

## SECTION 1 – SIGNING ONTO THE SPM SITE

### *SPM Overview*

The **Service and Support Profile Management System** (formerly known as SPDB) manages the IBM Warranty Authorized Business Partner business and Entitlement for PCD support. This includes support for Service Partners, Business Partners, Authorized Service Providers, HelpPack users, Large Accounts and Other Service Providers.

### *Accessing and Signing onto the SPM Site*

Before signing onto the SPM site, you need an existing, valid IBM ID user name (IBM id) and password as well as the URL for the site. Furthermore you should have received your authorization and pin number. Before accessing the **SPM** site, you will need to register and be approved.

To sign into the SPM with an existing, valid IBM ID and password:

**Step 1:** Open an Internet browser session.

**Step 2:** Enter SPM URL into the Internet browser **Address:** field.

**NOTE:**

The URL for SPM is: <http://www.pc.ibm.com/partner/spm/>

**Step 3:** Click **Go**.

The **IBM Service and Support Profile Management** page is displayed:

The screenshot shows the IBM Service and Support Profile Management (SPM) website. At the top, there is the IBM logo and a search bar. Below the logo, there are navigation links: Home, Products & services, Support & downloads, and My account. A sidebar on the left contains a link to 'Select a country' and 'Personal Computing Support'. The main content area features the title 'IBM SPM' and a subtitle 'IBM service and support profile management'. The text below the subtitle states: 'This site maintains the company and account profiles for 'WESS', 'service providers', 'other service providers' and 'business partners' requiring access to service and support tools. Authorization numbers and PINs for helpcenter support are created within this application.' A 'Sign in' button is visible, along with a globe icon. At the bottom of the page, there are links for 'About IBM', 'Privacy', 'Legal', and 'Contact'.

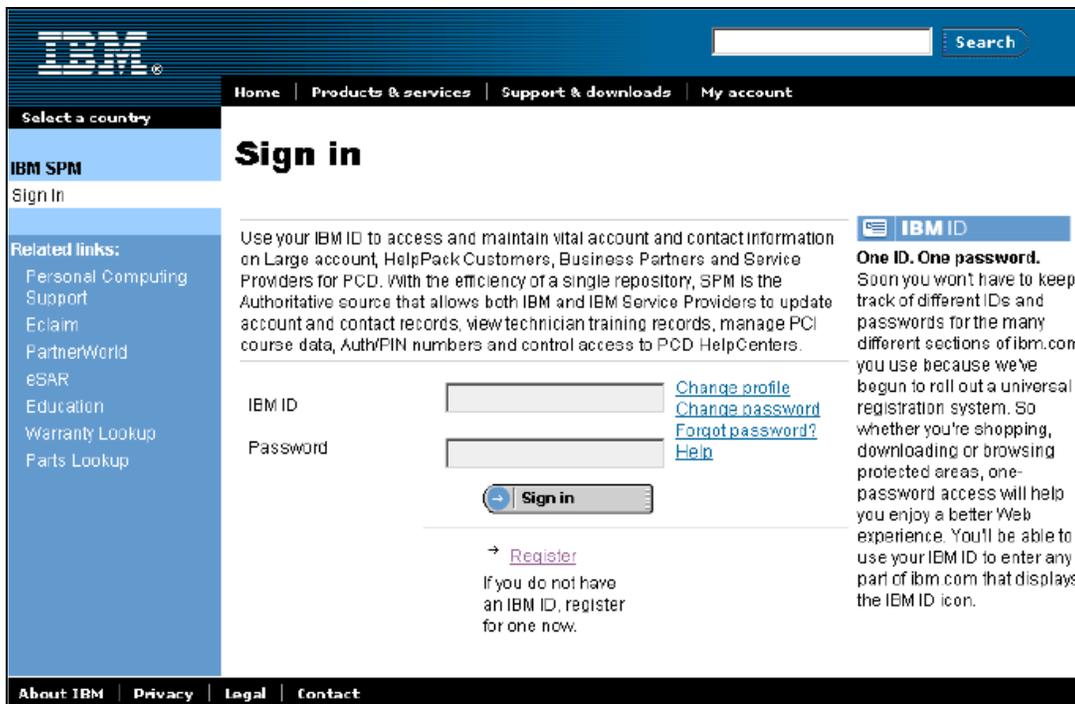
The IBM Service and Support Profile Management page

Step 4: Click Sign In.



The Service and Support Profile Management page

The IBM Service and Support Profile Management Sign In page is displayed:



The SPM Sign in page

Step 5: Enter your IBM ID and Password and click Sign In.



Figure 1: The SPM Sign in page

## (FIRST TIME ONLY) STEPS FOR IBM ID REGISTRATION

**NOTE:**

If you already have an IBM id please go to the next step. (entering your auth. & pin - one time

**Step 1:** Click Register.

IBM

Home | Products & services | Support & downloads | My account

Select a country

# Sign in

Use your IBM id to access and maintain vital account and contact information on Large account, HelpPak Customers, Business Partners and Service Providers for PCD. With the efficiency of a single repository, SPM is the Authoritative source that allows both IBM and IBM Service Providers to update account and contact records, view technician training records, manage PCI course data, Auth/PIN numbers and control access to PCD HelpCenters.

[Change profile](#)  
[Change password](#)  
[Forgot password?](#)  
[Help](#)

IBM id

Password

[Sign in](#)

[Register](#)

If you do not have an IBM id, register for one now.

**IBM ID**  
One id. One password. Soon you won't have to keep track of different ids and passwords for the many different sections of ibm.com you use because we've begun to roll out a universal registration system. So whether you're shopping, downloading or browsing protected areas, one-password access will help you enjoy a better Web experience. You'll be able to use your IBM id to enter any part of ibm.com that displays the IBM id icon.

About IBM | Privacy | Legal | Contact

The SPM Sign in page and Register page

**If there are any issues registering for IBM ID please call the help desk at: 1-888-426-4409**

### Help desk

**Canada:**

If you are experiencing difficulty in registering, or if you need help with your account, please contact the IBM Registration Help Desk at:

**US and Canada**  
1-888-426-4409  
**US and Canada**  
1-416-383-3906

Search

HomeProducts & servicesSupport & downloadsMy account

→ Select a country

My IBM registration

Help and FAQ

## My IBM registration

Step 1 of 2

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

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Preferred language for profiling: English, US

Please submit the following information, which is required each time you sign in.

To learn what is acceptable as a password, see [guidelines for user IDs and passwords](#).

\* IBM ID:   
(Minimum 3 characters)

\* Password:   
(Minimum 6 characters)

\* Verify 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. Enter a question that is simple to answer and is easy to remember.

\* Security question:

\* Answer to security question:

---

\* Email:

---

\* Country/region of residence:

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This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail (or fax), check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail (or fax) to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By clicking "continue" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

Step 2: Fill out the required information and click Continue.

Search

Home | Products & services | Support & downloads | My account

→ Select a country

My IBM registration

Help and FAQ

## My IBM registration

Step 2 of 2

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

### Personal information

Preferred language:  (for marketing communications)

Salutation:  (e.g. Mr., Mrs.)

\* First name:

Initials:

\* Last name:

Suffix:  (e.g. Jr., Sr.)

Daytime phone:  (e.g. 555-555-1234) Ext:

Evening phone:  (e.g. 555-555-1234)

Fax number:  (e.g. 555-555-1234)

Pager number:  (e.g. 555-555-1234) Pin:

Job title:

### Address information

Company name:

Street address:  (Required in Canada and US)

City:  (Required in Canada and US)

State or province:  (Required in Canada and US) [\(abbreviated code\)](#)

Postal code:  (Required in Canada and US)

Country/region:

This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail {or fax}, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail {or fax} to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

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Step 3: Click Submit when all required information is completed in step 2 of 2 page.

## The IBM ID Registration – steps cont.

IBM

Home | Products & services | Support & downloads | My account

→ Select a country

# My IBM registration

My IBM registration

Help and FAQ

Thank you for registering with ibm.com. Continue to explore ibm.com as a registered user.

[Continue](#)

**My IBM**

Welcome back, TEST SPMADMIN

→ [Edit your profile](#)

→ [Sign out](#)

If you are not TEST SPMADMIN, click [here](#).

**Step 4:** Sign out and Return to the SPM URL -> <http://www.pc.ibm.com/partner/spm/>

**If there are any issues registering for IBM ID please call the help desk at: 1-888-426-4409**

Help desk

### Canada:

If you are experiencing difficulty in registering, or if you need help with your account, please contact the IBM Registration Help Desk at:

**US and Canada**

1-888-426-4409

**US and Canada**

1-416-383-3906

## (FIRST TIME ONLY) SPM REGISTRATION USING AUTH & PIN

Access the **SPM** website. The SPM Sign in page is displayed.

Once you have your own IBM ID and password located in a safe place...

**Step 1:** Enter the **IBM ID** and **Password** you just created. Click **Sign in**.

IBM SPM Sign in

Use your IBM ID to access and maintain vital account and contact information on Large account, HelpPack Customers, Business Partners and Service Providers for PC.D. With the efficiency of a single repository, SPM is the Authoritative source that allows both IBM and IBM Service Providers to update account and contact records, view technician training records, manage PCI course data, Auth/PIN numbers and control access to PC.D HelpCenters.

**One ID. One password.**  
Soon you won't have to keep track of different IDs and passwords for the many different sections of ibm.com you use because we've begun to roll out a universal registration system. So whether you're shopping, downloading or browsing protected areas, one-password access will help you enjoy a better Web experience. You'll be able to use your IBM ID to enter any part of ibm.com that displays the IBM ID icon.

IBM ID

Password

[Change profile](#)  
[Change password](#)  
[Forgot password?](#)  
[Help](#)

→ [Register](#)  
If you do not have an IBM ID, register for one now.

Related links:  
Personal Computing Support  
Eclaim  
PartnerWorld  
eSAR  
Education  
Warranty Lookup  
Parts Lookup

About IBM | Privacy | Legal | Contact

If the

An email is sent to the requester supplying them with their AuthID and PIN.

### NOTE:

The entry of **Authorization ID & PIN** is only performed the first time you log into SPM. However, you **MAY** need the Authorization ID & PIN at a later date. Keep them in a safe place.

The **Authorization Id and PIN** page is displayed for the first time only.

**Step 2:** Enter your Authorization id and PIN once.

**Sign in with your authorization id and PIN**

Sign in

Authorization id

PIN

Help to sign in  
[How to get an authorization id and PIN](#)  
[Forgot authorization id and PIN?](#)

# SPM GENERAL WELCOME PAGE

**IBM**

[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

→ [Select a country](#)

## Welcome

**Welcome**

- [IBM SPM](#)
- [Help](#)
- [SSG](#)
- [ECAs & dealer tips](#)
- [Sign out](#)

**Related links:**

- [Personal Computing Support](#)
- [Eclaim](#)
- [PartnerWorld](#)
- [eSAR](#)
- [Education](#)
- [Warranty Lookup](#)
- [Parts Lookup](#)

**Hello: Your Name**

You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs.



[IBM service and support profile management](#) - SPM manages WESS accounts, IBM authorized service providers and IBM business partners requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization / PIN number for helpcenter support, and view PCI course completions.

[Personal computing support](#) - Personal computing support web site offers a wide range of technical information and solutions. This feature includes task based navigation, troubleshooting/problem determination and downloads.

[Prism updates](#) - Infotips Prism features offline access to the technical support information available on the personal computing web site. Infotips prism replaces the electronic pocket reference manual (EPRM) application.

[Service support guide \(SSG\)](#) - The service support guide provides reference and guidelines for business partners on all aspects of parts ordering, training requirements, service announcements, warranty, and service.

[Engineering change announcements \(ECA\)](#) - Engineering change announcements (ECA) contain important service information for select IBM products.

If you experience problems accessing either site please refer to the help documentation or contact your IBM representative.

**Information for business partners**

If you represent an IBM business partner, you may visit an IBM web site intended specifically for IBM business partners. We may use information provided on that site to administer and develop our business relationship with you, the business partner you represent, and IBM business partners generally. For instance, this may involve using your information to send you details of IBM business partner programs. It may also include sharing certain information with other business partners (subject to any confidentiality obligations that may exist), or IBM customers or prospects. In connection with a particular transaction or program, we may also contact you as part of customer satisfaction surveys or for market research purposes.

**\* If you do not agree to these terms, please exit the application now by clicking on sign out or closing your browser.**

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The IBM Service and Support Profile Management Welcome page

Click either the **IBM SPM** link found on the Left Navigation Menu or the **IBM Service and Support Profile Management** link found in the center of the page. (NOTE: Only Authorized profiles have access.)

**IBM**

Home | Products & services | Support & downloads | My account

Select a country

# Welcome

**Welcome**

**IBM SPM**

Help  
SSG  
ECAs & dealer tips  
Sign out

**Related links:**

- Personal Computing Support
- Eclaim
- PartnerWorld
- eSAR
- Education
- Warranty Lookup
- Parts Lookup

**Hello: Your Name**

You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs.

[IBM service and support profile management](#) - SPM manages WESS accounts, IBM authorized service providers and IBM business partners requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization / PIN number for helpcenter support, and view PCI course completions.

[Personal computing support](#) - Personal computing support web site offers a wide range of technical information and solutions. This feature includes task based navigation, troubleshooting/problem determination and downloads.

[Prism updates](#) - Infotips Prism features offline access to the technical support information available on the personal computing web site. Infotips prism replaces the electronic pocket reference manual (EPRM) application.

[Service support guide \(SSG\)](#) - The service support guide provides reference and guidelines for business partners on all aspects of parts ordering, training requirements, service announcements, warranty, and service.

[Engineering change announcements \(ECA\)](#) - Engineering change announcements (ECA) contain important service information for select IBM products.

If you experience problems accessing either site please refer to the help documentation or contact your IBM representative.

**Information for business partners**

If you represent an IBM business partner, you may visit an IBM web site intended specifically for IBM business partners. We may use information provided on that site to administer and develop our business relationship with you, the business partner you represent, and IBM business partners generally. For instance, this may involve using your information to send you details of IBM business partner programs. It may also include sharing certain information with other business partners (subject to any confidentiality obligations that may exist), or IBM customers or prospects. In connection with a particular transaction or program, we may also contact you as part of customer satisfaction surveys or for market research purposes.

**\* If you do not agree to these terms, please exit the application now by clicking on sign out or closing your browser.**

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The IBM Service and Support Profile Management Main Page

The **IBM Service and Support Profile Management Main Page** is displayed:

**IBM**®

Home | Products & services | Support & downloads | My account

Select a country

## IBM Service and Support Profile Management

Welcome

IBM SPM

Search

Action

Administration

Help

Sign out

**Related links:**

- Personal Computing Support
- Eclaim
- Partner/World
- eSAR
- Education
- Warranty Lookup
- Parts Lookup

**Hello: Your Name**

This site maintains the Company and Account profiles for 'WESS', 'Service Providers', 'Other Service Providers' and 'Business Partners' requiring access to Service and Support tools. Authorization numbers and PINs for Helpcenter support are created within this application.

To add an additional contact to an existing Company record:

- 1) Use the search function to locate the company record
- 2) Navigate to 'View associated contacts'
- 3) Ensure contact does not already exist in the record
- 4) Click on 'add contact'

To create a 'new company', use the 'Create xx Company' option where xx represents the type of company relationship.

For instruction on additional function, please refer to the Help documentation.

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**The IBM Service and Support Profile Management Main page**

**NOTE:**

The links you see depend on your SPM User privileges.

## Signing Out of the SPM Site

When you are ready to leave the SPM site, be sure to Sign out.

**Step 1:** Click the **Sign out** link, found on the Navigation Menu.



Figure 2: The Navigation Menu

The **IBM Service and Support Profile Management** page is displayed again:



Figure 3: IBM Service and Support Profile Management page

**Step 2:** Close your Internet browser by clicking the **X** found in the upper right corner of the browser window.

If you want to sign in again, click the **Sign in** link.