



IBM Support Community: Requesting access and managing authorized support contacts

As we transition to the new IBM Support Community at <https://www.ibm.com/mysupport> you might have questions about the different capabilities available to users in the community and how their access to those capabilities can be managed.

The good news is that your own organization can manage your users and their level of access using self-service capabilities built right in to the community.

User role capability matrix

Use this table to understand the capabilities available to a user once signed in to the IBM Support Community, based on an assigned role.

Function	Default	Basic User	Full User	Administrator
Search support with Watson	X	X	X	X
Browse and search the product pages	X	X	X	X
Ask and respond to questions posted in the product Discussion forums	X	X	X	X
Request a live chat with a support agent, where available		X	X	X
Create a support case		X	X	X
View and update a support case that I own		X	X	X
Review currently authorized role and request upgraded access *		X	X	X
View and update a support case owned by a co-worker			X	X
Be invited by a co-worker to a support case that they own (i.e. become a member of their case team, also known as an interested party, to receive case update notifications)			X	X
Manage rules to automatically approve user requests for access to support case management under my organization's account *				X
Review and approve user requests for access to support case management under my organization's account not handled by any automatic approval rules that I define *				X
Add, change, and remove user access to support case management under my organization's account *				X

* These functions are accessible within the IBM Support Community from the **User administration** option under the user's profile menu.

Default role

Without requesting or being assigned a role by an authorized Administrator any user who signs in to the IBM Support Community will automatically be assigned the Default role.

Other roles

Authorization to the Basic User, Full User, or Administrator role for your organization's support agreements with IBM is managed by your Site Technical Contact (STC) and any Secondary Site Technical Contacts (SSTC) that your STC has authorized. Your STC and SSTCs have the Administrator role.

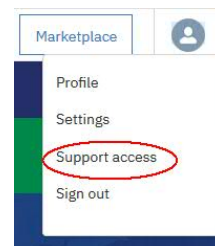
There are two routes to becoming authorized to the Basic User, Full User, or Administrator role:

- Request access through self-nomination
 - Your request will often be immediately approved by a rule that the Administrators have defined, especially if you are requesting Basic User access.
 - If your request is not automatically approved the Administrators will be notified by email that there is a user request for access to support pending their review and approval.
- Being manually added to the list of authorized support contacts by an Administrator, or having an existing role changed by an Administrator.

Request access through self-nomination

When you sign in to the IBM Support Community for the first time and have not been pre-assigned a level of access by one of your account's Administrators you will be given Default access and prompted to register a product or service. For many of the products or services that you can select you will then be prompted for your site's **IBM Customer Number (ICN)** and the country where it is registered. Your co-workers who already have access, or your IT or project staff, can provide this information. When you add the selected product or service a request for Basic User access will be submitted. If your sign in matches a rule that your account's Administrators have defined your Basic User access will be activated immediately – if not, they will be notified that your request is pending their review and approval.

To request access to another account, or to request a higher level of access to an existing account, sign in to the IBM Support Community and select the **Support access** option under your profile menu. Your profile menu is accessed by clicking the user icon next to the Marketplace button in the upper right corner of each page (*see right*).



If you want to request access to another account, you will need the **IBM Customer Number (ICN)** and country for that site. Again, your co-workers who already have access, or your IT or project staff, can provide this information.

To request a higher level of access for an account, scroll down the **Support access** window until you see your existing approved access. There will be hyperlink next to each entry to quickly request the next level of access for that account.

Once approved – either automatically by a rule, or manually after review by one of the account's Administrators – your new role will take immediate effect in the IBM Support Community. If you don't see the expected capabilities, please clear your web browser's cache (the keyboard shortcut is usually Ctrl+F5) and try again. If you still don't see the expected capabilities, then please contact the community support team by using the **Get help – report an issue with this website** link found near the bottom of each page in the community.

Administrator access

If you are an Administrator you can also access the **User administration** option under your profile menu when signed in to the IBM Support Community. You will have full access to the capabilities of this function, including:

- Review all your existing authorized support contacts, change their role, or remove their access.
- Maintain rules to automatically approve self-nomination requests from users with an email address in a specific internet domain.
- Review pending requests not automatically approved and decide whether to grant or reject the user's request.

Site Technical Contact

The Site Technical Contact role cannot be managed through the **User administration** application. Instead, the Primary contact for your site's Passport Advantage agreement can update this and all other Passport Advantage roles directly in Passport Advantage Online (PAO). To understand the Passport Advantage roles, which are different to the authorized support contact roles so far discussed, please review the information on the IBM Passport Advantage site,

https://www.ibm.com/software/passportadvantage/pa_contacts.html

For the Primary contact to change the Site Technical Contact in Passport Advantage Online

1. Log onto PAO - <https://www.ibm.com/software/howtobuy/passportadvantage/paocustomer>
2. Select "Account management" from the left navigation bar
3. Select "Contact update" from the left navigation bar
4. Select the role you wish to update
5. Select the "Edit" link in the center of the page
6. Make the desired changes
7. Select the "Save" link at the bottom of the page

If you have any problems with this Passport Advantage Online procedure, or the current Primary contact has left the organization, please contact your local Passport Advantage eCustomer Care team for assistance,

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