

Passport Advantage Online for customers FAQs

1. What is Passport Advantage Online?
2. Who needs PAO access?
3. How do I request access to PAO and what privileges should I ask for?
4. How do I download software from PAO?
5. How do I request media from PAO?
6. How do I set download and notification preferences?
7. What types of reports are available from within PAO?
8. Who can access and update Account Management and Contact information for our PAO Site?
9. How can I get help if I can't sign in to PAO or if my request for access isn't processed?



What is Passport Advantage Online?

Passport Advantage Online (PAO) is a secure, web-based application that allows IBM software clients and IBM Business Partners to manage their software purchase and download experience. PAO also offers access to Site-specific data and reporting, downloads and account management. Go to [Passport Advantage Online for customers](#) for more information.

[Back to top](#) ↑



Who needs PAO access?

You do! If you are the Site's Primary Contact. As the Primary Contact for your PA Site, you are responsible for all account management related to your Site. You

- Add and delete users
- Approve or reject user request for access
- Assign roles and user privileges
- Process self-nomination requests – requests for Site access
- Update contact information

Even if you are not a Site Primary Contact, you will need access to PAO to perform any of the following tasks:

- Download software or request media
- Purchase software or services for your Site
- Renew IBM Software Subscription and Support
- View Proof of Entitlement (PoE) certificates, entitlement allocations, inventory and deployments
- Query, view or download reports for
 - Active and future software entitlements
 - Active software renewal quotes
 - Migration history
 - Software downloads history

For more information about PAO access, roles and privileges go to [Passport Advantage Online for customers](#).

[Back to top](#) ↑



How do I request access to PAO and what privileges should I ask for?

1. Go to [Passport Advantage Online for customers](#)
2. Click 'Sign in' and enter your IBM ID and Password
3. Complete the online (self-nomination) form

Be sure to use the business justification field to explain why you believe you need access. For example, if you need to download software, say you need access to the Software download and media access application.

Applications

- Software download and media access / Purchase and renewal
- Reporting (Software and service online access privileges)
- Entitlements: Entitlement inventory and deployment updates
- Account Management
 - Contact update
 - Account-related documents

4. Click submit to send you access request to your Site's Primary Contact for approval.

[Back to top](#) ↑



How do I download software from PAO?

First, make sure you know your IBM ID and Password and that you have Software Download and Media Access privileges for your PAO Site. If you don't have the necessary privileges, you will need to request them before you can proceed.

1. Go to [Passport Advantage Online for customers](#)
2. Sign in with your IBM ID and PW
3. Choose "Software downloads & media access"
4. Select 'Download software' to search for entitled software by part number or by part description or browse using 1 of 3 entitled software view options
 - All products
 - My preferred products
 - Products by brand
5. Specify your operating system (OS) and language
6. Click "Continue" to choose the version you wish to download
7. Select "Download"
8. Confirm or change your download options, agree to the Terms and Conditions and click "Download now"

[Back to top](#) ↑



How do I request media from PAO?

First, make sure you know your IBM ID and Password and that you have Software Download and Media Access privileges. If you don't have the necessary privileges, you will need to request them before you can proceed.

1. Go to [Passport Advantage Online for customers](#)
2. Sign in to PAO with your IBM ID and PW
3. Choose "Software downloads & media access"
4. Select "Request media"
5. Choose a product
6. Select from the list of available media packs
7. Agree to the Terms and Conditions to continue
8. Add to cart
9. Proceed to checkout, continue shopping or save your cart for future checkout
10. To complete your order
 - a. Review and update your billing and shipping information
 - b. Agree to the IBM Passport Advantage and International Program License Agreement terms and any additional terms listed in the License Information Document

*You are entitled to one copy of each new media pack. Custom duties, taxes, levies or fees imposed by a local or country authority may apply.

For more detailed information, please go to [Software download / media access](#).
www.ibm.com/software/passportadvantage/pao_download_software.

[Back to top](#) ↑



How do I set download and notification preferences?

To set “Preferred products” and subscribe to eNotifications, start at the Software download and media access menu, then:

1. Select Preferences
2. Choose your download location from the dropdown menu
3. Select your preferred download method
4. Select ‘Yes’ to subscribe to eNotifications, enter your email address, and select your email language and frequency
5. Save your settings
6. Use the “Preferred products” list to select your OS, product language, product release date and products*
7. Save your settings

*Product brand and product name fields are pre-populated based on your entitlements.

For more detailed information, please go to www.ibm.com/software/passportadvantage/pao_download_software.

[Back to top ↑](#)



What types of reports are available from within PAO?

PAO includes the following reporting options

- Active and future software entitlements
- Active software renewal quotes
- Migration history

Note: This report is only applicable for Passport Advantage transactions.

- Software downloads history

Note: Only authorized users may query, view and download reports.

If you are authorized to run reports:

1. Sign in to your PAO Site with your IBM ID and password
2. Select “Reporting”
3. Select a report type
4. Specify your report criteria using drop downs and pick lists

Note: Fields marked with an asterisk are mandatory.

5. Sort

Note: This is a required step for all reporting.

6. Click to ‘Submit Summary Report’, ‘Submit detail report’, ‘Save as default’

Note: Options vary by report type

For additional information, go to www.ibm.com/software/passportadvantage/pao_reporting.

[Back to top ↑](#)



Who can access and update Account Management and Contact information for our PAO Site?

Account Management is used by your Primary Contact and designated Secondary Contacts to grant PAO access and assign roles, application permission and use privileges for your Passport Advantage Site. Key Account Management tasks include:

- **Update contacts** – Enables you to keep your company’s contact information accurate. Updating these contacts ensures that the correct person in your company receives information regarding Passport Advantage offerings.
- **Manage access** – Enables Primary and Secondary contacts to add new users, grant or deny user requests for access, change or delete user access to Passport Advantage.
- **Register for access to additional Site** – If you are the Primary Contact for more than one Passport Advantage Online, use this tool to be authenticated for view access to each site.

For additional information about PAO Account Management go to www.ibm.com/software/passportadvantage/pao_account_management.html

Back to top ↑



How can I get help if I can’t sign in to PAO or if my request for access isn’t processed?

If you need login or download assistance, reach out to the [eCustomer care team](#).

eCustomer Care provides support over the phone during local business hours and via email.

Note:

- Operating hours vary by country.
- Email response time is between 24 and 48 hours

Back to top ↑

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