

# Getting SPSS Product Support at IBM

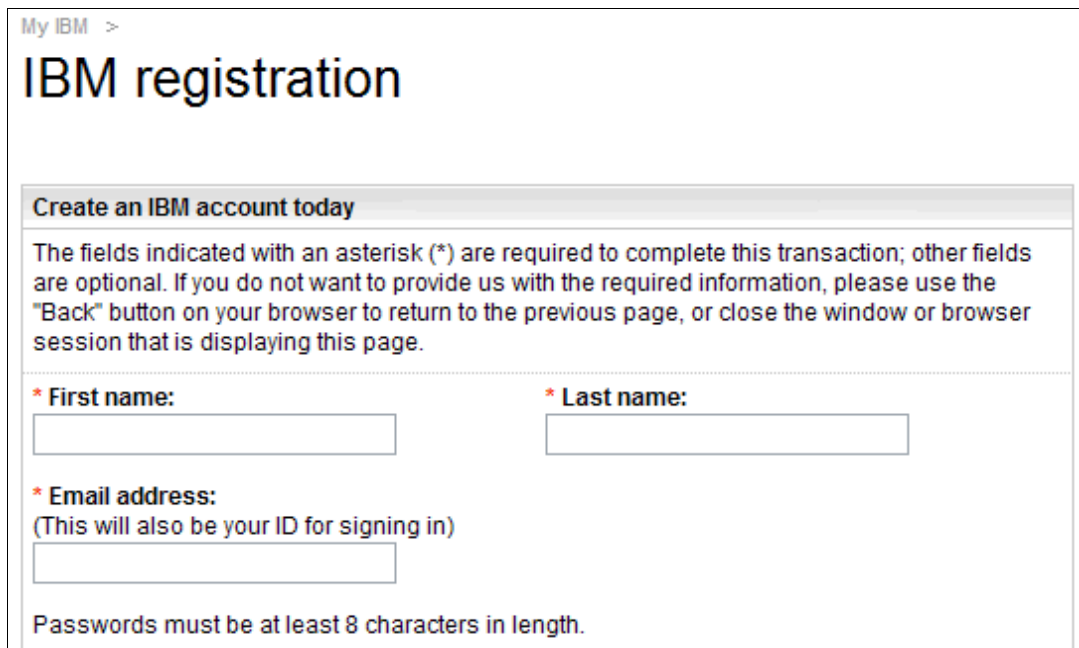
Getting support at IBM is a multi-step process. Step 1 enables you to access knowledge articles, patches and notifications. Step 2 enables you to submit problems online to Technical Support Specialists.

## Step 1 - Register on [www.ibm.com](http://www.ibm.com)

Registering on [www.ibm.com](http://www.ibm.com) enables access to the Technical Support knowledge base, patches and pro-active technical notifications for your products.

- **Register to get your IBM Web ID:**

<https://www.ibm.com/account/myibm/profile.do?cc=us&lc=en&page=reg>



My IBM >

## IBM registration

**Create an IBM account today**

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

\* **First name:**

\* **Last name:**

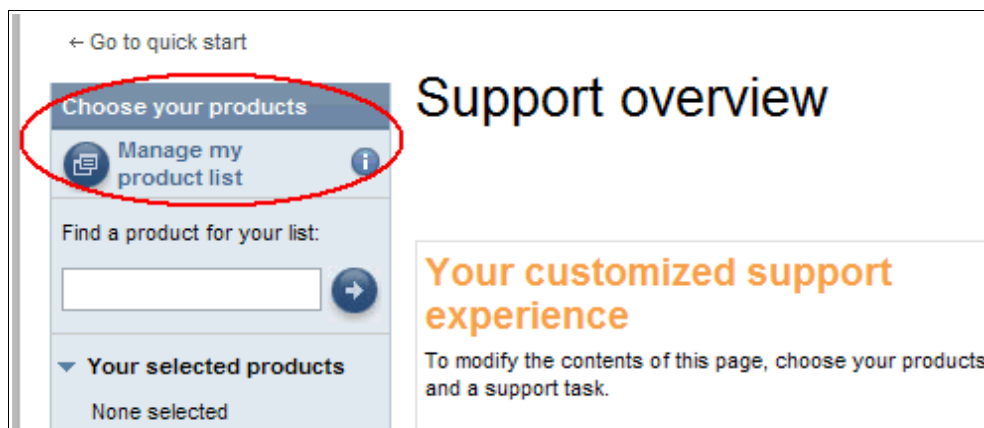
\* **Email address:**  
(This will also be your ID for signing in)

Passwords must be at least 8 characters in length.

- **Choose your products:**

<https://www.ibm.com/support/entry/myportal/Overview>

Select "Manage my product list" or "Go to quick start"



← Go to quick start

## Support overview

**Choose your products**

**Manage my product list**

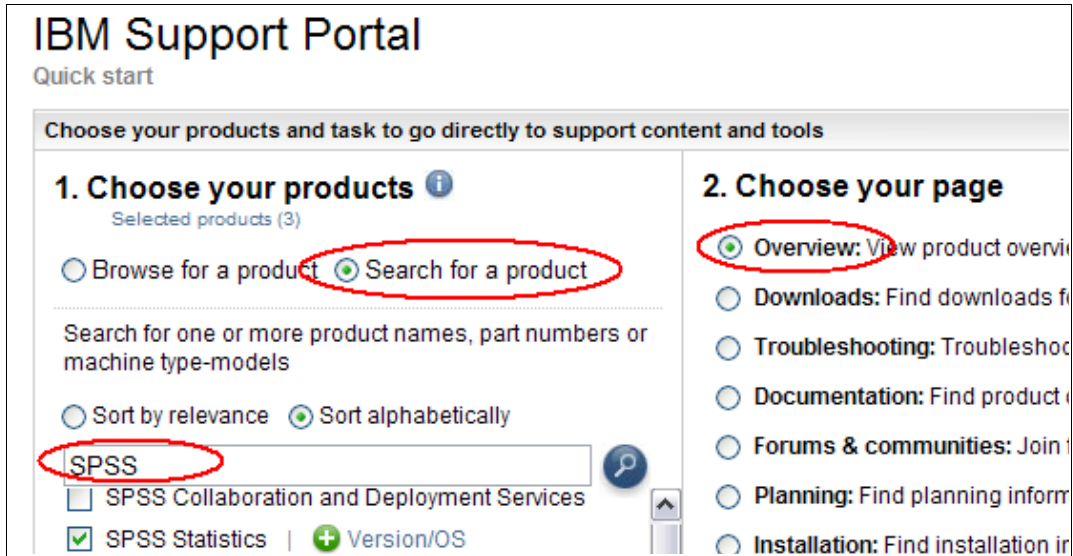
Find a product for your list:

▼ **Your selected products**  
None selected

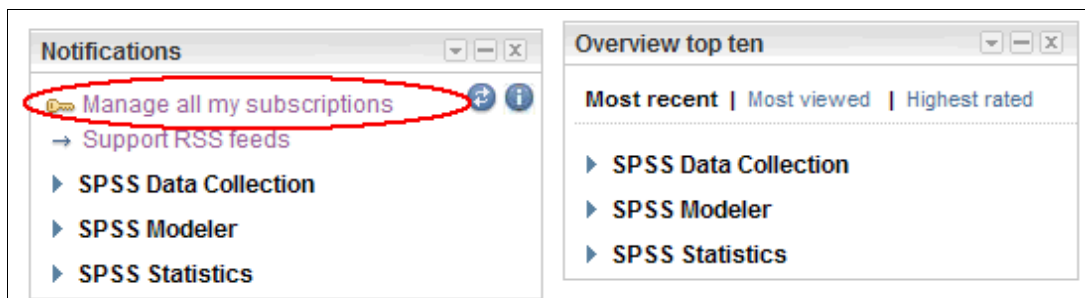
**Your customized support experience**

To modify the contents of this page, choose your products and a support task.

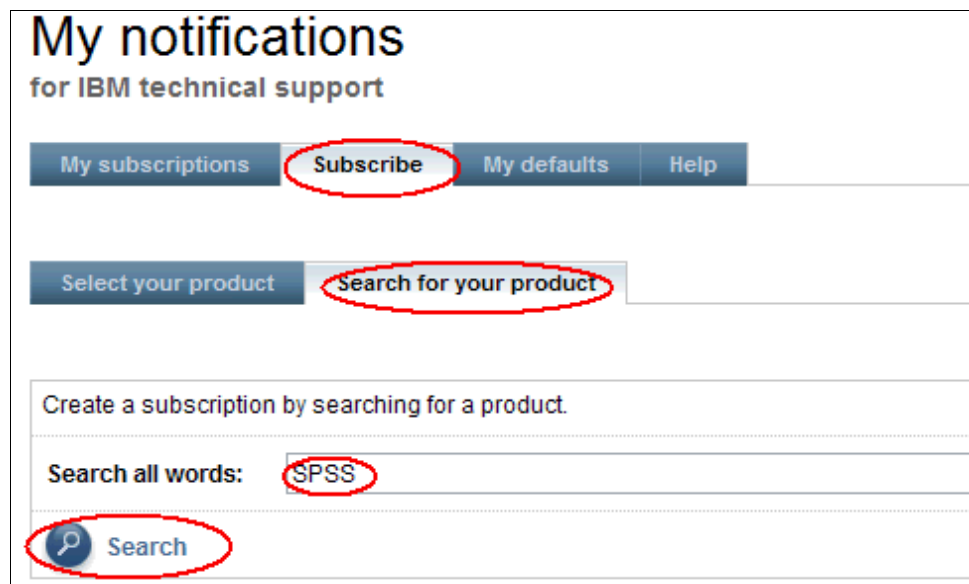
Use "Search for a product", type "SPSS" and click the Search icon. Select your desired product(s). Choose the "Overview" page and continue.



- **Subscribe to technical product announcements:**  
<https://www.ibm.com/support/entry/myportal/Overview>



Click the "Subscribe" tab, and "Search for your product" - type in "SPSS" and click the Search icon to choose your product.



## Step 2 - Register with IBM Service Request (SR)

Registering with Service Request enables you to submit, update, and review problems with SPSS software to SPSS Technical Support specialists. You must complete Step 1 above and have an IBM Web ID before you attempt to register with IBM Service Request.

- **Note to Students: Register on our Student Resource page**  
<https://www.ibm.com/software/analytics/spss/academic/support.html>  
You do NOT need to complete the steps below to submit cases via the Student Portal which provides web-based assistance to students for licensing and installation questions.

- **Determine your ICN (IBM Customer Number)**  
Your IBM Site Technical Contact can provide tell you the ICN you should be using.

If you do not know your IBM Site Technical Contact and have a login on the SPSS Technical Support web site, sign in to the SPSS Technical Support web site to locate your IBM Site Technical Contact:  
<http://support.spss.com/Tech/default.asp?page=ShowIBMContact.asp>

If you do not know your IBM Site Technical Contact and do NOT have a login on the SPSS Technical Support web site, please email IBM Business Analytics Client Care: [clientcare@ca.ibm.com](mailto:clientcare@ca.ibm.com)

If you are the IBM Site Technical Contact and do not know your ICN, please email IBM Business Analytics Client Care: [clientcare@ca.ibm.com](mailto:clientcare@ca.ibm.com)

- **Request Service Request (SR) Access for Non-IBM Site Technical Contacts**  
<https://www.ibm.com/support/servicerequest/relationship/nomination.action>

You will be required to sign in with your IBM Web ID from Step 1. This request will be sent to a Technical Contact at your company and you will receive emails with the status of your request. You can return to this page to check the status of your request.

### My agreements

Access to create and update service requests in IBM Service Request requires that you are linked to your company's entitlement. You can request access by using the Request access links below.

When you request access the request will need to be approved. The approval will be done by your Site Technical Contact or Technical Contact if one exists. If one does not exist, the approval will be done by IBM administrators. The status of your request can be seen below. A status of pending indicates the request is waiting to be processed.

Some access requests can be processed and approved automatically. The automated approvals require that your email address is verified. Please see the Email verification section to see your current verification status.

To add or change the IBM SR access for Passport Advantage Accelerated Value Program please contact your Accelerated Value Program Manager.

**Authorized user** | Technical Contact | Site technical contact | Business partner

Most users of IBM Service Request are Authorized Callers. An Authorized Caller can create and update service requests. An Authorized Reader can read existing service requests.

Use the Request a new relationship link to request access. You will need your IBM customer number or a machine type and serial number.

Your access request will be processed by your company's Site Technical Contact, Technical Contact or an IBM administrator.

[Request access](#)

Use the “**By customer**” option to request access, and enter your ICN (IBM Customer Number) and your country.

## Request access

### Identify your organization


To complete your request we need know which IBM customer organization you represent. We can verify your customer information using either your IBM customer number or your entitled machine information. Please select the method that best fits your situation.

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

#### Identify your organization - Authorized Caller and Authorized Reader

**By customer**  
Please enter your customer information below. If you don't know this information, your organization's contracting or purchasing office may be able to help you.

IBM customer number\*

Country/region\*    
If you do not see your country/region in the list, please contact [IBM country/regional support](#) to determine which country/region you should choose.  
[Get Adobe® Reader®](#)

**By machine type and serial number**  
If your support agreement includes supported machines, please enter your supported machine information below.

- **Request Service Request (SR) Access for IBM Site Technical Contacts**  
[https://www-947.ibm.com/support/entry/portal/Open\\_service\\_request](https://www-947.ibm.com/support/entry/portal/Open_service_request)

You will be required to sign in with your IBM Web ID from Step 1. If you have not yet verified your email with the Service Request system, you may be asked to do this before you are allowed to submit a service request or manage your users.

← Go to quick start

## Service requests (PMRs)

### Support for my selected products

IBM Service Request for software

**You must sign in to the IBM Support Portal to access IBM Service Requests.**

Find the correct service request tool

Select to find the correct service request tool for all IBM software and hardware

Send request to

Choose your products

Manage my product list

Find a product for your list:

Your selected products

- ✓ SPSS Modeler [ Edit ]
- ✓ SPSS Statistics [ Edit ]

Share this product list

If you have trouble when you attempt to register, or attempt to use the IBM Service Request section of the web site after you have registered as described above, contact the Service Request Help Desk: [srhelp@us.ibm.com](mailto:srhelp@us.ibm.com)