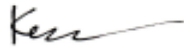Welcome to IBM Support,

Did you know that you can edit and track your open Service Request online? Find out more about the IBM Service Request tool, as well as the Support Portal and other useful tools, below.

IBM Support spans the globe with experienced professionals, who are ready to assist when you need support. It also includes many online Electronic Support tools. All of this is provided through your IBM Subscription & Support agreement, as part of IBM's total software solution. Let us know about your support experience or if you are interested in a one-hour web meeting to review all the tools: swgesprt@us.ibm.com

Ken McQuade, Director
IBM Application & Integration Middleware
Support Strategy

Find online technical support	Access the Service Request tool	Use the Service Request tool
IBM Support Portal - your one-stop shop for all IBM technical support information. - Sign in with your IBM ID to access all support tools - Choose the product(s) you use - Choose a support tab across the top for just the information you need - Learn about all the Electronic Support tools and view the videos **Follow us!** ![twitter] http://bit.ly/SPcjNf ![blogger] http://bit.ly/aLjqkl ![facebook] http://bit.ly/fEVi43	Save time with the Service Request (SR) tool: - Click Service Request tab at top of Support Portal or access directly - Register as a 'Basic' user for first-time users - Review Basic, Full access levels and other helpful FAQs in the new online help	- Create, edit, manage service requests - Attach troubleshooting files - Receive email notification about updates - Track open and closed service requests - Download reports - Request 'Full' user status if needed

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