

IBM Welcomes you to Software and services tool

***Note: This is an automated e-mail message; please do not respond directly. ***

Dear IBM customer/business partner:

We appreciate your decision to obtain IBM software and or services. As an additional program benefit, we would like to invite you to the Software and services tool. This e-mail provides information on how to access the Software and services tool.

The Software & services tool offers a secure online experience at the same time allowing access to downloads and account management.

Features and benefits

* Customers & Business partners that have purchased IBM Software have 24x7 access to Software downloads and the ability to set user preferences. This will ensure you see only those downloads of interest to you. Additional download finder options are also available.

* Manage access to the "Software and services tool" provides you the flexibility to grant access to an unlimited number of users.

You have been designated as the primary contact for your Site. As the Primary Contact, you must complete the registration process below and you will be responsible for authorizing additional users from your company to access the Software and services tool.

Software and services tool - REGISTRATION PROCESS

Please take the time to read these steps carefully.

Full access to the Software and services tool requires an IBM Temporary passcode, which is sent via mail for security reasons.

The IBM Temporary passcode is included in your Welcome letter which is mailed to you. Note: If you do not receive the welcome letter within 10 business days from receipt of this e-mail, please contact the IBM eCustomer Care team as indicated below.

* For immediate access to software downloads, please follow Registration Process A. Otherwise, please follow Registration Process B.

Registration Process A: Immediate Access to Software Downloads - with Subsequent Full Access

(1) Access the Software and services tool at: [https://www\[Environment URL\].ibm.com/software/howtobuy/softwareandservices](https://www[Environment URL].ibm.com/software/howtobuy/softwareandservices) and select "Customer sign in"

(2) If you already have an IBM ID and password created elsewhere on ibm.com you may enter these into the fields for "IBM ID" and "password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.

(3) Click on the "Software download and media access" link while you wait for your temporary passcode to be mailed.

You now have access to download your entitled software.

Subsequent Full Access

When you receive your Welcome letter containing the IBM Temporary passcode, please perform the following steps to gain full access to the Software and services tool.

(1) Follow the above steps to reach the Sign in page and enter your IBM ID and password.

(2) You will be prompted to enter the eight digit alpha numeric IBM Temporary passcode from your Welcome letter. You will now have full access to the Software and services tool. Please explore the online features.

Registration Process B: Full Access to the Software & services tool.

When you receive your Welcome letter containing the IBM Temporary passcode, please follow these steps for full access.

(1) Access the Software and services tool at:

[https://www\[Environment URL\].ibm.com/software/howtobuy/softwareandservices](https://www[Environment URL].ibm.com/software/howtobuy/softwareandservices)
and select "Customer sign in"

(2) If you already have an IBM ID and password created elsewhere on ibm.com you may enter these into the fields for "IBM ID" and "password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.

(3) Continue to the next page to complete the process by entering the eight digit alpha-numeric IBM Temporary passcode from your Welcome letter, in the corresponding fields and selecting submit.

You will now have full access to the Software and services tool. Please explore the online features.

Yours sincerely,
IBM eCustomer Care Team

If you need additional information, please refer to the link below to locate world wide contact information for the IBM eCustomer Care Team:

[https://www\[Environment URL\].ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html](https://www[Environment URL].ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html)

Site number = [Customer number]