

IBM Passport Advantage Online for Customers - Manage Access



IBM software customers who participate in Passport Advantage (PA) or Passport Advantage Express (PA Express) can use Passport Advantage Online (PA Online) to easily manage their account. PA Online provides a broad range of benefits by giving customers access to their own secure, password protected web application. They have on demand access to tools, information, and products whenever they need it, all in one location.

This document covers the PA Online manage access feature which allows the customer to control who from their company should be able to access PA Online and which feature they can use.



Only the Primary Contact, and users which the Primary Contact has added as Secondary Contacts to share this responsibility, can use the manage access feature.

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Where to Find Passport Advantage Online

Passport Advantage Online can be accessed from the Passport Advantage landing page
<http://www.ibm.com/software/passportadvantage>. Click on the Passport Advantage Online tab and then choose 'Customer sign in'.

Direct link to Sign in screen:

<http://www.ibm.com/software/passportadvantage/paocustomer>

PA Online is available to an unlimited number of users per Passport Advantage / Passport Advantage Express Site. An IBM ID and password is needed to access PA Online. If a user who needs access to PA Online does not already have an IBM ID one can be created by choosing the “register” link on the above Sign in screen. Next the

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IBM ID needs to be authenticated against the specific PA / PA Express Site for which access is needed to PA Online (for more information, please see *Quick Guide IBM Passport Advantage Online for Customers Registration Process*) and the Primary Contact or Secondary Contacts need to determine the appropriate your user type and necessary access privileges controlling which features of PA Online the user can use.

Manage Access



The manage access feature is available from within PA Online. From the left navigator, under 'Account management', choose 'Manage access'. Here Primary and Secondary Contacts can perform the following tasks to control who from their company should be able to access PA Online and which feature they can use.

- Manage access for **existing users** or delete existing users
- **Process self-nomination requests for new users**
- **Add additional users** directly by entering the user's IBM ID and e-mail address

Manage access for existing users

To update access privileges for a user, select that user from the table below and follow instructions on the next page. To delete a user, select that user, then select "Delete user" at the bottom of the next page.

User information		Application	Access privilege
IBM ID	PAOPrimaryContact@uk.....	Purchase & download	Full
First name	Primary	Other functions	Limited
Last name	Contact		
User type	Primary contact		
IBM ID	PAOUser2Registration.....	Purchase & download	Full
First name	User2	Other functions	Limited
Last name	Registration		
User type	User		
IBM ID	paouserregistration@.....	Purchase & download	Full
First name	User	Other functions	Limited
Last name	Registration		
User type	User		

Process notified users and self-nomination requests

The following individuals have requested access or have been sent an e-mail telling them how to gain access. Please select a name from the list below to approve or deny each access privilege request.

Select user	Last name	First name
Select	Registration	User3
Select	Contact	Secondary

Add additional users

Directly add an individual's access privileges without a self-nomination request by entering the user's IBM ID and email address. [Add a user](#)

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The different options are explained in detail below.

Manage access for existing users or delete existing users

Here you can make changes to a user's user type and access privileges controlling which features of Passport Advantage Online the user can use. Select the IBM ID of the existing user where changes are needed. Determine whether the user is to be a Secondary Contact or a user dependent on what role you want them to have within PA Online. This is done by choosing a role as shown below. Up to 4 Secondary Contacts can be added while an unlimited number of users can be added.



Note

Please note that Secondary Contacts may only be created by the Primary Contact.

Select role

Role*

Secondary contact

User

There can only be one Primary Contact per Site. This person is responsible for adding secondary contacts and users. Secondary contacts can grant user access to this tool. There can be up to 4 secondary contacts per Site.

The next step is to make applicable changes to the existing user's access privileges. You can make access changes as you believe necessary for that person's job and function.

Access privilege areas are outlined below.

Software Download & Media Access / Purchase & Renewal

Provides you the ability to grant users access to all, select or none of the Software download, media access and purchase features. In order to have access to software code and product upgrades for products for which you have active Software Maintenance coverage, software download and/or media access (CD's at no cost) access privileges are needed. Access to purchase provides the possibility to browse and purchase new licenses from product catalogs and to view and order both quotes prepared by IBM Sales Representatives as well as Software Maintenance renewal quotes.

Reporting

Allows users to report on active entitlements, active renewal quotes, order history, migration history and downloads history.

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Entitlements

Allows users to view Proof of Entitlements.

Account Management

'Contact update' provides the user with the ability to nominate contacts and keep them updated to ensure that IBM sends pertinent information to the correct person within your organization.

'eNotifications' provides users with the ability to subscribe or unsubscribe to receive e-mail notifications as product upgrades become available. The subscriber can set preferences for the eNotifications to be received. Language and frequency of the eNotifications can be set and the Users can also tailor the contents of the eNotifications specifying product groups, operating systems and product languages of interest.



Note

Please note: only those products covered by active Software Maintenance will be contained in such notifications.

You can read more about the access privileges controlling which features of PA Online the user can use by clicking [here](#).

The screen below shows the options which can be selected for each access privilege area.

Software and services online access privileges			
Software download & media access/Purchase & renewal*	<input type="radio"/> None	<input type="radio"/> Software download only	<input type="radio"/> Software download & media access only
		<input checked="" type="radio"/> Software download, media access, quotes, product catalogs and license renewal	
Reporting*	<input type="radio"/> None	<input checked="" type="radio"/> View	
Entitlements			
Proof of entitlements*	<input type="radio"/> None	<input checked="" type="radio"/> View	
Account Management			
Contact update*	<input type="radio"/> None	<input type="radio"/> View	<input checked="" type="radio"/> Update
eNotifications*	<input type="radio"/> None		<input checked="" type="radio"/> Update

Once you have completed your selections, click the 'Submit' button. This user and their access levels will then appear in the summary list of existing users on the 'Manage access' page.



Process Self-nomination Requests

Users will appear in the below box if they used the Self-nominate functionality to request access to PA Online for your Site.

You can grant or deny a user's access request by clicking on the 'select' button for the user you which to work with.

Process notified users and self-nomination requests		
The following individuals have requested access or have been sent an e-mail telling them how to gain access. Please select a name from the list below to approve or deny each access privilege request.		
Select user	Last name	First name
Select	Registration	User3
Select	Contact	Secondary

If you opt to grant the user access to PA Online, select user type and access privileges and press the 'Grant access' button. An e-mail is generated to notify the new user that they are now authorized to access PA Online with their IBM ID and password. See example below.

If you opt to deny access, press the 'Deny access' button, provide a reason for the rejection and an e-mail is generated to notify the requestor.

Add Additional Users

You can also set up an additional user without the user having submitting a self-nomination request. Select the 'Add a user now' link from the 'Add additional users' section. You will need the user's IBM ID and e-mail address . You can then choose the user type and access privileges for the user.

Add additional users
Directly add an individual's access privileges without a self-nomination request by entering the user's IBM ID and email address. Add a user now.

Once you have added this user, they will automatically have access to use PA Online. An e-mail is sent as confirmation that they have been given access. See example below:

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IBM Welcomes you to Passport Advantage Online

*** Note: This is an automated e-mail message; please do not respond directly.***

Dear xxxxxxxxxxxxxxx:

You have been granted user access to Passport Advantage Online by xxxxxxxx.

To access Passport Advantage Online, visit ibm.com/software/passportadvantage and select the "Passport Advantage Online" tab and then "Customer sign in".

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM Passport Advantage eCustomer Care Team:

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

Yours sincerely,
IBM Passport Advantage eCustomer Care Team

Self-Nomination for Additional Customer Sites

All users who need access to Passport Advantage Online for **more than one** Passport Advantage / Passport Advantage Express Site, need to associate their IBM ID with each of these additional Sites in order to be able to access PA Online for each of these Sites using the same IBM ID.

The self-nomination feature should be used. Fill in the Site number of the PA / PA Express Site for which you need to be able to access PA Online, indicate if you are the Primary Contact for that site or not and submit.



Self-nomination

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

To request authorization for additional site, please complete and submit the self-nomination request below so that we may route your request for processing.

Customer information

Site number*

I believe I am the Primary Contact for this Site.

- Yes
 No



Primary
Contact

Self-nomination requests for **Primary Contacts** will be routed for approval by the eCustomer Care team. Initial approval will be based on a match between the e-mail address of the Primary Contact for the PA / PA Express Site for which you need to be able to access PA Online and the e-mail address in your IBM ID. To ensure fast access you should first ensure that the e-mail address of the Primary Contact for the PA / PA Express Site is in fact the same as the one used in your IBM ID.

Self-nomination requests for **users** will be routed for approval by the Primary Contact of the PA / PA Express Site.

When access has been granted you will be able to access PA Online for multiple PA / PA Express Sites using your exiting IBM ID. When logging in with your IBM ID you will find a list of Sites to pick from.

If you have already completed the registration process for each of your additional site(s) using a different IBM ID, please contact [eCustomer care](#)

eCustomer Care URL:

http://www.ibm.com/software/passportadvantage/paocustomer/docs/en_US/ecare.html

For more information on the Passport Advantage program and its tools, please visit www.ibm.com/software/passportadvantage



Online
Support



Information