

Get customized software support and upgrade notifications

IBM Software Subscription and Support





Use software subscriptions to your advantage

IBM Software Subscription and Support (S&S), delivered with virtually all IBM software licenses, provides you with access to software updates and technical support —around the clock and around the world.

But, in today’s ever changing world, knowing when new software capabilities, features and functional enhancements are ready for download and where to find fixes and the latest technical support information is not always easy.

Fortunately, IBM can help you keep up with dynamic business and IT environments with profile-driven emails delivered to your inbox.

You decide what you want to learn about and how often you want to be notified – it’s that easy.

It all begins with your IBM ID and password

Your IBM ID opens doors to customized content almost anywhere and everywhere you travel across ibm.com.

If you have not yet registered for an IBM ID, take a minute to [create one now](#).

If you already have an IBM ID, remember to [revisit your settings](#) as your responsibilities and interests change.

Start with your primary responsibilities

Use them to decide how best to set customized software support and upgrade notifications preferences

Primary responsibilities	Create and customize your IBM ID	Set your IBM support notification preferences to receive MyNotification emails about	Set your software update notification preferences to receive eNotifcations emails about
Technical (Strategists and Architects)	Yes	New capabilities, changes to systems & server integration support	New versions, releases, bundles, changes to entitlements
IT Operations (Configuration, deployment, systems management, support and maintenance)	Yes	New and enhanced features, fixes, function	Availability of new versions, releases and end of support dates
Financial / budgeting Procurement, compliance	Yes	Optional	Changes to software portfolio product capabilities, features, entitlements
Power / end user	Yes	Yes	

Customize your ibm.com experience

Once you sign in using your IBM ID, you can personalize your ibm.com experience based on your accounts, roles, primary responsibilities, priorities and preferences.

- [View and edit your IBM profile](#) as often as you like. Add new software and hardware to ensure that your personalized IBM experience evolves to meet your changing IT and business requirements.
- [Configure RSS feeds](#) for even more targeted information
- Use [Subscription Services](#) to configure eNews delivery specific to your needs

Set your IBM Support notification preferences

Customize your [IBM Support](#) portal experience and configure your support notification preferences to ensure you get the information you need to plan, manage and maintain your IT infrastructure for optimal performance.



Subscribe to receive alerts, updates and technical information specific to your interests, role and responsibilities using the **My Notifications** function.

- Select the IBM software, hardware and services you use today and those that you are evaluating for the future
- Specify the types of information—flashes, downloads, fixes, troubleshooting, new product publications—most important to you and what you do
- Indicate how you would like to receive support notifications—via email, Really Simple Syndication (RSS) feeds or directly in a folder you create within the Support Portal—and how often

Change your support profile and subscriptions as often as you like to reflect your current interests and needs.

Set your software update notification preferences

Software update notifications are set in [Passport Advantage Online](#) – a secure Web-based tool*.

Passport Advantage® Online (PAO) provides access to a wide array of tools to help you manage your account. In addition to enabling you to renew your Software Subscription and Support and acquire new licenses for software products, PAO lets you set personalized product download and notification preferences called **eNotifications**.

- Go to www.ibm.com/software/passportadvantage
- Select ‘Passport Advantage Online’
- Click ‘customer sign in’*
- Select ‘Software downloads and media access’ from the left navigator
- Choose ‘Set your preference’
- Your selections will apply to both your download and eNotification preferences

Why IBM?

IBM Software Subscription and Support offers simple, cost-effective protection for your business-critical software. Leverage advantages such as increased speed, better security, improved responsiveness to threats, platform mobility and new functionality to gain a competitive edge.

IBM Software Subscription and Support can help you:

- Capitalize on the availability of new versions, releases and modifications to your licensed IBM software
- Leverage new support information—including downloads, flashes, red alerts, technical notes and drivers (releases, fix packs, updates and other support code)—via the IBM Support Portal
- Stay on top of new product announcements
- Keep informed of lifecycle changes, including end-of-support announcements

For more information

To learn more about IBM Software Subscription and Support, contact your local IBM representative or IBM Business Partner, or visit: ibm.com/software/subscriptionandsupport: ibm.com/software/subscriptionandsupport



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