

The value of Passport Advantage Online
for customers



Passport Advantage Online for customers



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Among the services you'll find on the Web are:

Software Download

You'll call it easy access. You won't have to remember where you put your CDs, and you won't have to wait for your software to be delivered. You can download and install the new releases and upgrades of your covered products upon commercial availability by using the Software Download tool on the site, at your convenience.

eNotification

We let you know as soon as product upgrades are ready for download or for requesting CDs by sending you an e-mail notice. You can change who receives these notices, how often and in what language by visiting Passport Advantage Online and updating your eNotification preferences. No calendar-checking required, no missed windows of opportunity to find out about upgrades, no anxiety. All you have to do is check your e-mail or simply access Passport Advantage Online.

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Contact update

Allows you to review and update the contact information we have on file for your Primary, Administration/POE, Software Maintenance, Media Shipping, Software Maintenance Renewal, Billing and Site Technical Contacts, and the e-mail addresses your business has on file for the offering (don't you wish everyone would make it this easy?).

Reporting

See your history, plan your future. Your account information is ready and waiting, any time you want to map out business strategy through the reporting features. You can generate reports about downloaded software, media order history, entitled software and purchase history.

How to get there:

1. *Go to Passport Advantage Online at **ibm.com**/software/passportadvantage and choose **Passport Advantage Online** tab and then **For customers** to register.*
2. *Create an IBM registration user ID and password to access all IBM sites.*

IBM registration allows an unlimited number of users to have their own user IDs and passwords to access the tool. The Primary Contact for your organization must be the first to register, and is required to grant access to other users.

Up to four users can have Secondary Contact access, allowing them to grant access to additional users. Plus, there is no limit to the number of people who can have user access.

Note: There are two distinct access lists relative to Passport Advantage Online and the Electronic Service Request (ESR) tool. To access the ESR tool from the Support site or from any specific product support site, click **Submit and track problem** links.

eCustomer Care

ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

For registration questions, navigation assistance and general questions on Passport Advantage Online, click the link above to contact the eCustomer Care Team.

*As a Passport Advantage or Passport Advantage Express customer, your organization has its own secure Web tool. Downloading or requesting CDs of new releases and upgrades, renewal notification, POE certificates, and account information are all in one place for you. Go to Passport Advantage Online at **ibm.com**/software/passportadvantage and choose **Passport Advantage Online** tab and then **For customers**.*



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