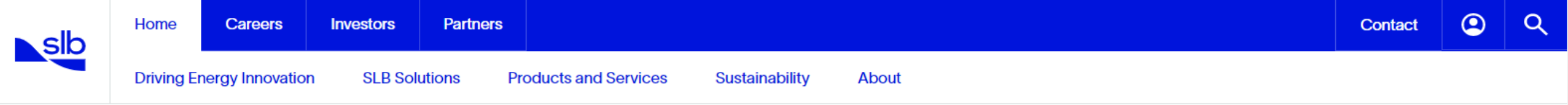
Single Sign-on Authentication System



This workflow will help you to create a Software Support and Ocean Ecommerce account.
Existing user can use this to migrate to the new identity management system that leverages Microsoft technology.

SUPPORT LOGIN

Support Hub

Delivering the highest quality technical support in the industry

Product Support

Find support information related to your products.

Statement on Apache Log4j

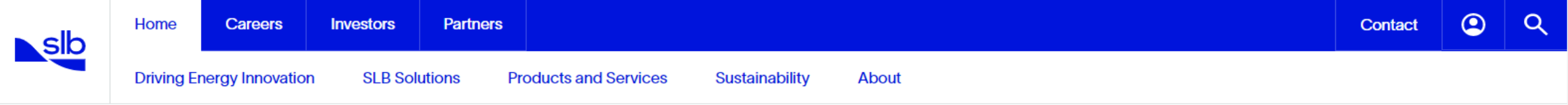
Your Tickets

Submit, update and track your support requests in the CCC.

Click here to search for the solution in our Knowledge Base.

To align SLB services, our authentication process is changing. By leveraging Microsoft technology to authenticate access, will allow more of our services to utilize single-sign-on. Thus, allowing the user to navigate from application or services seamlessly. To do this, each user of the Software Support site and the Ocean Ecommerce will be required to enter/create their profile in the identity management system.

SLB-Private



Register/Login
Click **Register/Login** to begin the authentication process.

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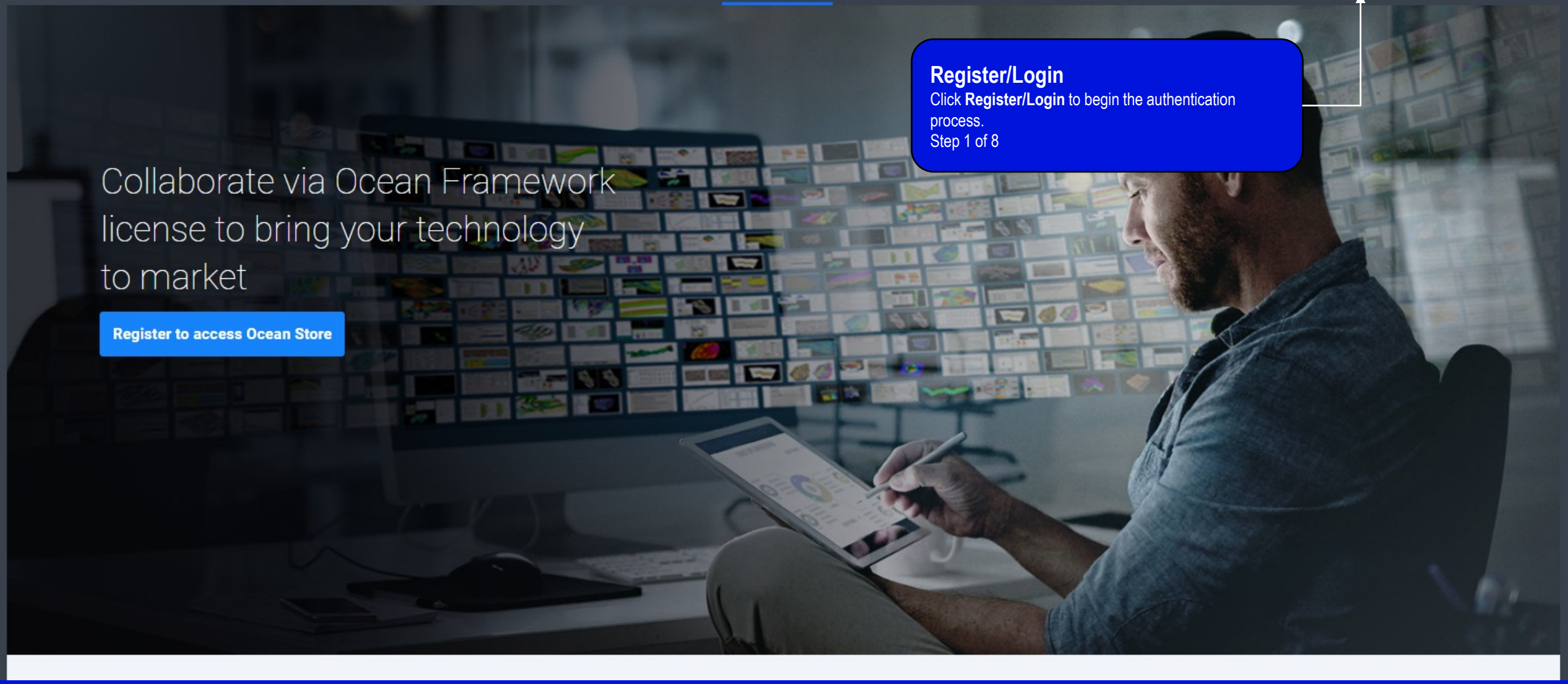
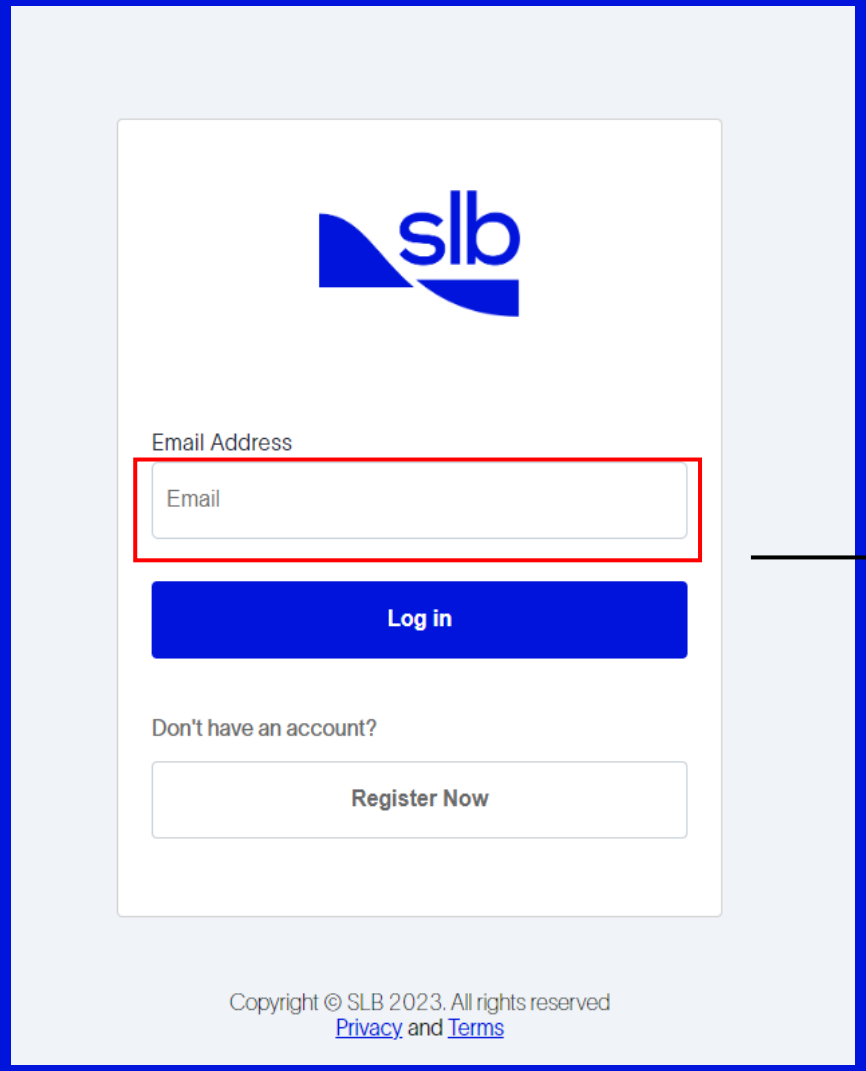
To begin, click on the **Register/Login** link on the Software site (www.software.slb.com).

SLB-Private



To begin, click on the **Register/Login** link on the Ocean Ecommerce site (www.commerce.slb.com).

SLB-Private



Enter email ID and click Log in

Existing users of the Customer Care Center enter your known email address so that your historical tickets are linked to your online account..
New users, click **Register Now** link.
Step 2 of 8

Existing users of the Customer Care Center, enter your **known email address** in the space provided. New users, click the **Register Now** link.

SLB-Private

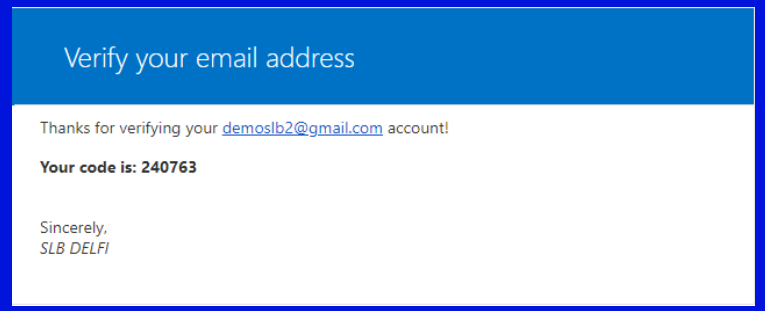
Sign up using email address

Enter your company email address and click on Send Verification Code.

Step 3 of 8

Enter your company domain email address. Click Send verification code.
A message will be sent to the email address provided that contains a 6-digit code.

SLB-Private



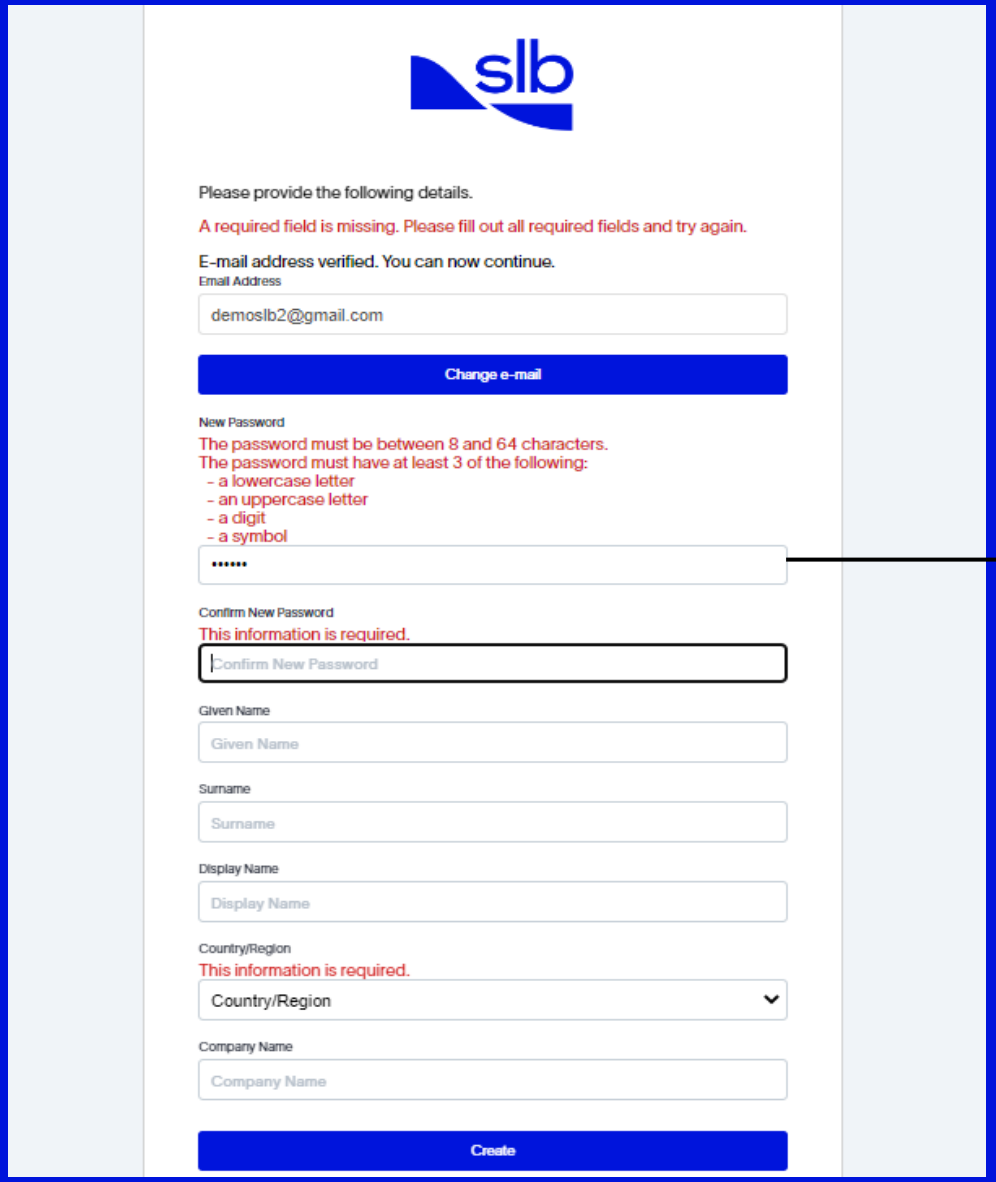
Click on Verify code

Enter the verification code received by email and then click on Verify code.

Step 4 of 8

Enter the code in the field provided. Click Verify code.

SLB-Private



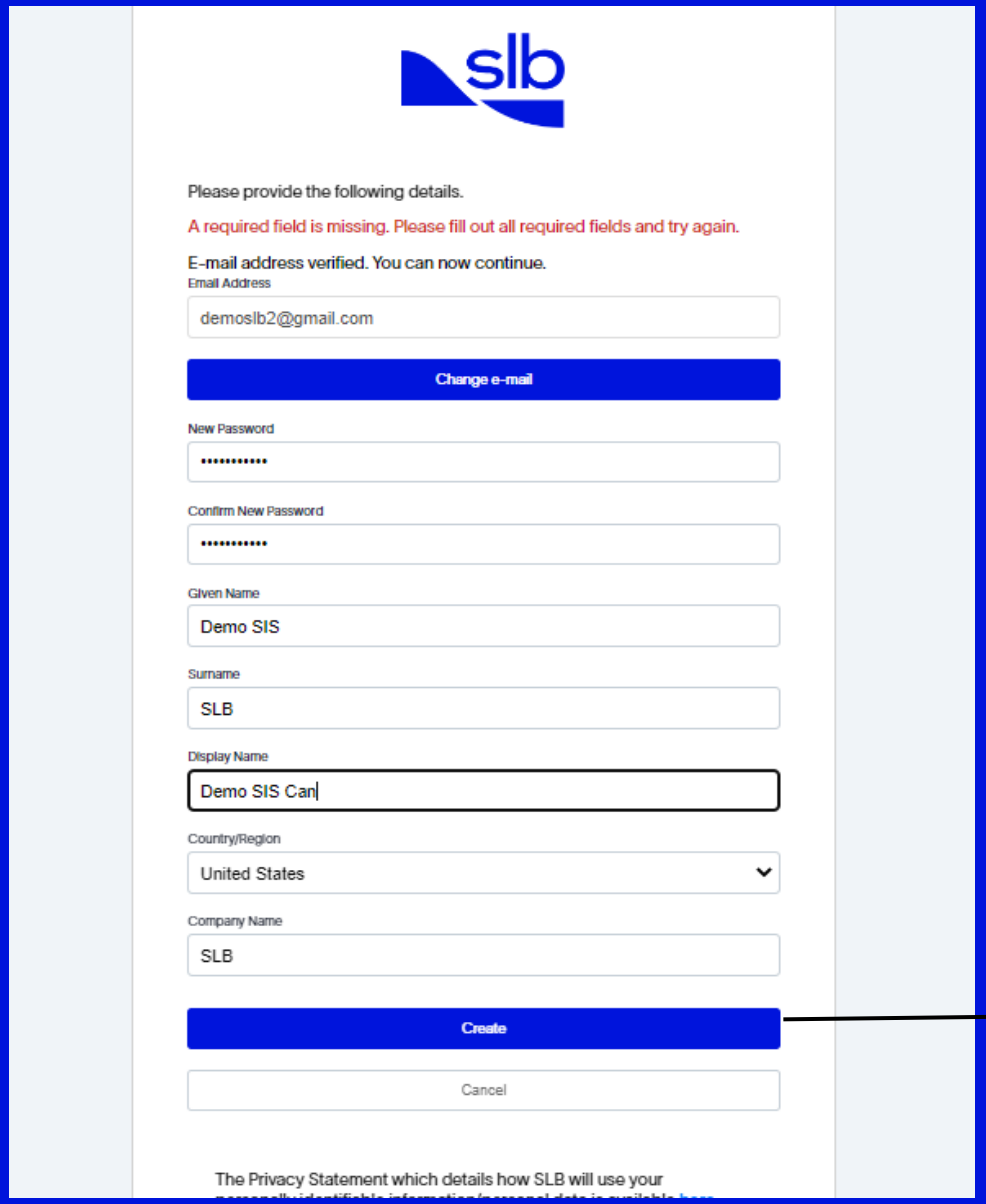
Create or Enter Password

Existing users may enter their current password or chose to create a new password.

Step 5 of 8

If you are an existing user, and your current password meets the criteria indicated in red, you may enter your password here or create a new password.

SLB-Private



Click Create

After completing all fields, click Create.

Step 6 of 8

After creating/entering your password, complete all remaining fields. Click Create.

SLB-Private

Enter Phone number for multifactor authentication

Enter phone number, then chose Send Code or Call Me option.

Step 7 of 8

The identity management service uses a multi-factor authentication (2FA) process.
NOTE: this 2FA will be used each time you log into the application or site.

SLB-Private

Click on Verify Code

Enter the code provided to authenticate the number provided. Once you click Verify Code, you will be directed to the referring website.

Step 8 of 8

Enter the 6-digit code to authenticate the phone number, then click on Verify Code. Upon verification:
Known user, you will be directed to the website from which you started and automatically logged in.
New user, you will be directed to complete the Registration, where you will select your Service and provide your company information

SLB-Private