

Newcomp & IBM Present

Navigating IBM.com and Passport Advantage

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What is Passport Advantage?

Passport Advantage is an online portal for IBM customers that provides the latest program information plus access to a wide array of tools to help you manage software purchases such as Cognos.

Passport Advantage Online enables you to:

- Access entitled software; download or request a media pack.
- Review and update contact information for your Sites designated contacts.
- View your Sites Proof of Entitlement certificates.
- Subscribe to [eNotifications](#) to receive automatic notification when new software upgrades that match your preferences and entitlement become available.
- Generate reports to track transaction history, download history, or active entitlements at the Enterprise or Site level.

Passport Advantage FAQ's

What is my customer number (ICN) and where do I find it?

- Your ICN appears on all of your support quotes and invoices.
- You can determine your customer number by looking at your original or last invoice, by contacting your IBM Cognos sales (Newcomp in some cases) or renewal representative, or by calling IBM Cognos Support.
- For assistance in obtaining your IBM customer number (ICN) please feel free to reach out to Newcomp at cognos@newcomp.com

How do I change my Primary Contact for my “ICN” or Site ID?

- When you enroll in Passport Advantage, **you must name a Primary Contact**. You should also designate an Administrative Contact and a Site Technical Contact.
- If you do not designate an Administrative Contact and a Site Technical Contact that automatically becomes the Primary Contacts responsibility.

To change your Primary Contact:

1. Find out who your current Primary Contact is by calling [eCustomer care](tel:1-800-978-2246) : 1-800 978-2246, option 1.
2. Here you can request who this person is using your ICN/Site Number
3. the “Current” Primary Contact must send an email to: dswsoft@us.ibm.com and request the primary contact change

Some Helpful Links

- **eCustomer care**: *use it for changing your primary contact and other service requests*

https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

By Phone: 800 978 2246, option 1

Hours: 8:00a.m - 8:00p.m EST

- **IBM Support and Downloads**: *access any fixes, updates and pertinent downloads*

<http://www.ibm.com/support/us/en/>

- **Passport Advantage and PPA Express Tutorial**: *a quick overview of both passport advantage programs*

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

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