

SECCIÓN 1 – INGRESAR AL SITIO DE SPM

Información general del sitio de SPM

El **Sistema Service and Support Profile Management** (anteriormente conocido como SPDB) maneja el negocio de IBM Warranty Authorized Business Partner y el Derecho para soporte de PCD. Esto incluye soporte a los Asociados de Servicio, Asociados de Negocio, Centros Autorizados de Servicio, usuarios de HelpPack, las Cuentas de Clientes Importantes y Otros Proveedores de Servicio.

Ingresar al Sitio de SPM

Antes de ingresar al sitio de SPM, el usuario necesita un ID y contraseña válidos de IBM, así como el URL (Localizador Unificado de Recursos) para el sitio. Además debería haber recibido su autorización y número de clave secreta (PIN). Antes de acceder al sitio de **SPM**, necesita registrarse y estar aprobado.

Para ingresar al sitio de SPM con un ID y contraseña válidos de IBM debe:

Paso 1: Abrir un navegador de Internet.

Paso 2: Escriba el URL de SPM en la casilla de **Direcciones:** del navegador de Internet

**N
O
T
A
:**

El URL para el sitio de SPM es: <http://www.pc.ibm.com/partner/spm/>

Paso 3: Haga clic en **Go**.

Se muestra la página del **IBM Service and Support Profile Management:**



Página del IBM Service and Support Profile Management

Paso 4: Haga clic en Sign In.



Página del Service and Support Profile Management

Se muestra la página de ingreso del IBM Service and Support Profile Management

IBM

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

Select a country

Sign in

IBM SPM
Sign In

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

Use your IBM ID to access and maintain vital account and contact information on Large account, HelpPack Customers, Business Partners and Service Providers for PCP. 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 PCP HelpCenters.

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.

IBM ID

Password

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

Sign in

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

About IBM | Privacy | Legal | Contact

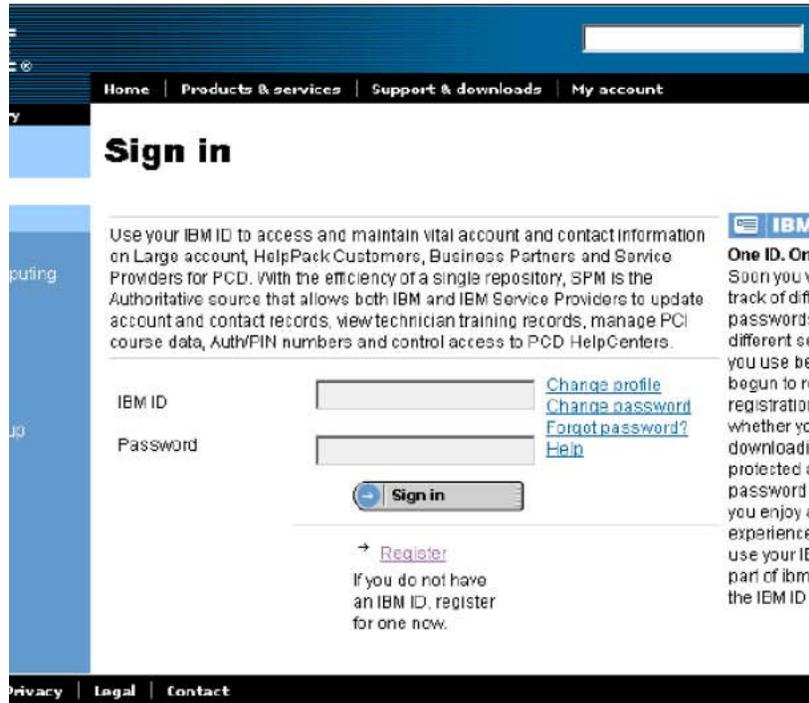
Página de Ingreso del SPM

Paso 5: Escriba su ID y contraseña de IBM y haga clic en **Sign In**.



The Service and Support Profile Management page

When the Service and Support Profile Management Sign In page is displayed:



The SPM Sign in page

Enter your IBM ID and Password and click **Sign In**.



Figura 1: Página de ingreso de SPM

(SÓLO LA PRIMERA VEZ) PASOS PARA REGISTRAR SU ID DE IBM

N
O

T
A
:

Si usted ya tiene un id de IBM por favor vaya al siguiente paso. (Debe ingresar su autorización y número de clave secreta (pin) sólo una vez)

Paso 1: Haga clic en 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.

IBM id

Password

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

[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 stopping, 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.

Related links:
Personal Computing Support

About IBM | Privacy | Legal | Contact

Página de ingreso y registro para el sitio de SPM

Si tiene algún problema realizando el registro para el ID de IBM por favor llame al help desk al teléfono: 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

Registro del ID de IBM – continuación de los pasos



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

[→ Select a country](#)

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.

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:

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](#).

[About IBM](#) | [Privacy](#) | [Terms of use](#) | [Contact](#)

Paso 2: Complete la información requerida y haga clic en Continue.

Registro del ID de IBM – continuación de los pasos



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

[→ Select a country](#)

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)	<input type="text" value="Select one"/>	
Salutation: (e.g. Mr., Mrs.)	<input type="text"/>	
* First name:	<input type="text"/>	
Initials:	<input type="text"/>	
* Last name:	<input type="text"/>	
Suffix: (e.g. Jr., Sr.)	<input type="text"/>	
Daytime phone: (e.g. 555-555-1234)	<input type="text"/>	Ext: <input type="text"/>
Evening phone: (e.g. 555-555-1234)	<input type="text"/>	
Fax number: (e.g. 555-555-1234)	<input type="text"/>	
Pager number: (e.g. 555-555-1234)	<input type="text"/>	Pin: <input type="text"/>
Job title:	<input type="text"/>	

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](#).

About IBM | Privacy | Terms of use | Contact

Paso 3: Haga clic en Submit cuando complete toda la información requerida en el paso 2 de la página 2.

Registro del ID de IBM – continuación de los pasos

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.

My IBM

Welcome back, TEST SPMADMIN

→ Edit your profile

→ Sign out

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

Paso 4: Cerrar y regresar al URL de SPM -> <http://www.pc.ibm.com/partner/spm/>

Si tiene algún problema realizando el registro para el ID de IBM por favor llame al help

desk al teléfono: 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

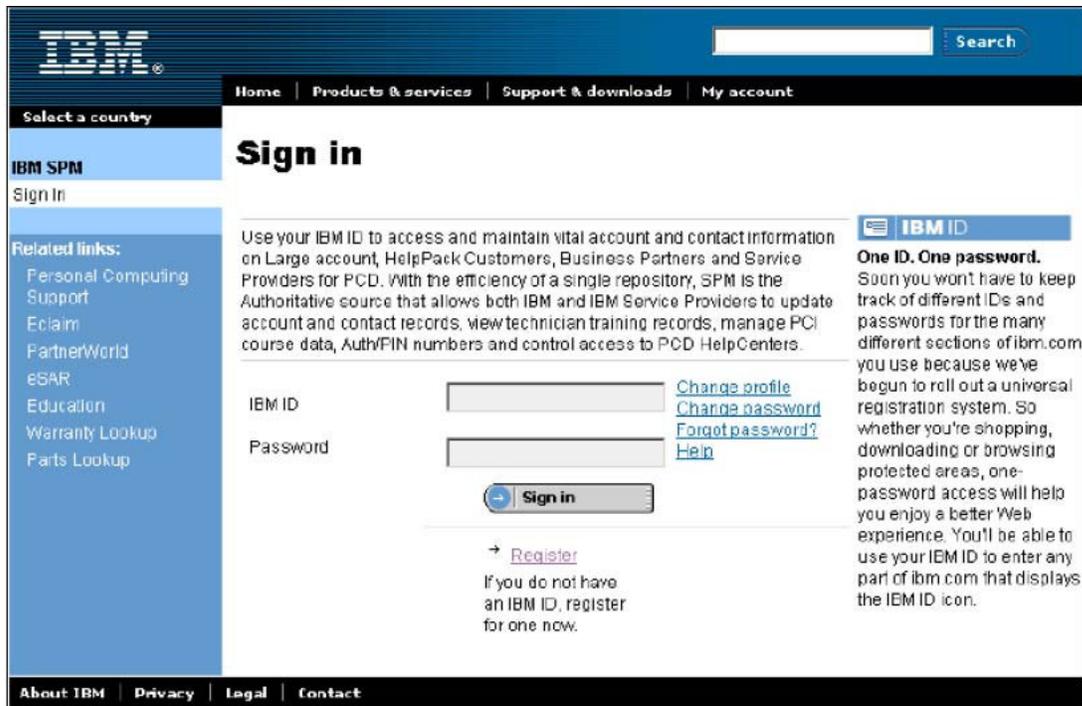
US and Canada 1-416-383-3906

(SÓLO LA PRIMERA VEZ) REGISTRARSE EN EL SITIO DE SPM UTILIZANDO LA AUTORIZACIÓN & PIN

Entre al sitio en la Web de **SPM**. Se muestra la página de ingreso para el SPM.

Una vez que tiene su ID y contraseña de IBM guardados en un lugar seguro...

Paso 1: Escriba el **ID** y la **Contraseña de IBM** que **acaba** de crear. Haga clic en **Sign in**.



the

Un email es enviado al solicitante proporcionándole su ID de Autorización y PIN.

**N
O
T
A
:**

La entrada del **ID de Autorización & PIN** se realiza sólo la primera vez que ingresa al sitio de SPM. Sin embargo, PUEDE necesitar más adelante dicho ID de Autorización & PIN, por lo tanto debe guardarlo en un lugar seguro.

La página del **Id de Autorización y PIN** se muestra sólo la primera vez.

Paso 2: Escriba su **id de Autorización y PIN** una sola vez.

PÁGINA GENERAL DE BIENVENIDA DEL SPM



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

[→ Select a country](#)

Welcome

Welcome

[IBM SPM](#)

[Help](#)

[SSG](#)

[ECAs & dealer tips](#)

[Sign out](#)

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.



Related links:

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

[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.**

[About IBM](#) | [Privacy](#) | [Legal](#) | [Contact](#)

Hello: Su nombre
Haga clic, bien sea en el enlace **IBM SPM** encontrado en el menú de navegación del lado izquierdo o en el enlace de **IBM Service and Support Profile Management** encontrado en el centro de la página. (NOTA: **Sólo tienen acceso los perfiles Autorizados.**)

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.**

About IBM | Privacy | Legal | Contact

Página principal del IBM Service and Support Profile Management

Hello: su nombre
Se muestra la **página principal del IBM Service and Support Profile Management:**

The screenshot shows the IBM Service and Support Profile Management interface. At the top, there is the IBM logo and a search bar. Below that, navigation links for Home, Products & services, Support & downloads, and My account are visible. The main content area is titled 'IBM Service and Support Profile Management' and includes a globe icon with the text 'Hello: Your Name'. A 'Sign out' link is present in the navigation menu. The 'Related links' section lists various support options such as Personal Computing Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup. The footer contains links for About IBM, Privacy, Legal, and Contact.

Página principal del IBM Service and Support Profile Management

N
O
T
A
:

Los enlaces que usted ve dependen de sus privilegios como Usuario del SPM.

Hello: Su nombre

Signing Out of the SPM Site

Cerrar el Sitio de SPM

Cuando esté listo para dejar el sitio de SPM, asegúrese de cerrarlo.

Paso 1: Haga clic en el enlace de **Sign out**, encontrado en el Menú de navegación.



Figura 2: Menú de Navegación

Se muestra de nuevo la página del **IBM Service and Support Profile Management**



Figura 3: Página del IBM Service and Support Profile Management

Paso 2: Cierre el navegador de Internet haciendo clic en la **X** que se encuentra en la esquina superior derecha de la ventana del navegador.

Si desea entrar de nuevo, haga clic en el enlace de **Sign in**