

# Get Started with your IBM Rational Software Purchase

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## Passport Advantage Online



### Access your Passport Advantage Online Account for Software Download and Media Kit

#### Instructions on how to access your Passport Advantage Account

1. Go to: <https://www-112.ibm.com/software/howtobuy/softwareandservices>
2. Select "Customer Sign In". If you already have an IBM ID, log in and proceed to step 3. If you do not have an IBM ID:
  - a. Complete the New Customer required information section.
  - b. Click "Register" and then "Continue".
  - c. Log in by using your IBM ID and password.
3. If you have self-nominated to register as a member of the account, proceed to step 4. If you have not self-nominated to register yourself as a member of the account:
  - a. Enter your Site ID. Refer to [IBM Definition Terms](#) for information about the Site ID and Site Contact.
  - b. Select "Yes" only if you are the Primary Site Contact. Select "No" if you are not the Primary Site Contact.
    - If you are the Primary Site Contact, the nomination is sent to the IBM eCustomer Care Team for approval.
    - If you are not the Primary Site Contact, the nomination is sent to the Primary Site Contact for approval.
  - c. After the nomination is approved, you receive an email notification.
  - d. Log in to your account: <https://www-112.ibm.com/software/howtobuy/softwareandservices>
4. Select "Software Download and Media Access".
5. Proceed with the step-by-step process to continue.

For assistance contact the [IBM eCustomer Care Team](#).



## Access your IBM Rational Software License Keys

1. Go to IBM Rational Support for Licensing: <http://www.ibm.com/software/rational/support/licensing/>
2. If you already have an IBM ID, log in and proceed to step 3. If you do not have an IBM ID:
  - a. Complete the New Customer required information section.
  - b. Click “Register” and then “Continue”.
  - c. Log in by using your IBM ID and password.
3. Under License keys and activation kits, click “IBM Rational License Key Center”.
4. Click “Continue”.
5. If you are the [Primary Site Contact](#) or the [Site Technical](#) Contact for the Passport Advantage account, you are automatically assigned as a default member of the Rational License Key Center Account. You receive a Welcome email from [rationallicense-keys@subscribenet.com](mailto:rationallicense-keys@subscribenet.com). Follow the instruction in the email to access your account for the first time.
  - a. If you cannot locate your Welcome email, proceed to the Rational License Key Center, select “forgot your password” to have instructions be sent to you to reset your password.
6. If you are not a member of the Rational License Key Center Account, contact your Primary Site Contact to request access.
7. If you have the Site number and the Sales Order number for the license purchase, click “Don’t have a password” on the log in page. Complete the Join Account form.
  - a. If you leave the Sales Order Number field blank and click submit, an email is sent to the administrator of your License Key Center account asking the administrator to approve your membership. After your membership is approved you will have access to the account.
8. After you log in, click “Get Keys” and proceed with the license registration process.

### **Best Practices for using the Rational License Key Center**

- Limit the number of people that are authorized to access your account. One license key administrator and one back-up administrator are recommended to manage your company’s license key registrations.
- Return the license keys before you request that the license keys be moved from one site to another site or from one program offering to another program offering. If you do not return the license keys, assistance from technical support is required to fix your license file.

### **Additional Rational License Key Center Feature**

- Notify Administrator of Registration: Use this feature to send an email to the administrator of the License Key Center account when a new member joins the account.

To learn more about this feature or to add the feature to your account, contact [ratlss@us.ibm.com](mailto:ratlss@us.ibm.com).

For assistance contact the [License Technical Support Team](#).



## IBM Definition of Terms

### IBM Customer Number (ICN)

Your IBM Customer Number (ICN) is a unique number that IBM assigns to your company or site at the time of your initial purchase. This number is unique by country. IBM uses your ICN to identify your company and support contract. Contact your Primary Site Contact (PSC) to obtain the ICN for your organization. If you do not know your PSC, contact the IBM eCustomerCare Team. You must have your ICN to receive IBM Technical Support Services.

An ICN might be six or seven digits in length. The IBM Service Request (SR) tool requires that you enter the ICN as a 7-digit number. When you use the SR tool, prefix a 6-digit ICN with a zero.

### IBM Site ID

The IBM Site ID defines a unique physical location within your company. You must have your Site ID to access your account for software downloads and to access to the Rational License Key Center. The Site ID is referred to also as the Site Number, Account ID, or Account Number.

The Site ID is nine digits in length and starts with "003" or "007".

### Primary Site Contact

- Usually the individual who orders the software or who is the "sold to" contact in your company.
- The person who receives the Proof of Entitlement Certificate (PoE) for each order.
- The default person authorized to access the IBM Software and Services download site and the Rational License Key Center.
- The only person who can change site contacts, manage access, and assign up to four Secondary Primary Site Contacts to assist with account management. A Primary Site Contact can delegate a Secondary Primary Site Contact to approve user access to the download site.

### Site Technical Contact

- The person responsible for the support relationship with IBM. This person ensures that users understand how to work with IBM technical support.
- The default contact in the Rational License Key Center.
- The person who receives the IBM Customer Number (ICN) and who can provide the ICN to users to access IBM technical support.
- The person who authorizes users to access the [IBM Service Request \(SR\)](#) site to submit and manage support cases.
- The person who delegates responsibilities to Secondary Site Technical Contacts. You can have a maximum of nine Secondary Site Technical Contacts.

#### **How to Determine who your Site Contacts are:**

Send email inquiry to the [IBM eCustomer Care Team](#) that supports your geography. Include your IBM Site ID along with your inquiry.

#### **How to Change the Designated Contacts for Your Site:**

Your Primary Site Contact ensures that the site contacts and additional members of the account are maintained. The Primary Site Contact can update site contacts by using the Manage Account function for the Passport Advantage Online Account. If the Primary Site Contact is no longer with the company, send an email to the [IBM eCustomer Care Team](#) that supports your geography. In the email, state that the Primary Site Contact is no longer with the company and must be replaced. Include the following information in the email:

- Company or Organization Name
- IBM Site ID (if known)
- IBM Customer Number
- Country
- Name of the position that you want to update
- Given name and surname of the new contact for the position
- Email address of the contact
- Phone number of the contact



## Important Links

<b>Links to Tools</b>	
Create an IBM ID. This ID is used for IBM.com websites that require authentication and secure access.	<a href="https://www.ibm.com/account/profile/us?page=reg">https://www.ibm.com/account/profile/us?page=reg</a>
Software downloads, media, and services	<a href="https://www-112.ibm.com/software/howtobuy/softwareandservices">https://www-112.ibm.com/software/howtobuy/softwareandservices</a>
Rational License Key Center	<a href="http://www.ibm.com/software/rational/support/licensing/">http://www.ibm.com/software/rational/support/licensing/</a>
IBM Service Request tool: Open a service request	<a href="http://www.ibm.com/support/servicerequest">http://www.ibm.com/support/servicerequest</a>
<b>Support Contacts</b>	
Software and Services Online helps you with Account access, contact updates, software downloads and Software Quote and Order submittal. Have your information available: <ul style="list-style-type: none"> <li>• IBM Customer Number (ICN)</li> <li>• IBM Site ID</li> </ul>	<b>IBM eCustomer Care teams</b> Worldwide contact information: <b>Americas:</b> <a href="mailto:paonline@us.ibm.com">paonline@us.ibm.com</a> <b>EMEA:</b> <a href="mailto:palogin@ie.ibm.com">palogin@ie.ibm.com</a> <b>Asia Pacific:</b> <a href="mailto:ecareap@sg.ibm.com">ecareap@sg.ibm.com</a> <b>Japan:</b> <a href="mailto:paonline@jp.ibm.com">paonline@jp.ibm.com</a>
Service Request Help Desk: Helps you with issues and questions related to the Service Request tool	<a href="https://www-946.ibm.com/sr/help/sr_helpdesk.html">https://www-946.ibm.com/sr/help/sr_helpdesk.html</a>
IBM Help Desk: helps you with software technical issues	1-800-IBM-SERV (426-7378)
Licensing Technical Support The best way to receive help with licensing and the Rational License Key Center is to send an email with "LICENSING" in the subject line to the support team in your region.	<b>Americas:</b> <a href="#">IBM's Electronic Service Request tool</a> to open a PMR. If you do not have access to the internet and need to open a new PMR please call us toll free at 1-800-IBM-SERV (1-800-426-7378).  Support: <a href="http://www.ibm.com/planetwide/">http://www.ibm.com/planetwide/</a>
<b>Reference Documents for Rational Licensing</b>	
Rational A-Z License Keys or Activation Kit Requirements Spreadsheet Reference this document to identify the IBM Rational products that require a license key or activation kit.	<a href="ftp://ftp.software.ibm.com/software/rational/web/lkc/A-Z.xlsx">ftp://ftp.software.ibm.com/software/rational/web/lkc/A-Z.xlsx</a>
Rational License Key Center - Frequently Asked Questions (FAQ) This document contains questions and answers about licensing and the Rational License Key Center.	<a href="ftp://ftp.software.ibm.com/software/rational/web/lkc/FAQ_english.pdf">ftp://ftp.software.ibm.com/software/rational/web/lkc/FAQ_english.pdf</a>
<b>Download, Media Access, and Contact Update Help</b>	
Passport Advantage Online Help Center <ul style="list-style-type: none"> <li>• IBM registration help and FAQ</li> <li>• Registration and manage access process help</li> <li>• Access privilege help</li> <li>• Shopping process help</li> </ul>	<a href="http://www-01.ibm.com/software/lotus/passportadvantage/pao_process_help.html">http://www-01.ibm.com/software/lotus/passportadvantage/pao_process_help.html</a>
Passport Advantage Online Quick Guides The guides cover the registration process, access management, and contact information updates.	<a href="http://www-01.ibm.com/software/lotus/passportadvantage/pao_literature.html">http://www-01.ibm.com/software/lotus/passportadvantage/pao_literature.html</a>
Passport Advantage Contacts Designate, and update your account contacts.	<a href="http://www-01.ibm.com/software/lotus/passportadvantage/pa_contacts.html">http://www-01.ibm.com/software/lotus/passportadvantage/pa_contacts.html</a>
Understand the Importance of Passport Advantage Contact Information	<a href="ftp://ftp.software.ibm.com/software/passportadvantage/Brochures_Quick-guides_FAQs/Understanding_the_Importance_of_Managing_Passport_Advantage_Contact_Information_Quick_Guide.pdf">ftp://ftp.software.ibm.com/software/passportadvantage/Brochures_Quick-guides_FAQs/Understanding_the_Importance_of_Managing_Passport_Advantage_Contact_Information_Quick_Guide.pdf</a>
Passport Advantage Online Instructional Video □ Overview <ul style="list-style-type: none"> <li>• Registering as the Primary Contact</li> <li>• Registering as a User</li> <li>• Software Download and Media Access</li> <li>• Account Management</li> </ul>	<a href="http://www-01.ibm.com/software/lotus/passportadvantage/pao_instructional_videos.html">http://www-01.ibm.com/software/lotus/passportadvantage/pao_instructional_videos.html</a>

