Single Sign-on Authentication System

Multi-Factor Authentication

slb

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

This 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.

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 Commerce will be required to enter/create their profile in the identity management system.

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SLB-Private

Register/Login

Click Support Login to begin the authentication process.

Support Hub
Delivering the highest quality technical support in the industry

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

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

Register/Login
Click **Register/Login** to begin the authentication process.
Step 1 of 8

Collaborate via Ocean Framework license to bring your technology to market

Register to access Ocean Store

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

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.

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.

Verify your email address

Thanks for verifying your demoslb2@gmail.com account!

Your code is: 240763

Sincerely,
SLB DELFI

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.
Email Address

beesaprathyusha20@gmail.com

Verification Code

240763

Verify code

Send new code

New Password

New Password

Confirm New Password

Confirm New Password

Given Name

Given Name

Surname

Surname

Display Name

Display Name

Country/Region

Country/Region

Company Name

Company Name

Create

Cancel

The Privacy Statement which details how SLB will use your personally identifiable information/personal data is available here.

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Privacy and Terms

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.

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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.

Click Create
After completing all fields, click Create.

Step 6 of 8

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

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.

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