IBM Electronic Support

www.ibm.com/support

IBM Electronic Support

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- ICS Support on Facebook: facebook.com/IBMLotusSupport
- ICS Support on Twitter: twitter.com/IBM_ICSsupport

IBM Support Portal

ibm.com/support

- Consolidated, customizable view of technical support information
- Choose up to 10 software and hardware products
- Sign in with your IBM ID and password
- Customize the portal to include only the information you want to see
- All the following tools are easily accessible through the IBM Support Portal

My Notifications

ibm.com/support/mynotifications

- Subscription service to stay informed on new or updated support content for your products
- Benefit from these customizable communications that contain important news, new or updated support content such as: publications, hints, tips, technotes, product flashes (alerts) and downloads and drivers
- Choose frequency and type of notification
- Choose e-mail or RSS delivery

Fix Central

ibm.com/support/fixcentral

- Acquire fixes and updates for many IBM hardware and software products using this one-stop platform
- Search for fixes, fix packs or APARs
- Search by version and platform
- Check for requisite fixes automatically

Service Request (SR) Tool

ibm.com/support/servicerequest

- Create, update, and manage service requests, opened by phone or online
- Attach troubleshooting files
- Receive update e-mail notifications
- Manage authorized callers & partners
- Valid support contract required
- SR Quick Start: ibm.co/UOCSBi

ICS Support Open Mics

ibm.com/software/lotus/support/lotus-open-mics/

- Attend ICS Support Open Mic webcasts for technical information on many products and topics
- Join complimentary webcasts, usually several per month, or listen to replays
- Ask questions of the subject matter experts during live Q&A sessions

IBM Support Assistant

ibm.com/software/support/isa

- Download troubleshooting workbench
- Search for information from multiple sites with one search query
- Troubleshoot applications using problem determination tools
- Automate data collection and problem submission

IBM Software Support Handbook

ibm.com/support/handbook

- Find answers about IBM support
- Find support information more quickly for recently acquired companies
- Use the information and references to improve your support experience

Online Support Communities

ibm.com/developerworks/community

- Review in-depth technical information for developers and administrators that includes IBM software, Java, SOA, architecture and more
- Stay current with new technology introductions
- Take advantage of technical tutorials and training
- Download new tools and demos for new products
- Join forums for community information for all IBM software (forums, wikis, blogs)

Assist On site

ibm.com/support/assistonsite

- Live remote assistance tool for complex issue resolution
- IBM support launches session using proprietary technology and encrypted data
- Speed up problem determination, collection of data, and ultimately, your problem solution

IBM Software Support Lifecycle

ibm.com/software/support/lifecycle

- Find General Availability and support withdrawal dates for all IBM software
- View the support policy for each product
- Track support availability by version

IBM Education Assistant

ibm.com/software/info/education/assistant

- Access task-based self-study modules for many IBM software products
- Get up the learning curve quickly for new software
- Use as a refresher for those familiar with software

IBM Software Education

ibm.com/software/education

- Training and certification for IBM Software
- Build skills with hundreds of software courses
- Choose from classroom, online and private courses
- Benefit with instruction from award-winning educators who have first-hand product knowledge

Electronic Support Reference

ibm.com/support/electronicsupport

- A general reference site with descriptions of our entire electronic support portfolio, including links
- Explore the electronic support resources that are available to assist you and save you time

IBM Electronic Support

. . . Easy, Fast, Smart

ICS Quality Survey

Help shape the future of IBM Software!

Take our short ICS Quality Survey here:

bit.ly/qualitysurvey

- We want to know and understand your opinion of IBM software used within your organization.
- The best way to drive change is to speak up!
- Help us make IBM software the quality that you expect it to be.

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