



IBM Passport Advantage Online – How to Manage Access

VO	VISUALS
<p>Passport Advantage Online (PAO) provides secure access to the data and tools you need to manage and update</p>	 A video frame with a dark blue background. On the left, the text 'Passport Advantage Online' is written in white, with 'MANAGE ACCESS' in smaller white letters below it. On the right, there is a stylized compass or navigation graphic with white lines and a blue needle. A video player control bar is visible at the bottom, showing a play button, a progress bar, and a timestamp of -1:09.
<p>Site specific contact information, entitlements and reports.</p>	 A video frame with a dark blue background. A white line represents a path or route across a map. Three blue dots are placed along this path, each with a label: 'Contact info' on the left, 'Entitlements' at the top, and 'Reports' on the right. A video player control bar is visible at the bottom, showing a play button, a progress bar, and a timestamp of -1:33.

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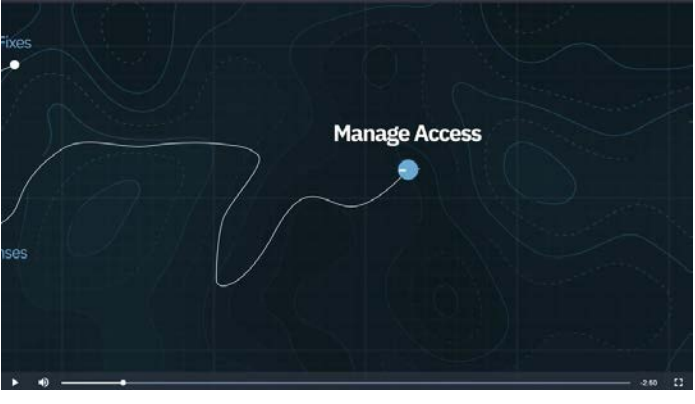
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IBM Passport Advantage Online

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Let's take a closer look at 'Manage Access'.



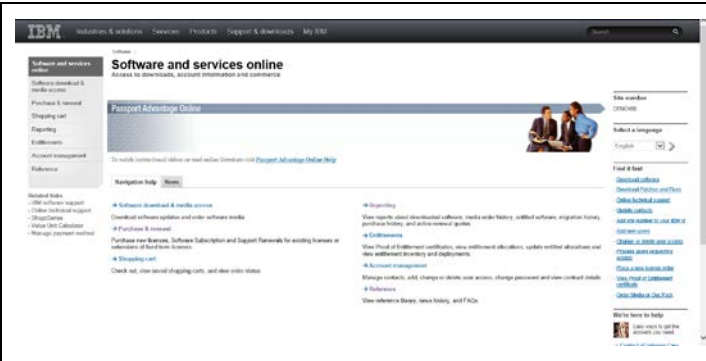
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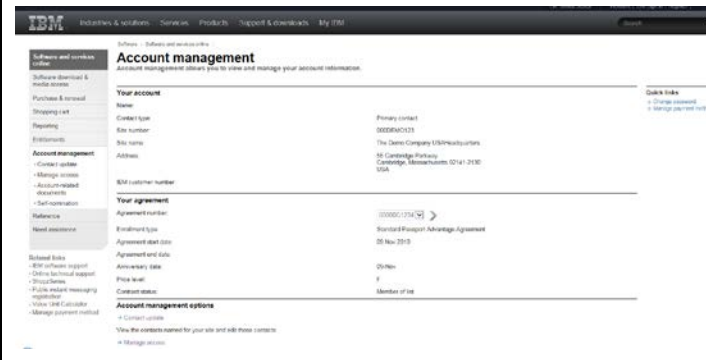
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IBM Passport Advantage Online

With Passport Advantage Online – also referred to as Software and Services online –



account management is key. It governs who can access your Passport Advantage Online Site – and what they can do within the site.


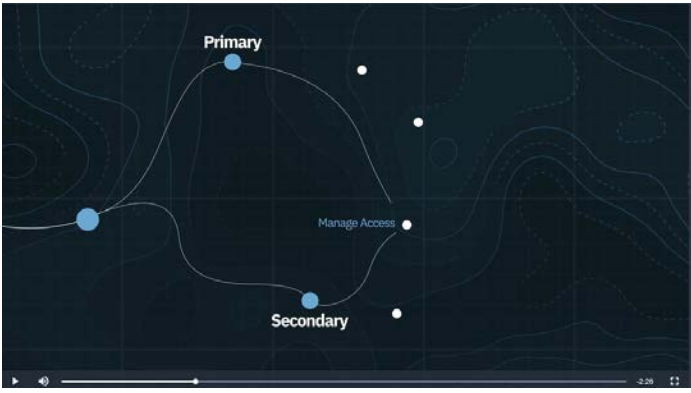


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<p>There are four 'Account Management' functions</p>	
<p>and it's important to understand that only your Site's Primary Contact and Secondary Contacts with update privileges have 'Account Management' privileges.</p>	

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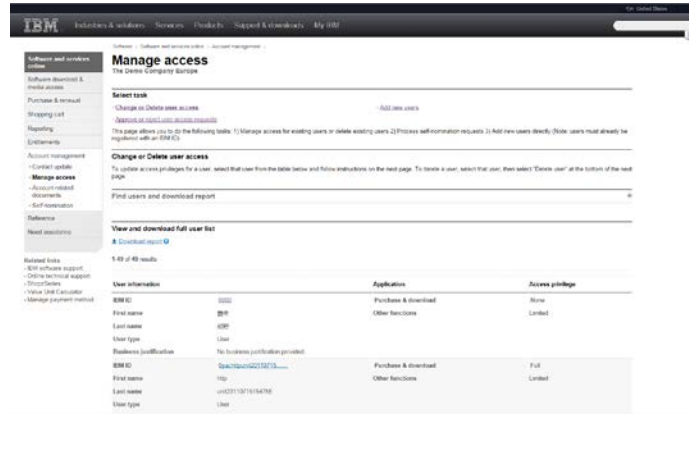
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Today we'll focus on 'Manage Access'.



'Manage Access' is where your Primary and designated Secondary Contacts can



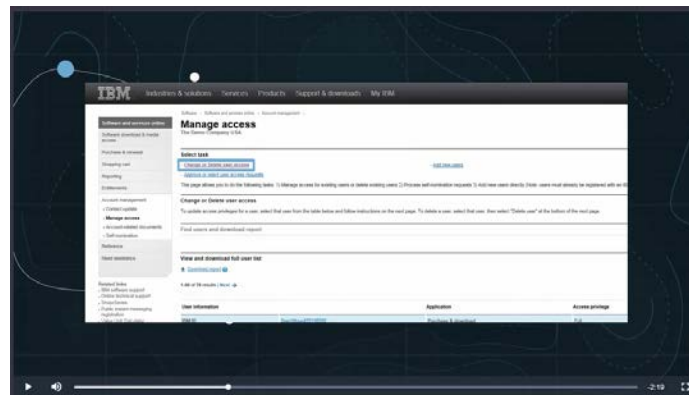
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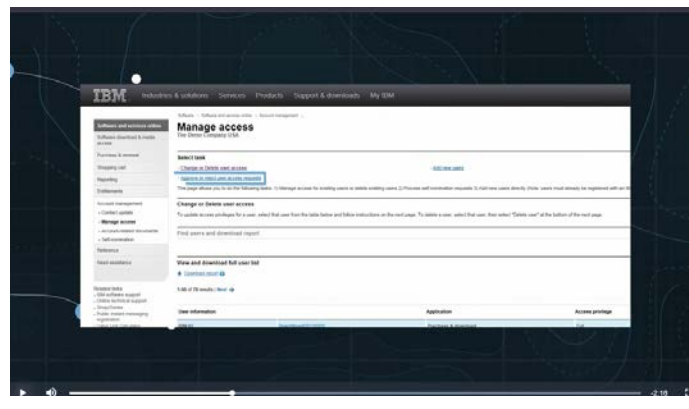
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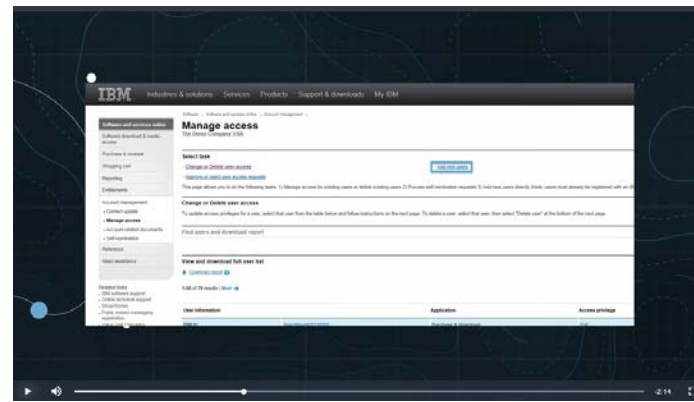
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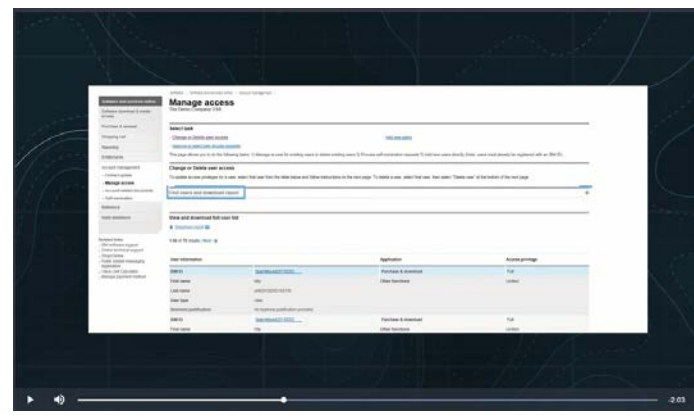
IBM Passport Advantage Online

add new users

Decisions made here ensure the security and the usability of your Passport Advantage Site.



From the 'Change or delete user access' screen, you can expand the 'Find users and download report' option.



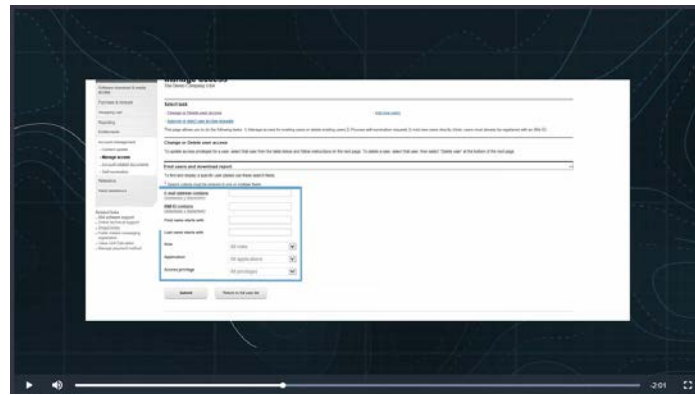
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Or you can search for a specific user.



For each user you select, review and update user information as needed.



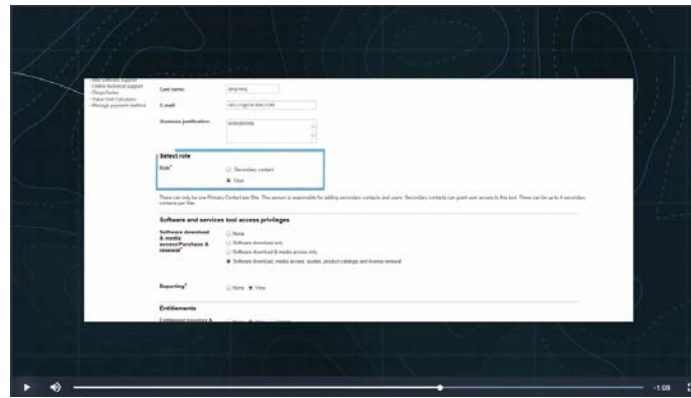
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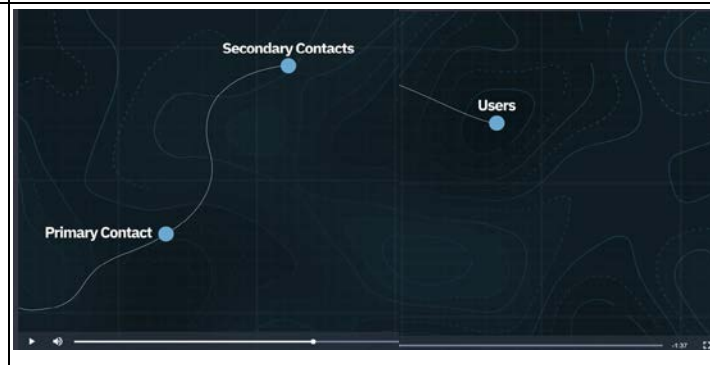
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Select or change a role.



Within PAO there are three defined roles.

1. A Primary Contact – there is only one per Site
2. Secondary Contacts (up to 4) who assist the Primary with a variety of Account Management responsibilities
3. Users – everyone else in your organization who requires access to perform PAO specific tasks.



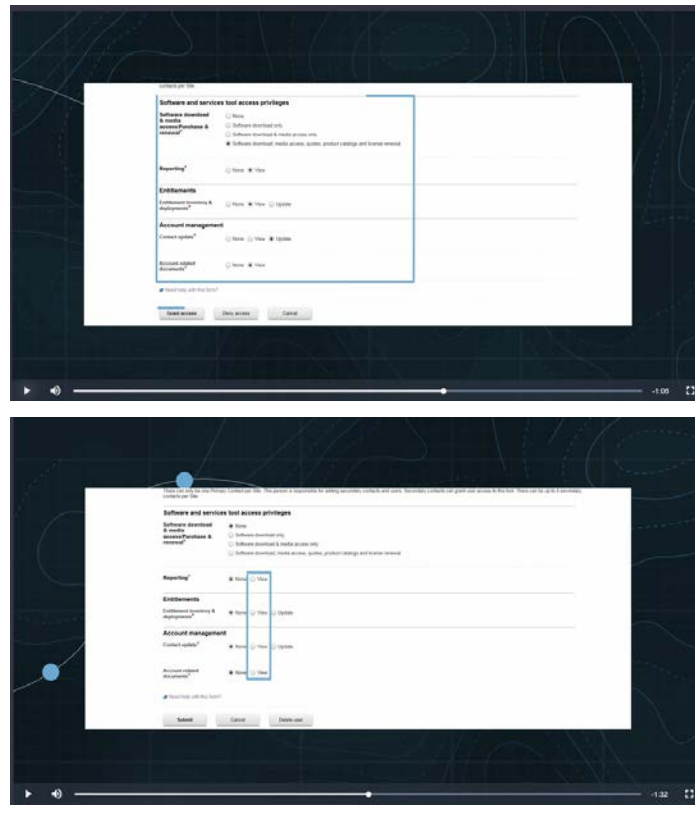
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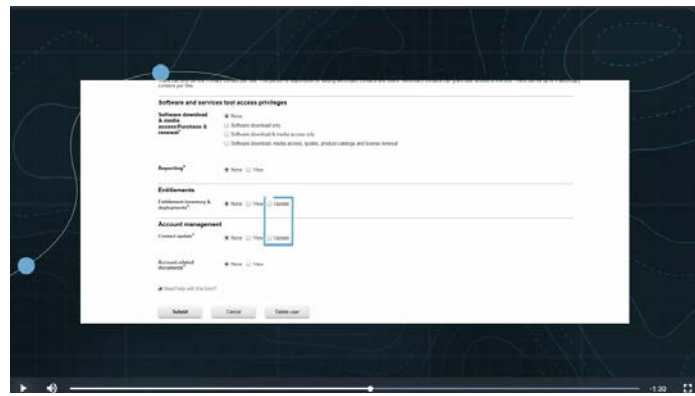
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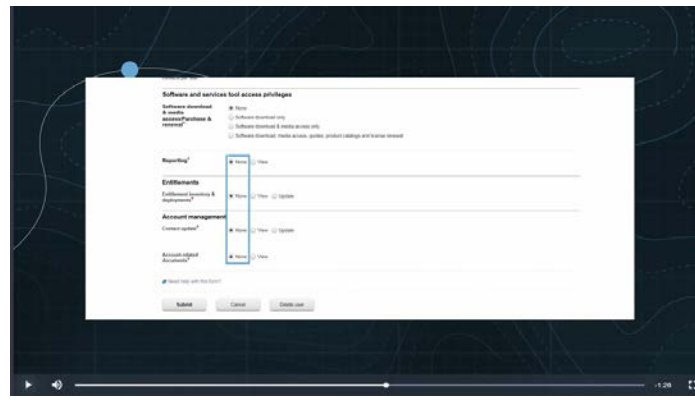
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While others may need update access.



In some instances, a user may not require access to specific privileges.



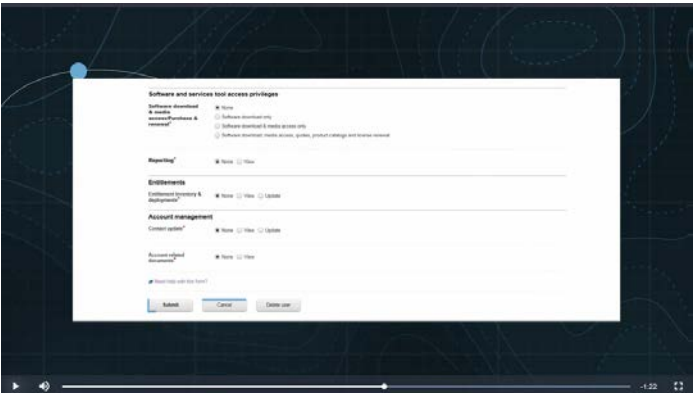
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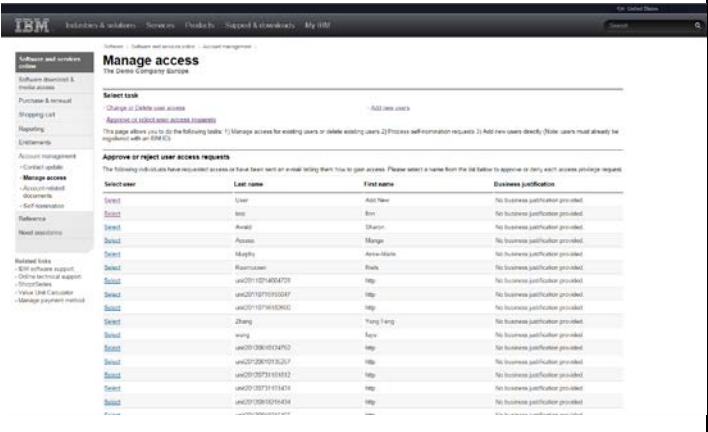
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When you're done, select 'Submit', 'Cancel', or 'Delete user'.



The steps to approve or reject user access requests are similar to the steps required to change or delete user access.

Start by selecting a user.



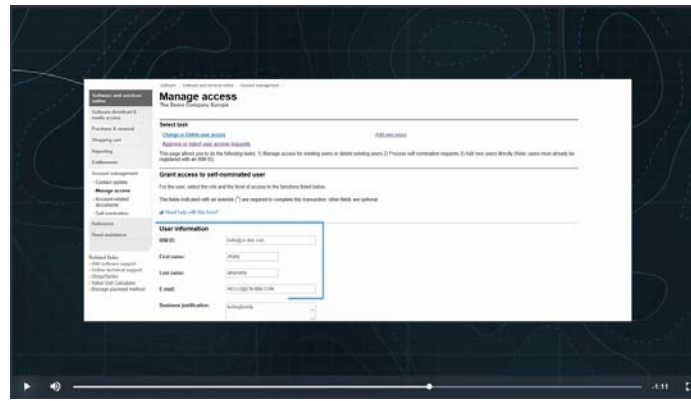
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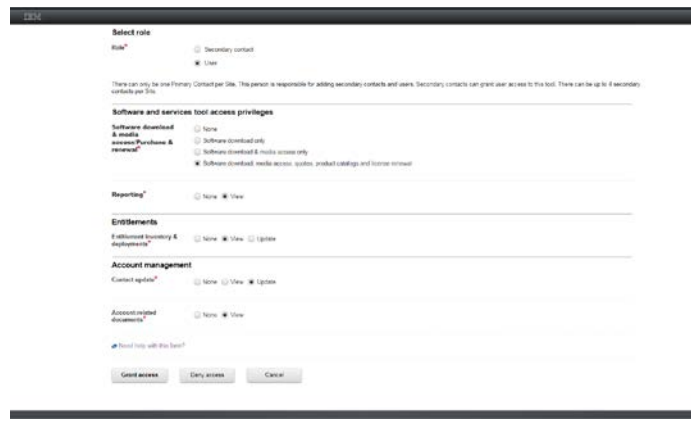
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Review their user information.



Review their requested role and privileges.

And when you're done, click 'Grant access', 'Deny access', or 'Cancel'.



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<p>To add a new user, you will need the individual's IBM ID and email address.</p>	
<p>After you have entered the user information, select a role.</p> <p>Most will be 'users'</p>	
<p>Assign privileges and click 'Submit' or 'Cancel'.</p>	

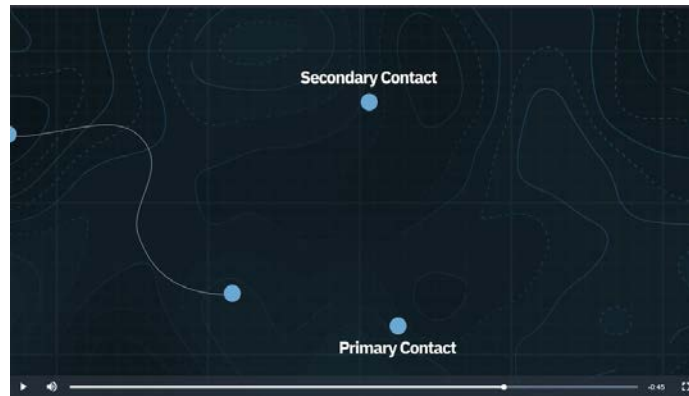
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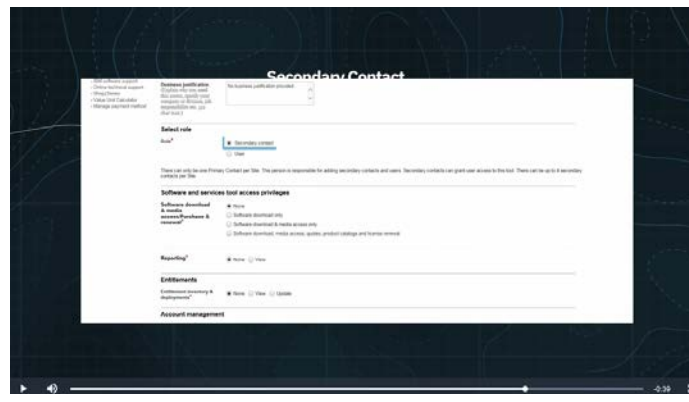
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We recommend you add at least one Secondary Contact to help update information and manage access when the Site Primary Contact is not available.



To do this, check 'Secondary contact' in the 'Select role' field.



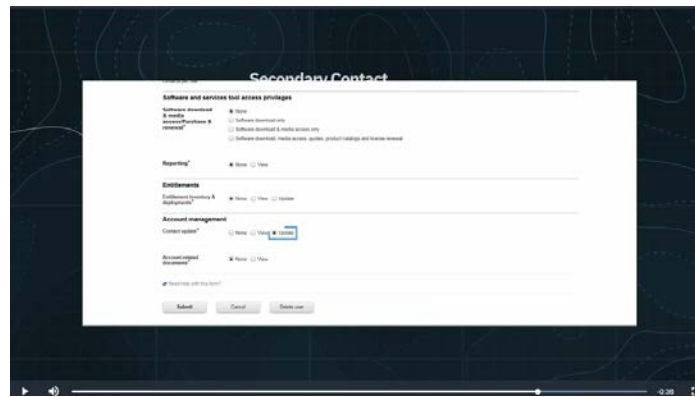
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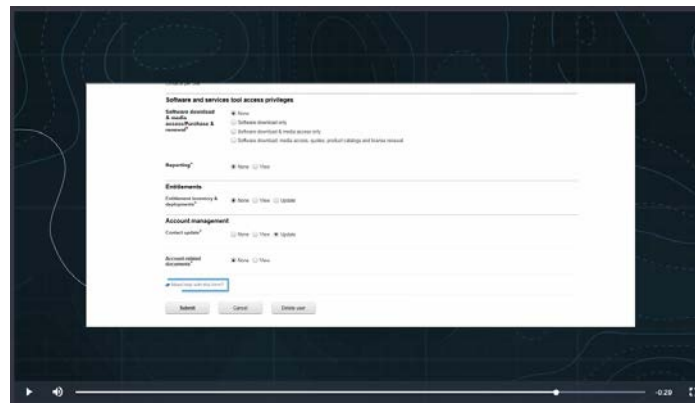
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Select 'Update' under 'Account Management' privileges, and click 'Submit'.



If you would like additional information on roles, click 'Need help with this form'.



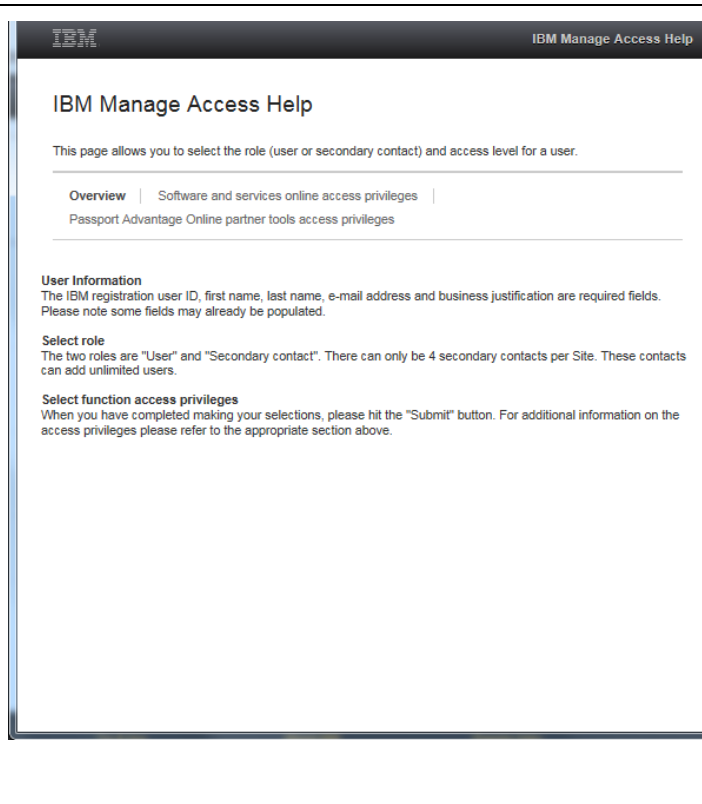
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Open the 'IBM Manage Access Help' and select the 'Overview' tab.



The screenshot shows the IBM Manage Access Help page. At the top, there is a dark header with the IBM logo on the left and the text 'IBM Manage Access Help' on the right. Below the header, the main title 'IBM Manage Access Help' is displayed. A sub-header states: 'This page allows you to select the role (user or secondary contact) and access level for a user.' Below this, there are two tabs: 'Overview' (which is selected and highlighted) and 'Software and services online access privileges'. Under the 'Overview' tab, there are three sections: 'User Information' (explaining required fields like user ID, name, and email), 'Select role' (explaining 'User' and 'Secondary contact' roles), and 'Select function access privileges' (explaining the 'Submit' button and referring to the access privileges section).

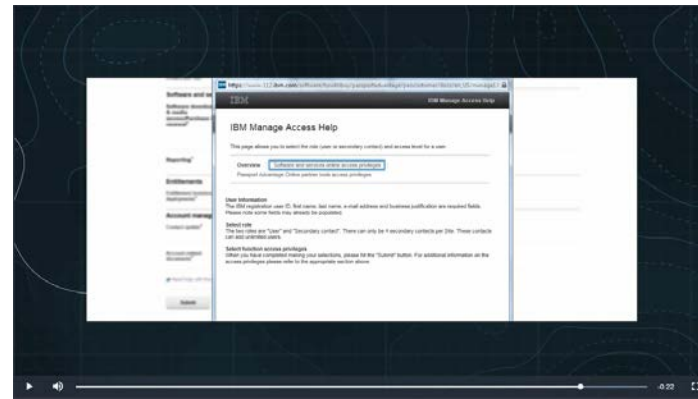
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