

Single Sign-on Work Authentication System

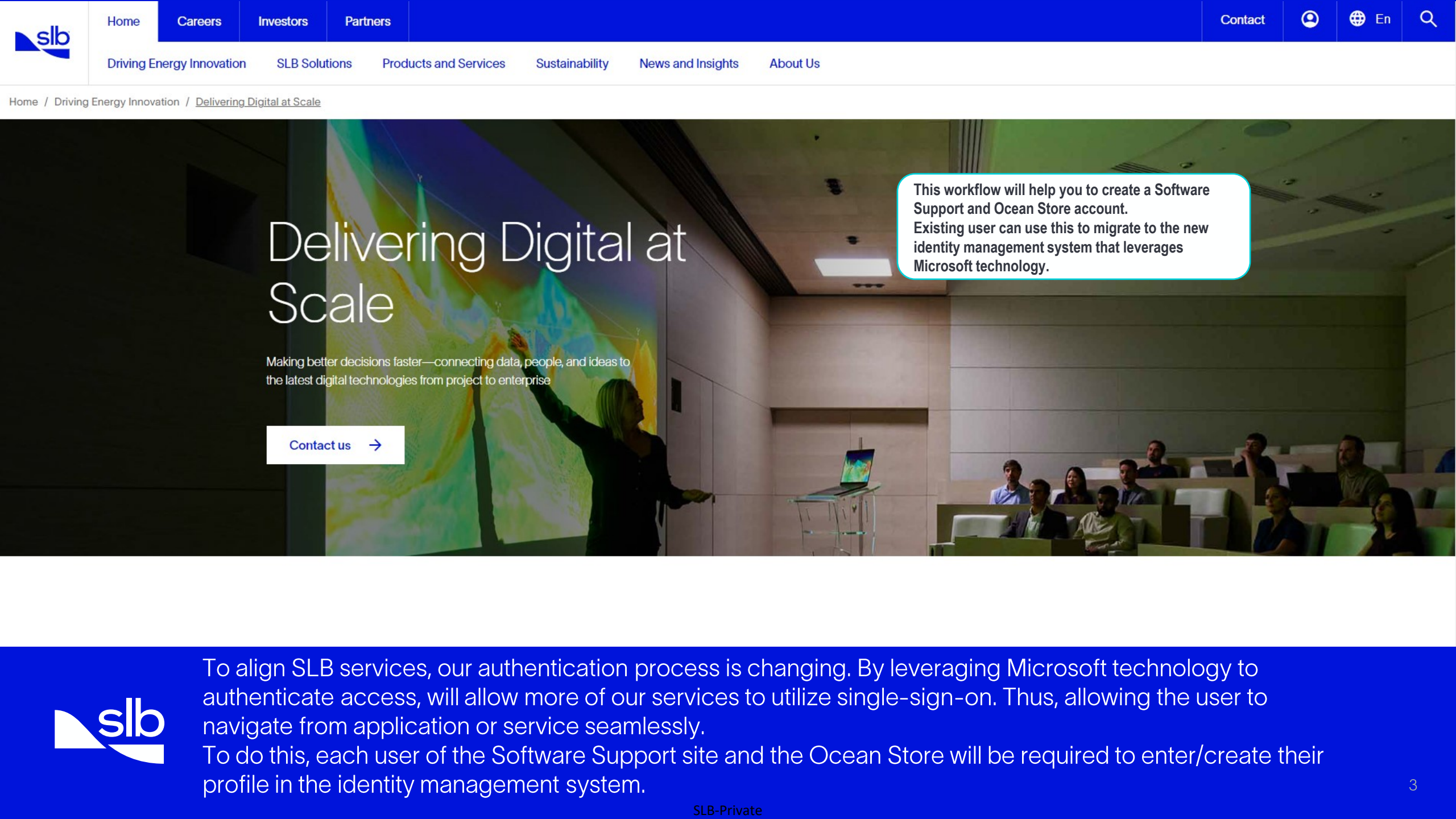
Existing Support Customer



# Software Support & Ocean Commerce Known Authorized User

- 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 service seamlessly.
- Each user of the Software Support site and the Ocean Commerce will be required to enter/create their profile in the identity management system.
- The following workflow will help you to create a Software Support and Ocean Commerce account.
- Existing user can use this to migrate to the new identity management system that leverages Microsoft technology.





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Making better decisions faster—connecting data, people, and ideas to the latest digital technologies from project to enterprise

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If you are an existing customer/user of Software Support ([www.software.slb.com](http://www.software.slb.com)) use the following workflow to log into these site.

Support Hub

Delivering the highest quality technical support in the industry



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

[SUPPORT LOGIN](#)

## Support Services

Access a variety of technical assisted support services and submit support requests online. The following Services are available based on your access privileges. All Services may not be available to all users.



**Product Support**  
Support information related to your products



**Download Software**  
Download the latest software updates and release documents



**Remote Session**  
Join a remote session with your technical support engineer



**Data Exchange**  
Exchange data with our expert support staff - safely and securely



**Tickets**  
Submit, update and track your support requests online



**Chat**  
Start a chat session with a support agent related to your product



**Support Contact**  
Call or email for support related services



**Escalate**  
Escalate a support service quality issue



Click on Support Login after redirecting to Software Support.

Register /Login  
Click the link to begin the authentication process

Collaborate via Ocean Framework license to bring your technology to market

Register to access Ocean Store



Email Address

ksd09232@gmail.com

Log in

Don't have an account?

Register Now

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[Privacy](#) and [Terms](#)



Sign in with your email address

Email Address

ksd09232@gmail.com

Password

.....|

Forgot your password?

Sign in

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Enter your email address. Click Log in  
Enter your password. Click Sign in



Sign in with your email address

Email Address

ksd09232@gmail.com

Password

.....|

[Forgot your password?](#)

Sign in

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Enter the password you used/created during the authentication step. Click Sign in





We have the following number on record for you.  
We can send a code via SMS or phone to  
authenticate you.

Phone Number

XXX-XXX-67221

Send Code

Call Me

Cancel

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The phone number you selected during the authentication step will be defaulted here. Select Send Code or Call Me to receive the multi-factor code.



We have the following number on record for you.  
We can send a code via SMS or phone to  
authenticate you.

Phone Number

XXX-XXX-67221

Enter your verification code below, or [send a new code](#)

825444|

Verify Code

Cancel

After entering the code  
click on verify code



Enter the 6-digit code sent via SMS or the Call me option. Click Verify Code

Support Hub

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[LOGOUT](#)

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Upon verification of your username, password and multi-factor code, you will then be logged into the site where you selected login. - UPDATE!!