# Single Sign-on Authentication System Multi-Factor Authentication





Home Careers Investors Partners

Contact



**⊕** Ei

Contact

Software Support

Locations Incident Report

Scam and Fraud Awareness

Home / Driving Energy Innovation / <u>Delivering Digital at Scale</u>





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

Home Careers

Software Support

Support

Product Support

Support Library

**Partners** 



Support Hub

Delivering the highest quality technical support in the industry



Ocean Commerce account.

Existing user can use this to migrate to the new identity management system that leverages Microsoft technology. 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



### Tickets

Submit, update and track your support requests



### **Download Software**

Download the latest software updates and release documents



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



### Remote Session

Join a remote session with your technical support engineer



### Support Contact

Call or email for support related services



### Data Exchange

Exchange data with our expert support staff - safely and securely



### Escalate

Escalate a support service quality issue



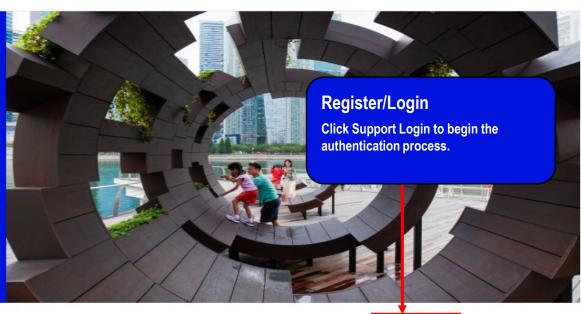
To align SLB services, our authentication process is changing. By leveraging Microsoft technology to authenticate access, will allow more of our services to utilize single-sign-on. Thus, allowing the user to navigate from application or services seamlessly. To do this, each user of the Software Support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

Home Careers Investors Support Partners

elp Software Support Product Support Library

Support Hub

Delivering the highest quality technical support in the industry



SUPPORT LOGIN

Contact

# 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



### Tickets

Submit, update and track your support requests online



### **Download Software**

Download the latest software updates and release documents



### Chat

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



### Remote Session

Join a remote session with your technical support engineer



### Support Contact

Call or email for support related services



### Data Exchange

Exchange data with our expert support staff - safely and securely

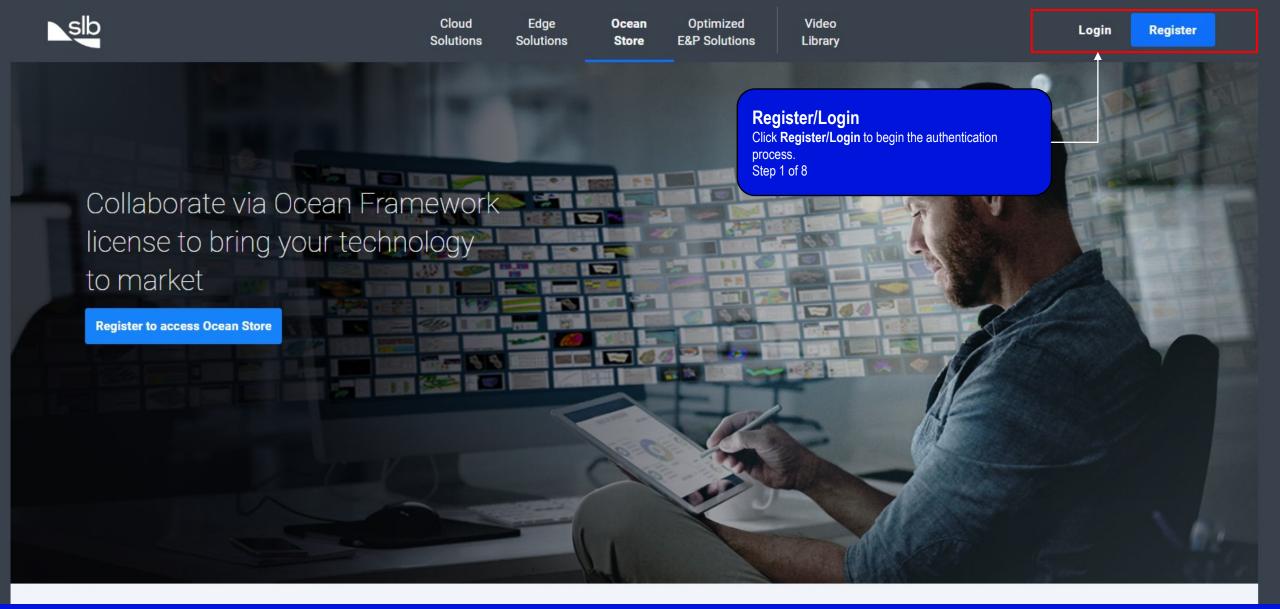


### Escalate

Escalate a support service quality issue

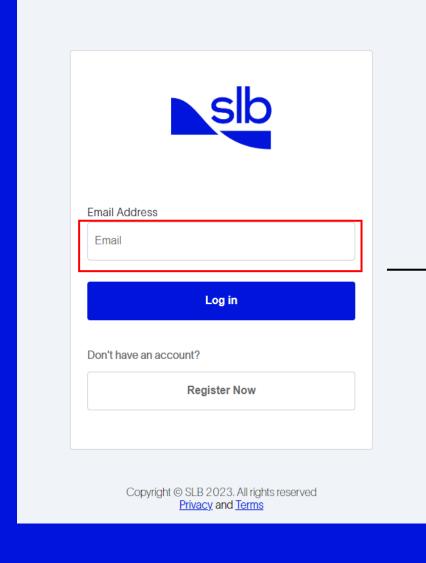


To begin, click on the Support Login link on the Software site (www.software.slb.com/support).





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

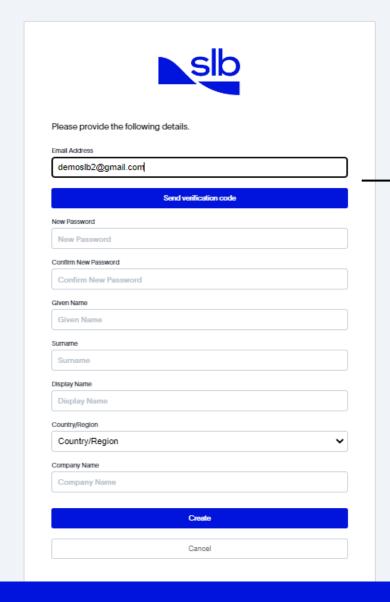


# **Enter email ID and click Log in**

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

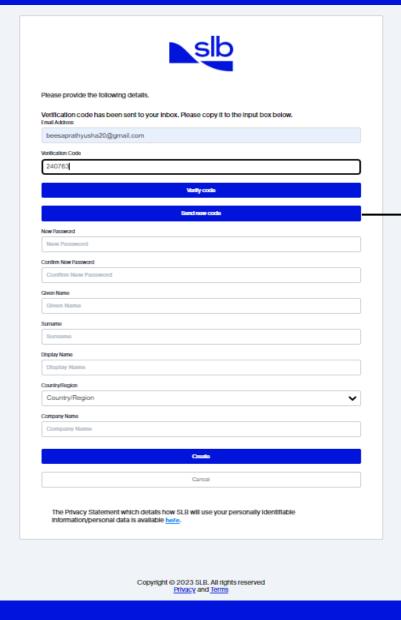
Enter your company email address and click on Send Verification Code. Step 3 of 8



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



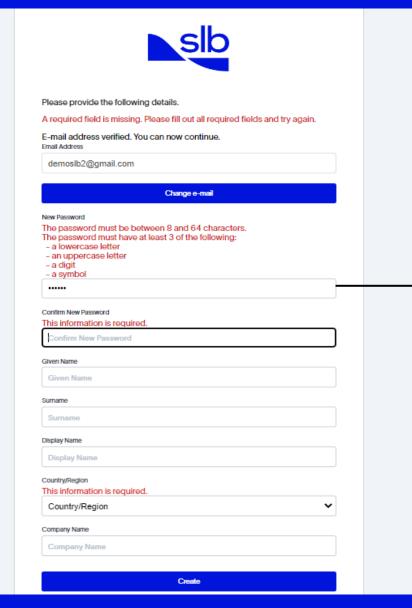
# **Click on Verify code**

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.



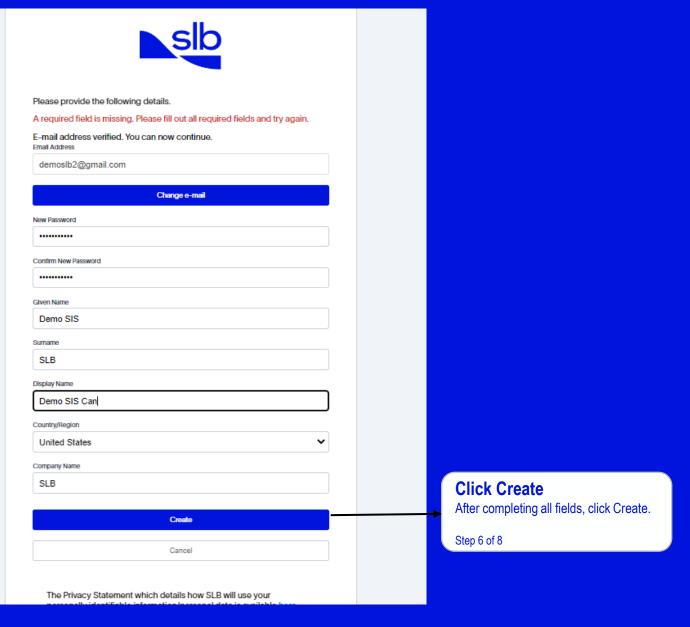


Existing users may enter their current password or chose to create a new password.

Step 5 of 8

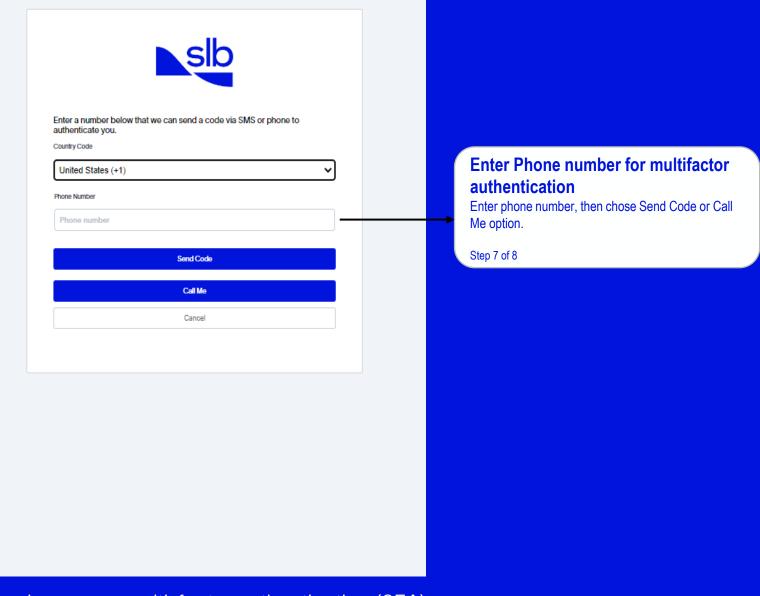


If you are an existing user, and your current password meets the criteria indicated in red, you may enter your password here or create a new password.



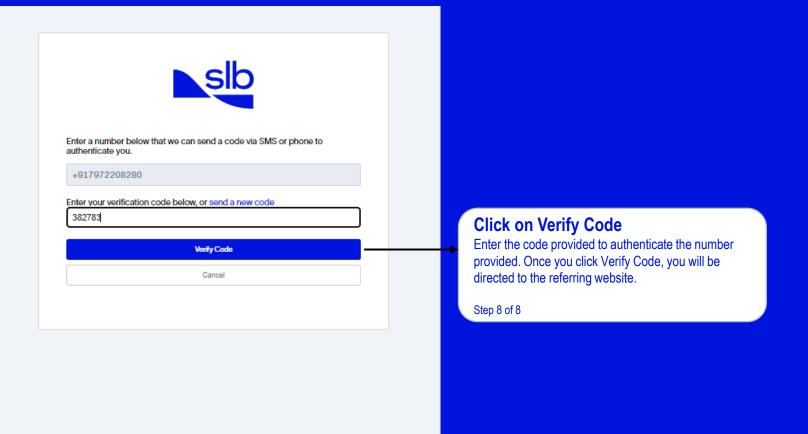


After creating/entering your password, complete all remaining fields. Click Create.





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.





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