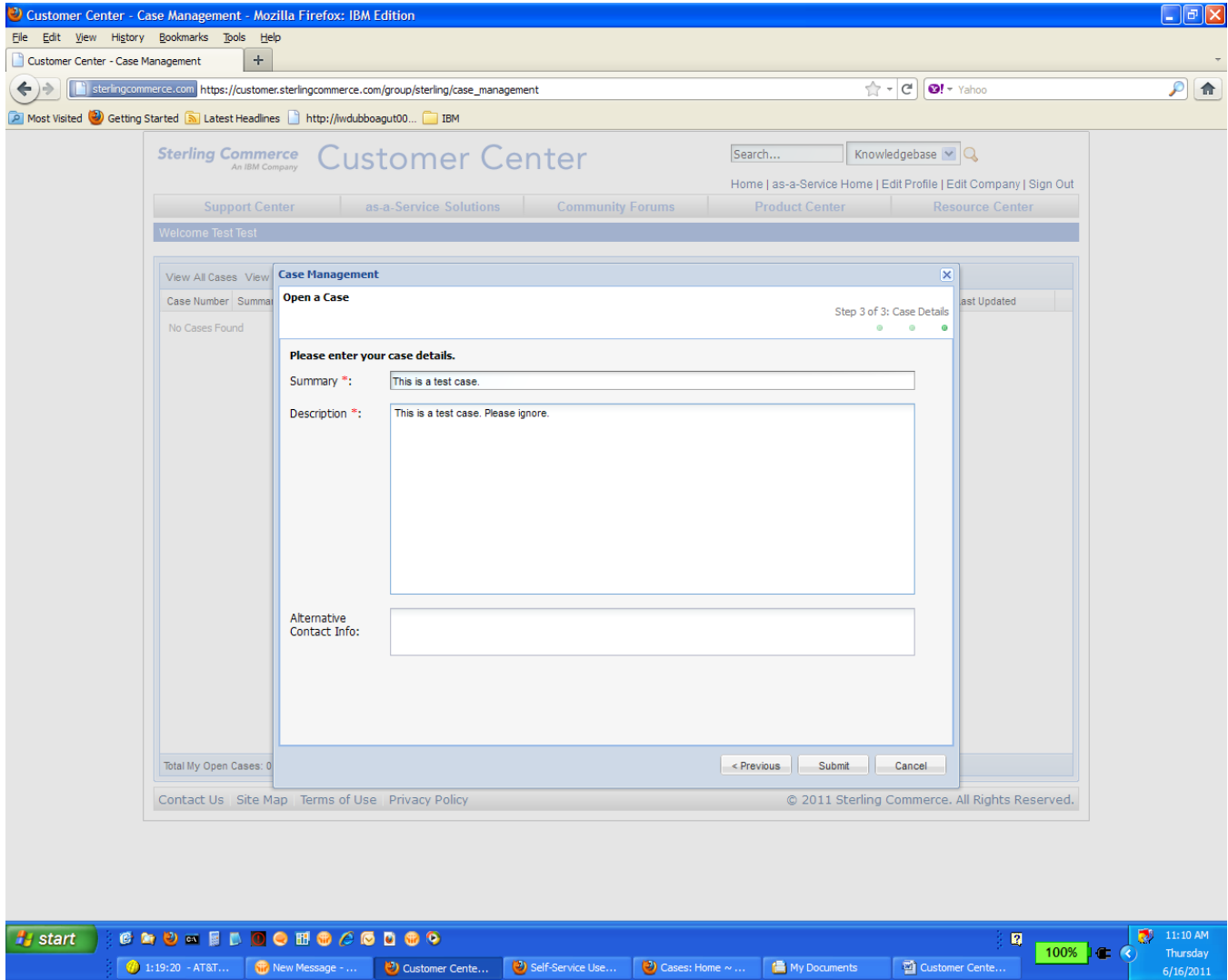
After you Submit, you will be provided a case number.  <u>A Support Specialist will be assigned to your case and will be in contact with you.</u>  You will be able to track the case, as well as add comments and attachments to the case, via Customer Center.



**Is my login my email address?**

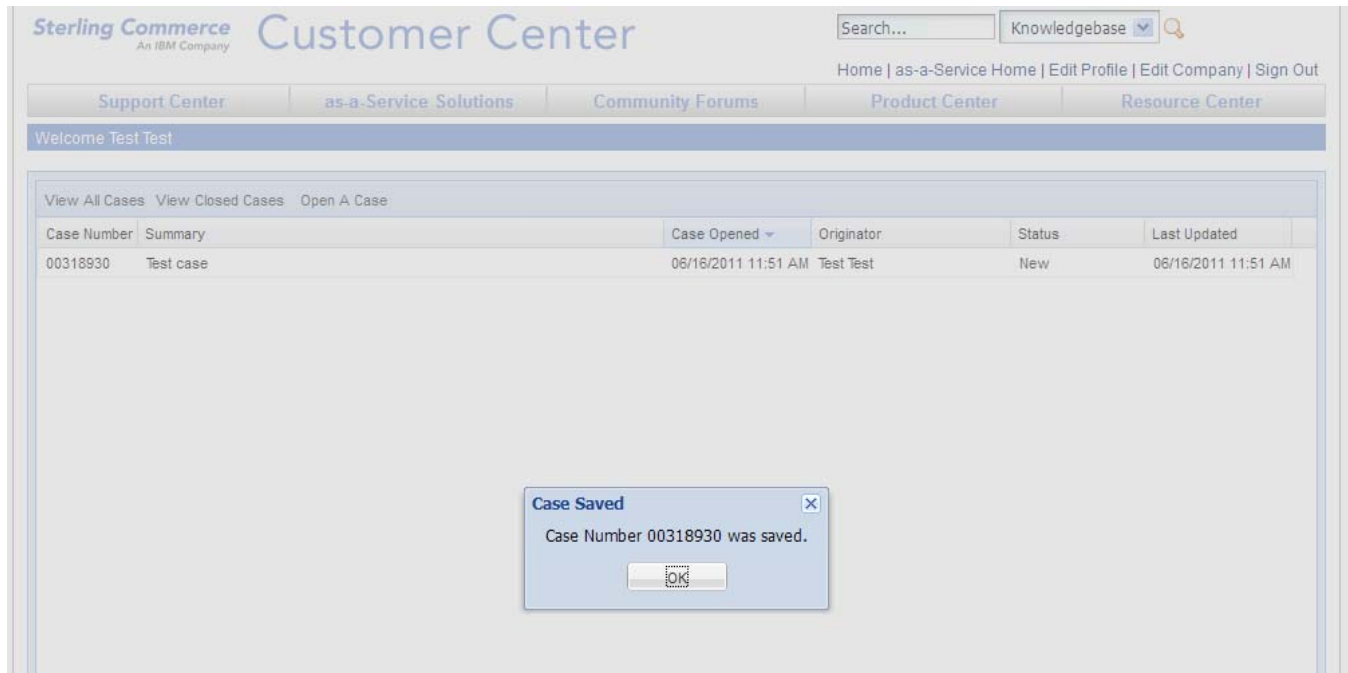Yes, with only a very few exceptions, your login will be your email address as provided by your employer.  (e.g. john.doe@mycompany.com)  Registering with something other than your company-domain email address may prompt further questions and slow your registration process.

**What if I know my login, but have forgotten my password?**

Go to https://customer.sterlingcommerce.com and select the  Forgot your password? link.  Enter your email address, and a temporary password will be emailed to you.  Once you log in with the temporary password you will be required to reset your password.

**What if my issue is critical?  Do I still have to wait a business day to be able to open a case?**

If you have a critical issue, but do not yet have access to Customer Center, you may call the support line at 1-800-GENTRAN (1-800-436-8726).