IBM Passport Advantage Online

Signing in to PAO as the Primary Contact and adding Secondary Contacts

Abstract: As the Site Primary Contact, you are responsible for activating any new PAO Site and for managing access to existing Sites. Learn what you'll need to do to sign in to PAO for the first time and how you can name up to 4 Secondary Contacts to share Account Management responsibilities.

Passport Advantage Online (PAO) provides secure access to the data and tools you need to manage and update Site-specific contact information, entitlements, and reports.

Authorized users can also sign in to download software and fixes, purchase additional licenses and renew IBM Software Subscription and Support.

Let's take a closer look at the Primary Contact.

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Access to Passport Advantage Online is managed by your Site's Primary Contact.

As a rule, the Primary Contact is the person who signed your Site's Passport Advantage Enrollment form or the person who purchased software under Passport Advantage Express terms.

In either case, there is only ONE Primary Contact per Site.

If you are the Site Primary Contact, start by going to the log in page.

Select Passport Advantage Online and click customer sign in.

If you do not have an IBM ID and password, you will need to complete the New Customer registration form.

If you already have an IBM ID and Password sign in as a Returning Customer.

This will open a one-time Authorization form in a new Window.

Enter the Temporary Passcode provided in your Passport Advantage Welcome letter to link your IBM ID to the Passport Advantage Site Number displayed on the Authorization Screen and click submit.

If you have forgotten or misplaced your temporary passcode, you can request a new one by clicking on "Request temporary passcode." One will be emailed to you and will good for one hour.

After signing in to PAO, your first stop should be Account Management.

We recommend that you add at least one Secondary Contact to assist you with Site management tasks. You may add a total of four.

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To add a Secondary Contact

- Select 'Manage Access' and then 'Add new users'.
- For each person you wish to add as a Secondary Contact, enter the person's name and email address.
- Click "secondary contact" in the "select role" field, and
- Check "update" under account management privileges.
- Click "submit" or "cancel."
- Repeat to add up to four secondary contacts.

For additional information about Passport Advantage, Passport Advantage Online or IBM Software Subscription and Support, go to www.ibm.com/software/subscriptionandsupport