



Passport Advantage Online Tool

The Passport Advantage Consultant Team

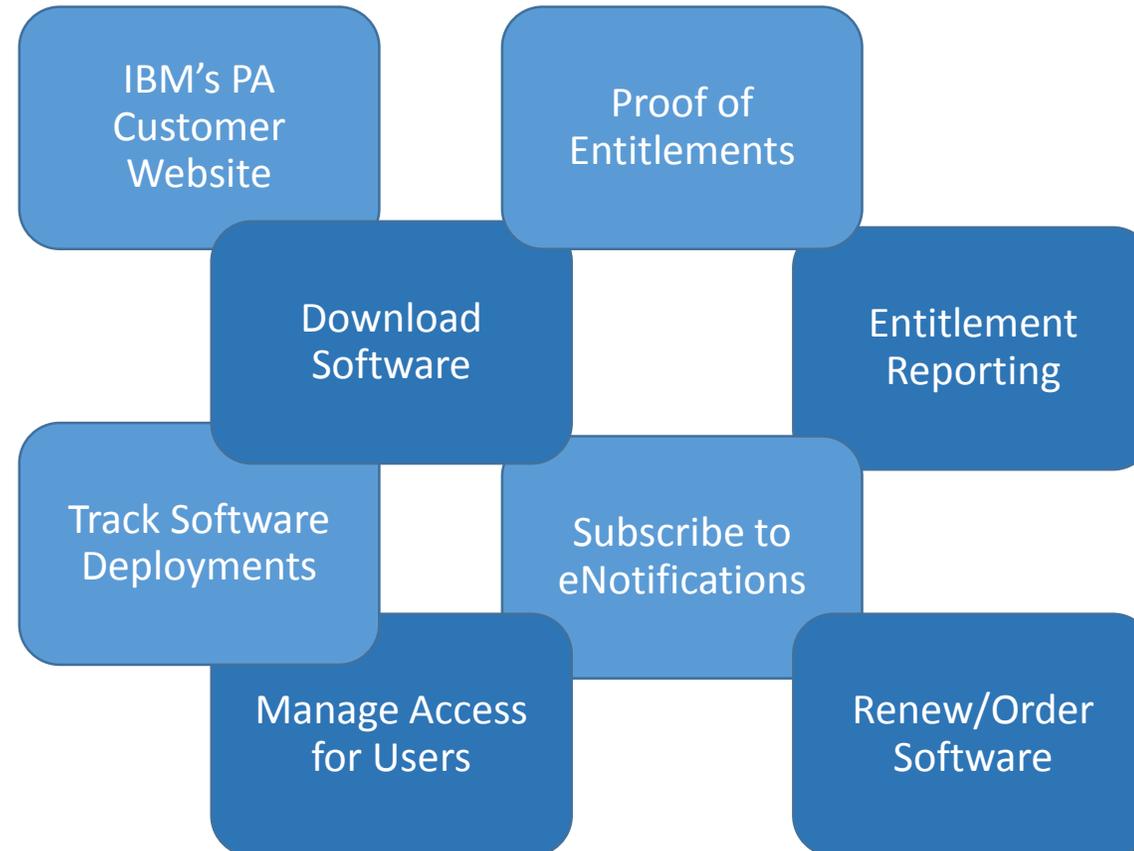
Version 2
July 7 2015

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What is Passport Advantage Online (PAO)?*



IBM Passport Advantage Passport Advantage Online



**not all features (such as access to ordering) are available in every country*



How to get access?

http://www-01.ibm.com/software/passportadvantage/pao_customer.html

The screenshot shows the IBM Passport Advantage Online customer sign-in page. At the top, there is a navigation bar with the IBM logo and links for Industries & solutions, Services, Products, Support & downloads, and My IBM. Below the navigation bar, the breadcrumb path is IBM Software > Passport Advantage >. The main heading is "Passport Advantage and Passport Advantage Express". There are two tabs: "Overview" and "Passport Advantage Online", with the latter being selected and highlighted with a blue border. Below the tabs, there are two sub-tabs: "For customers" (selected with a blue border) and "For Business Partners".

Passport Advantage Online offers customers a secure Web experience, allowing them to manage their Passport Advantage accounts online.

[Customer sign in](#)



*not all features (such as access to ordering) are available in every country



Registering for access to PA Online

New customers

Register for an IBM ID to continue

All fields are required to complete this transaction. If you do not want to provide us with the required information, use the "Back" button in your browser to return to the previous page, or close the browser window that is displaying this page.

[Why create an account?](#)

All the fields below are required

First name* Last name*

E-mail address*
(This will also be your IBM ID for signing in)

Passwords must be at least 8 characters in length. [See password rules](#)

Password* Re-enter password*

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity.

Security question* Answer to question*

Country of residence*
Select one

We will not use your personal information beyond this transaction. By clicking "register" you agree that IBM may process your data in the manner described above and as described in [IBM's Privacy statement](#). To update your IBM account information in the future, see [My profile](#).



Unlimited number of users can have their own user IDs and passwords to access the tool

The Primary Contact for your organization must be the first to register and is required to grant access to other users

Up to four users can have Secondary Contact access, allowing them to grant access to additional users

Primary Contacts – View the PAO Access Video for help on managing the tool

Site number*

Business justification*
(Explain why you need this access, specify your company or division, job responsibility etc. 512 char max.)

Passport Advantage Online Homepage

Software and services online

- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- Account management
- Reference
- Need assistance

Software and services online

Access to downloads, account information and commerce

For tips to minimize your software download time, see [Download Tips](#) under the News Tab.

Passport Advantage Online



To watch instructional videos or read online literature visit [Passport Advantage Online Help](#)

- Navigation help
- News
- Special offers

Related links

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Public instant messaging registration
- Value Unit Calculator

→ Software download & media access

Download software updates and order software media.

→ Purchase & renewal

Purchase new licenses, Software Subscription and Support Renewals for existing licenses or extensions of fixed term licenses.

→ Shopping cart

Check out, view saved shopping carts, and view order status.

→ Reporting

View reports about downloaded software, media order history, entitled software, migration history, purchase history, and active renewal quotes .

→ Entitlements

View Proof of Entitlement certificates, view entitlement allocations, update entitled allocations and view entitlement inventory and deployments.

→ Account management

Manage contacts, add, change or delete user access, change password and view contract details.

→ Reference

View reference library, news history, and FAQs.

→ Need assistance

View eCustomer Care contact information.

Site number

Sample #1

Select a language

English

Open renewals

▪ [Renewals pending your review/action](#)

Find it fast

- [Download software](#)
- [Download Patches and Fixes](#)
- [Online technical support](#)
- [Update contacts](#)
- [Add site number to your IBM id](#)
- [Add new users](#)
- [Change or delete user access](#)
- [Process users requesting access](#)
- [Place a new license order](#)
- [View Proof of Entitlement certificate](#)



PA Online Navigation

Software and services online	
Software download & media access	➔ Allows you to obtain software and product upgrades that are covered under Software Subscription and Support
Purchase & renewal	➔ Allows you to purchase new licenses and renew your existing Software Subscription and Support and Fixed Term licenses
Shopping cart	
Reporting	➔ Allows you to generate reports of your account activity; these reports may be viewed online and/or downloaded
Entitlements	➔ Allows you to view your Proof of Entitlement (“PoE”) – the document in which IBM specifies an eligible product’s level of authorized use
Account management	➔ Allows you to manage the sites access. Contact update/Manage Access/Register for additional customer site.
Reference	
Need assistance	

Software Download & Media Access Landing Page

Software download & media access

Welcome to Software download and media access (SDMA)

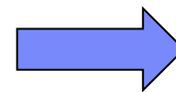
SDMA provides you with on demand access to software product updates for which you have an entitlement. You may search for specific software downloads or select a product from one of the views provided on your Download software tab.

Overview

Passport Advantage - is IBM's comprehensive software licensing and Software Subscription and Support (product upgrades and technical support) program. It is designed for larger enterprises that may have multiple sites.

Your program offerings

Program offering - agreement number:



Select Program Offering:
Entitled contracts are displayed

Click on the Continue button to begin your personalized download experience.

Continue



Download Software (finding product)

Software and services online >

Software download & media access

Download software | Request media | Preferences | Help

Search your entitled software

★ Part number ⓘ ★ Part description ⓘ

Type part number

Browse your entitled software

★ View: [All products](#) | [My preferred products](#) | [Products by brand](#)

The Demo Company
USAHeadquarters

Program: Passport Advantage : Sample #1

Site number : Sample #1

Need assistance?

[Phone support](#)

Quick links

- [Software and services online](#)
Manage accounts online
- [Fix Central](#)
Download patches and fixes
- [IBM Installation Manager](#)
Some products are available to download and install via IBM Installation Manager. Download and install to get started.

Find PA software via:

1. PA part number
2. Part description
3. All products
4. Preferred products (defined in preferences)
5. By brand



Download Software (narrow search criteria)

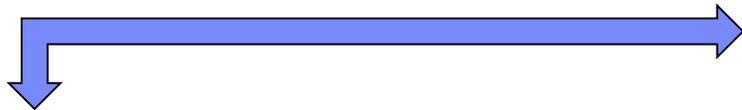
IBM Rational Application Developer for WebSphere Software

Operating system:*

All operating systems

Language:*

All languages



Go

IBM Rational Application Developer for WebSphere Software



Download

Version	9.1.0	 change
Operating system	Windows XP Professional	 change
Language	English	 change



Download Software (results)

<input type="checkbox"/> Required or optional	Description	Size	License agreement
	Show details Hide details		
<input type="checkbox"/> Documentation	DB2 Alphablox V8.4.1 (for Tomcat 5.5 users only) Windows, Multilingual (C93Y9ML) License key required	🕒 121MB	License agreement

If license key is required it's indicated during download with a link to complete process

Covers IBM's general license terms & "LI"

Download Software (location, method & acceptance of terms)

Download options and terms

Download options

Download location:

US Site

Download method:

Download Director (**recommended**)

Download multiple files at once

HTTP

Download one file at a time

Terms and Conditions

By selecting the "I agree to the terms and conditions" radio button,

1. You agree to the [license agreement\(s\)](#) for the selected product(s).
2. You agree to the [Program terms](#) governing this download.

Terms and Conditions:

I agree to the terms and conditions.

I do not agree to the terms and conditions.

Agreement to program and license terms every time you download software

Download Now



Download Software (acceptance of terms)

Terms and Conditions

By selecting the "I agree to the terms and conditions" radio button,

1. You agree to the [license agreement\(s\)](#) for the selected product(s).
2. You agree to the [Program terms](#) governing this download.

Terms and
Conditions:

- I agree to the terms and conditions.
 I do not agree to the terms and conditions.

1. PA Program Terms
2. License Terms
3. License Info Doc to the product

Passport Advantage

Program terms

Please read carefully all terms, print and store them for your records.

You agree that the Passport Advantage Eligible Products that you are either ordering or downloading or both in this transaction are subject to the terms of (1) your **IBM International Passport Advantage Agreement**, any attachments to it, and (2) the **IBM International Program License Agreement**, including any additional terms contained in (3) the software's **License Information documents**. Passport Advantage Eligible Products include, but are not limited to, licenses, software upgrades in the form of new versions, releases, or updates provided as part of your Site's active Software Subscription and Support coverage, and Renewals.

You may view and obtain copies of the above referenced agreements by clicking the links provided below and following the prompts as indicated.

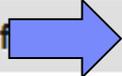
1. [IBM International Passport Advantage Agreement](#) (PDF, 95KB)
2. [IBM International Program License Agreement](#)
3. [License Information documents](#)



Request Media (1 of 3)

Software and services online >

Software download & media access

[Download software](#)  [Request media](#) [Preferences](#) [Help](#)

Search your entitled software

Part number  Part description 



Browse your entitled software

View: [All products](#) | [My preferred products](#) | [Products by brand](#)

-  [IBM Rational Application Developer for WebSphere Software](#)
-  [IBM WebSphere Application Server Network Deployment](#)

The Demo Company
USAHeadquarters

• Program: Passport Advantage :

• Site number:

Need assistance?

 [Phone support](#)

Quick links

- [Software and services online](#)
Manage accounts online
- [Fix Central](#)
Download patches and fixes
- [IBM Installation Manager](#)
Some products are available to download and install via IBM Installation Manager. Download and install to get started.



Request Media (2 of 3)

Software and services online >

Software download & media access

[Download software](#) **[Request media](#)** [Preferences](#) [Help](#)

Entered search criteria: 9.1
[← Change search criteria](#)

Select the media that you wish to order.

<input type="checkbox"/> Description	Release date	Part number
<input type="checkbox"/> IBM Rational Application Developer for WebSphere Software for Multiplatforms Version 9.1 Multilingual Media Pack (BT0L8ML)	06 June 2014	BT0L8ML

Terms and Conditions

By selecting the "I agree to the terms and conditions" radio button,

- You agree to the [Program terms](#) governing this download.

I agree to the terms and conditions.
 I do not agree to the terms and conditions.

[Add to Cart](#)

The Demo Company
USAHeadquarters

Program: Passport Advantage : Sample #1
Site number: Sample #1

Need assistance?
[Phone support](#)

Quick links

- [Software and services online](#)
Manage accounts online
- [Fix Central](#)
Download patches and fixes
- [IBM Installation Manager](#)
Some products are available to download and install via IBM Installation Manager. Download and install to get started.



Request Media (3 of 3)

Software download & media access

[Download software](#) **Request media** [Preferences](#) [Help](#)

[← Change search criteria](#)

Select the media that you wish to order.

<input type="checkbox"/> Description ▾	Release date ▾	Part number ▾
<input type="checkbox"/> IBM Rational Application Developer for WebSphere Software for Multiplatforms Version 9.1 Multilingual Media Pack (BTOL8ML)	06 June 2014	BTOL8ML

Terms and Conditions

By selecting the "I agree to the terms and conditions" radio button,

1. You agree to the [Program terms](#) governing this download.

I agree to the terms and conditions.

I do not agree to the terms and conditions.

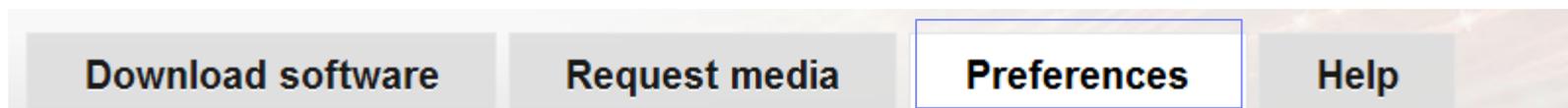


1. PA Program Terms
2. License Terms
3. License Info Doc to the product

[Add to Cart](#)



Preferences



Download options

Download location:

US Site

Where?

Download method:

Download Director (**recommended**)

HTTP

How?

eNotifications:

Please subscribe below if you would like to receive email notifications when updates are available for your preferred software products.

Subscribe:



Yes No

Email address:

sample@us.ibm.com

Email language:

English

Email frequency:

weekly

Save

eNotification

We let you know as soon as product upgrades are ready by sending you an e-mail notice
No calendar-checking required, no missed windows of opportunity to find out about
upgrades
All you have to do is check your e-mail or simply access Passport Advantage Online



Preferences

Download software | **Request media** | **Preferences** | **Help**

Preferred products:

Product operating system: All operating systems

Product language: English

Product Release Date:
(not applicable to eNotifications) All Post

Product:

- ▶ Rational Software
- ▶ WebSphere Software

Save

← ← ←

Preferences

Purchase & Renewal

Software and services online
Software download & media access
Purchase & renewal <ul style="list-style-type: none">▪ Quotes▪ Product catalogs▪ Renewals▪ Help
Shopping cart
Reporting
Entitlements
Account management

Purchase & renewal

Purchase & renewal allows you to purchase new software licenses and renew your existing licenses.

Highlights

→ Quotes

View and order quotes prepared by your sales representative.

→ Product catalogs

Purchase new software licenses from the product catalogs.

→ Renewals

Renew the Software Subscription and Support agreements for your existing software licenses, including fixed term license extensions.

→ Help

Obtain assistance for the purchase of new licenses and renewal of your existing licenses.



Reporting

Software and services online
Software download & media access
Purchase & renewal
Shopping cart
Reporting
▪ Active and future software entitlements
▪ Active software renewal quotes
▪ Order history
▪ Migration history
▪ Software downloads history
Entitlements
Account management
Reference
Need assistance

Reporting

Confidential

Reporting allows you to generate reports of your account activity, which can be viewed online and downloaded. The following types of reports can be generated:

Active and future software entitlements

Contains currently active and future software entitlements. Allows you to query based on type of entitlement (i.e., purchased, renewed, allocated, and future) and entitlement date range.

← Supported entitlements only

Active software renewal quotes

Contains open software renewal quotes for your site(s). Allows you to query open quotes based on agreement number, site number, reseller number, quote number, and/or renewal due date.

Order history

Contains orders placed by your site(s). Allows you to query based on type of order (i.e., purchases, renewal, media, Software as a Service) and sales order date range.

← ALL entitlements regardless if on support – driven by date

Migration history (This report is only applicable for Passport Advantage transactions.)

Contains migrations completed by your site(s). Allows you to query based on migration date.

← ALL migration history on the site

Software downloads history

Contains software downloads completed by your site(s). All software downloads history report displays agreement and site information on record. Agreement migrations are not taken into consideration.

← Who downloaded software, when they did it and what they downloaded report

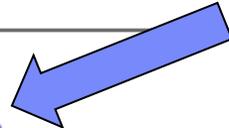
Entitlements

Software and services online
Software download & media access
Purchase & renewal
Shopping cart
Reporting
Entitlements
▪ View Proof of Entitlement certificate
▪ View entitlement inventory and update deployments
Account management
Reference
Need assistance

Entitlements

Use this page to view and update your site's license entitlements.

Allows you to access the latest Proof of Entitlements and other related documents for the products purchased



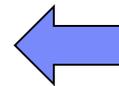
Highlights

→ [View Proof of Entitlement certificate](#)

View Proof of Entitlement certificates for your site's software licenses.

→ [View entitlement inventory and update deployments](#)

Inventory report & track deployments



View a summary of your product entitlements and deployments for your sites.

Entitlement Inventory – This is a summary report that allows you to see the quantity of product entitlements for your sites. This report can be exported or printed as required.

Deployment Tracking – Deployment tracking enables you to log and track the number of deployed product entitlements at a given site. Deployments can be initiated, changed or viewed by accessing the Entitlement Inventory Report. Entitlement Allocations do not track deployment quantities and therefore has no impact on this report. Your primary contact and users authorized by the primary contact can create and update deployment data. IBM does not alter your deployment data.

Entitlements (view entitlement inventory & update deployments)

View entitlement inventory and update deployments

Select an option below to generate your entitlement inventory and deployments report.

*IBM does not maintain or alter your deployment quantities.

Show me all entitlements associated with this site - company:

Use this option for updating deployments.

Site number - Company name, Address

Select one

Site #

Brand

All brands

Show me all entitlements associated with an agreement number:

Report option only, no update deployments functionality.

Agreement number

Select one

Agreement #

Brand

All brands

I want to choose a specific agreement - site combination:

Use this option for updating deployments.

Agreement number - Site number -

Select one

Agreement # & Site #

Brand

All brands



Account Management

Software and services online

Software download & media access

Purchase & renewal

Shopping cart

Reporting

Entitlements

Account management

- Contact update
- Manage access
- Account-related documents
- Self-nomination
- Manage credit cards

Reference

Need assistance

Related links

- Terms & conditions
- IBM software support
- Online technical support
- ShopzSeries
- Public instant messaging registration
- Value Unit Calculator

Account management

Account management allows you to view and manage your account information.

Your account

Name:	Jane Smith
Contact type:	Primary contact
Site number:	Sample #1
Site name:	Sample Address
Address:	55 Cambridge Parkway Cambridge, Massachusetts 02141-2130 USA
IBM customer number:	

Your agreement

Agreement number:	Sample #1 <input style="vertical-align: middle;" type="button" value="▼"/> <input style="vertical-align: middle;" type="button" value="➤"/>
Enrollment type:	Std Passport Advantage Agreement (CEO)
Agreement start date:	09 Nov 2010
Agreement end date:	
Anniversary date:	09-Nov
Current achieved points:	13789.0
Price level:	D
Contract status:	Member of list

Account management options

- ➔ [Contact update](#)

View the contacts named for your site and edit those contacts.

- ➔ [Manage access](#)

Grant and edit user access to Software and services online.

PA Account information

PA Agreement information

Account Management Options

Account Management (contact update)

Software and services online
Software download & media access
Purchase & renewal
Shopping cart
Reporting
Entitlements
Account management
▪ Contact update
▪ Manage access
▪ Account-related documents
▪ Self-nomination
Reference
Need assistance

Contact update

Update a contact in two easy steps. 1.) Choose a primary or additional contact to update. 2.) Edit the contact and save.

Your IBM contacts

- [Primary contact](#)
- [Site technical contact](#)
- [Administration/Proof of entitlement contact](#)
- [Software Subscription and Support renewal contact](#)
- [Software Subscription and Support media shipping contact](#)
- [Billing contact](#)

[View all contacts summary](#)

Update a contact in two easy steps
1) Choose a primary or additional contact to update
2) Edit the contact and save



Types of Contacts

▪ **Primary Contact**

- The Primary Contact is responsible for requesting and authorizing account information changes, Web and tool access, and other related activities. Initially, ONLY the Primary Contact can give access to other users, including approving users who self-nominate, but the Primary Contact can create Secondary Contacts who may also perform such authorizations.

▪ **Secondary Contact**

- Secondary contacts can grant user access to this tool. There can be up to 4 secondary contacts per Site.

▪ **Site Technical Contact**

- The Site Technical Contact is responsible for overall support compliance for your Passport Advantage Site. Also known as the Primary Site Technical Contact [PSTC], your Site Technical Contact maintains authorizations for support-related Web and tool access.

▪ **The Administration / Proof of Entitlement Contact**

- Site's designated contact for all administrative documents including Software Subscription and Support Renewal notices and Proofs of Entitlement.



Account Management (manage access)

Software and services online
Software download & media access
Purchase & renewal
Shopping cart
Reporting
Entitlements
Account management
▪ Contact update
▪ Manage access
▪ Account-related documents
▪ Self-nomination
Reference
Need assistance

Manage access

1. Manage access for existing users or delete existing users
2. Process self-nomination requests
3. Add new users directly (Note: users must already be registered with an IBM ID)
4. Run user reports

Select task

- [Change or Delete user access](#)
- [Add new users](#)
- [Approve or reject user access requests](#)

This page allows you to do the following tasks: 1) Manage access for existing users or delete existing users 2) Process self-nomination requests 3) Add new users directly

Change or Delete user access

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.

Find users and download report +

View and download full user list

[Download report](#) ⓘ

1-50 of 72 results | [Next](#) →



Account Management 1 of 2 (manage access - change/add/delete users)

Change or Delete user access

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.

Software and services online
Software download & media access
Purchase & renewal
Shopping cart
Reporting
Entitlements
Account management <ul style="list-style-type: none">• Contact update• Manage access• Account-related documents• Self-nomination• Manage credit cards
Reference
Need assistance

User information

IBM ID:

First name:

Last name:

E-mail:

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.

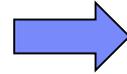


Account Management 2 of 2 (manage access - change/add/delete users)

Software and services tool access privileges

Software download & media access/Purchase & renewal*

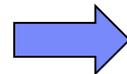
- None
- Software download only
- Software download & media access only
- Software download, media access, quotes, product catalogs and license renewal



Can user order products, download and access eNotifications?

Reporting*

- None
- View

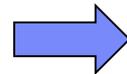


Can user run reports?

Entitlements

Entitlement inventory & deployments*

- None
- View
- Update

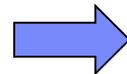


Can user update or view inventory?

Account management

Contact update*

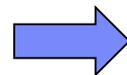
- None
- View
- Update



Can user submit contact information changes to IBM?

Account-related documents*

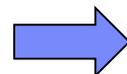
- None
- View



Can user view the current Proof of entitlement certificates?

Terms & conditions*

- None
- Full



Can user access and sign terms and conditions?



Account Management (manage access - find users and download report)

Find users and download report

To find and display a specific user please use these search fields.

* Search criteria must be entered in one or multiple fields

E-mail address contains (minimum 3 characters)

IBM ID contains (minimum 3 characters)

First name starts with

Last name starts with

Role ▼

Application ▼

Access privilege ▼

Software and services online

- Software download & media access
- Purchase & renewal
- Shopping cart
- Reporting
- Entitlements
- Account management
 - Contact update
 - Manage access**
 - Account-related documents
 - Self-nomination
- Reference
- Need assistance

Open the search function by selecting the 

Account Management (manage access - find users and download report)

Find users and download report

To find and display a specific user please use these search fields.

* Search criteria must be entered in one or multiple fields

E-mail address contains
(minimum 3 characters)

IBM ID contains
(minimum 3 characters)

First name starts with

Last name starts with

Role

- All roles
- User
- Primary Contact
- Secondary contact

Application

Access privilege

Application

Access privilege

- All applications
- Software download & media access/Purchase & renewal Reporting (Software and services online access privileges)
- Entitlement inventory & deployments
- Contact update
- Account-related documents
- Terms & conditions

Site specific report available showing user's access levels

Search by:

- Name
- Role (User, Primary, Secondary)
- Access privilege (download, media access)
- Or all if needed

Account Management 1 of 2 (view and download full user list)

Software and services online / Software and services online / account management /

Manage access

Select task

- [Change or Delete user access](#)
- [Add new users](#)
- [Approve or reject user access requests](#)

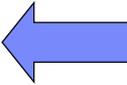
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Find users and download report +

View and download full user list

[Download report](#)  

Link allows you to download your full user list for the site

1-50 of 71 results | [Next](#) →

Related links

- [Terms & conditions](#)



Account Management 2 of 2 (view and download full user list)

Example of a User List Report exported to Microsoft Excel



First name	Last name	IBM ID	E-mail	User type	Site number	Business justification	Who last updated business justification	Software download & media access/Purchase & renewal	Reporting	Entitlement inventory & deployments	Contact update	Account-related documents	Terms & conditions
Example Name #1	Example Name #1	###	###@##.com	Secondary contact	Site #1	No business justification provided.		Full	View	None	Update	View	Full
Example Name #2	Example Name #2	###	###@##.com	User	Site #2	No business justification provided.		Full	View	None	Update	View	None
Example Name #3	Example Name #3	###	###@##.com	User	Site #3	No business justification provided.		Full	View	None	Update	View	None



Helpful Links

- **Customer PA Online Site:**

http://www-01.ibm.com/software/howtobuy/passportadvantage/pao_customers.htm

- **PA Online Customer Videos:**

<http://www-01.ibm.com/software/lotus/passportadvantage/PassportAdvantageOnlinevideos.html>

- **Brochures and Quick Guides:**

http://www-01.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html

PAO Access video:

<https://www.youtube.com/watch?v=9pYOfSad5p0>

- **eCustomer Care for any PAO support issues:**

- **Phone:** (800)978-2246

- **Email:** paonline@us.ibm.com

- **Website:**

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

