

Software Support & Ocean Ecommerce New User Registration Workflow

- To align Schlumberger 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 Store account.





Home Careers **Partners**

Software Support

Contact



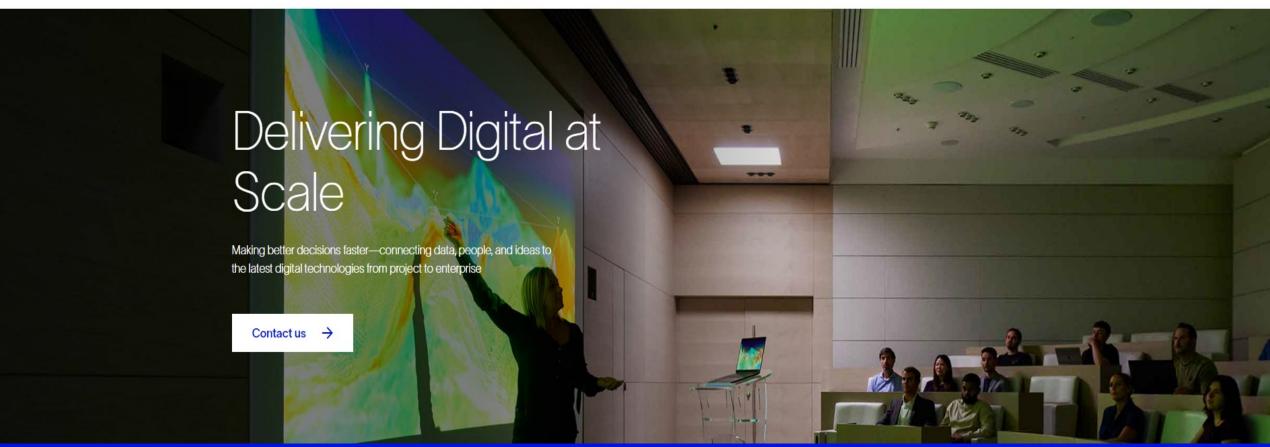
Contact

Locations

Incident Report

Scam and Fraud Awareness

Home / Driving Energy Innovation / Delivering Digital at Scale





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

Home Careers

Product Support Library

Support

Partners



Support Hub

Software Support

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



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



Support Contact

Call or email for support related services



Data Exchange

Exchange data with our expert support staff - safely and securely



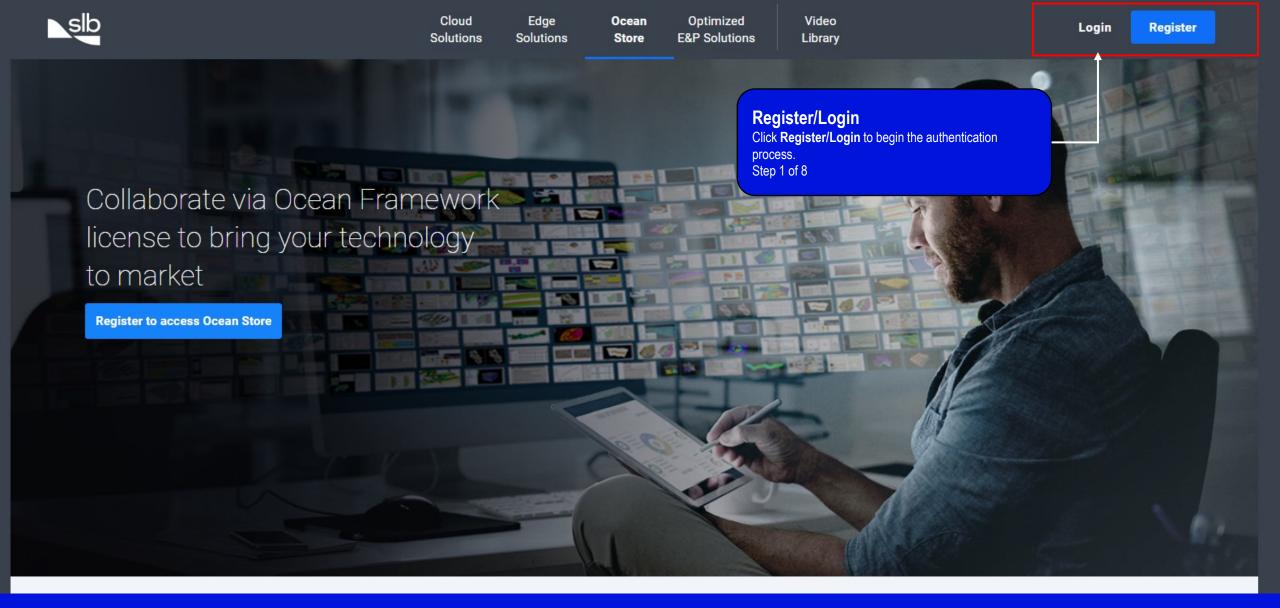
Escalate

Escalate a support service quality issue



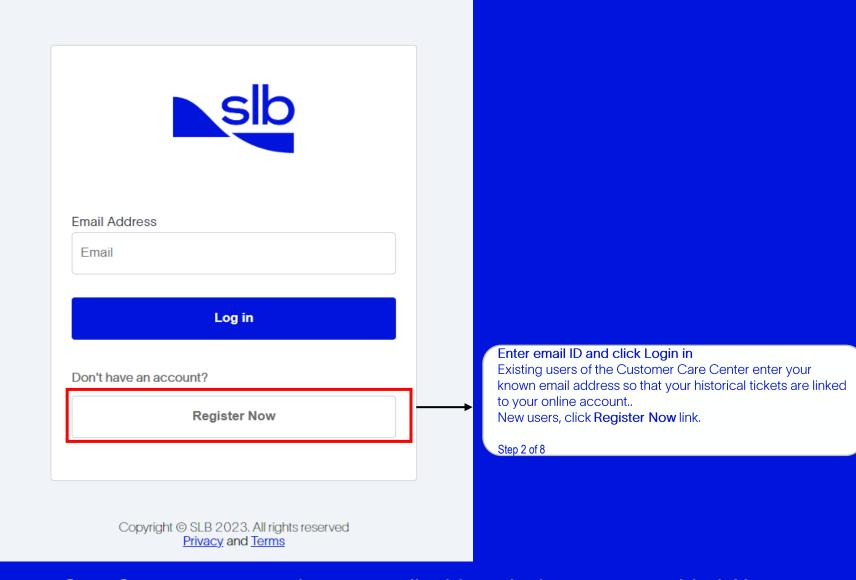
To align SLB services, our authentication process is changing. By leveraging Microsoft technology to authenticate access, will allow more of our services to utilize single-sign-on. Thus, allowing the user to navigate from application or service seamlessly.

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.



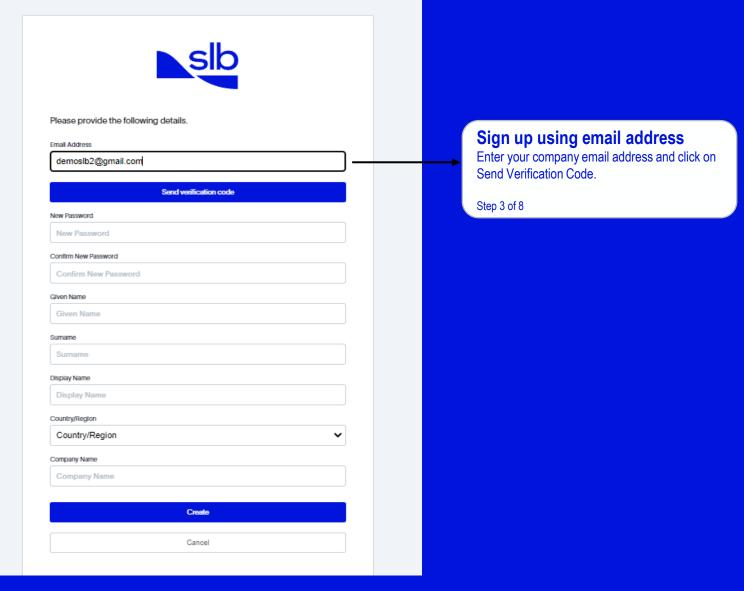


NEW USER: To begin, click on the **Register/Login** link on the Software site (www.software.slb.com/support) or the Ocean Commerce (https://commerce.slb.com).





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

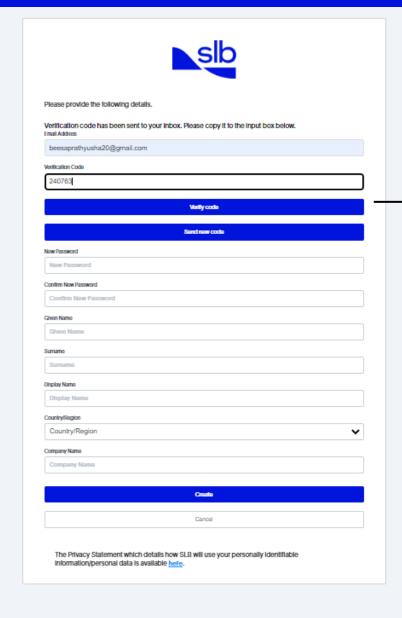




Enter your company domain email address. Click Send verification code.

A message will be sent to the email address provided that contains a 6-digit code.

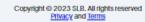
Verify your email address Thanks for verifying your demoslb2@gmail.com account! Your code is: 240763 Sincerely, SLB DELFI



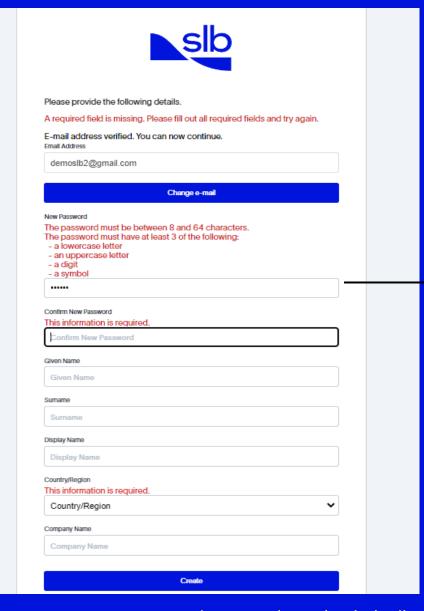
Click on Verify code

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

Step 4 of 8







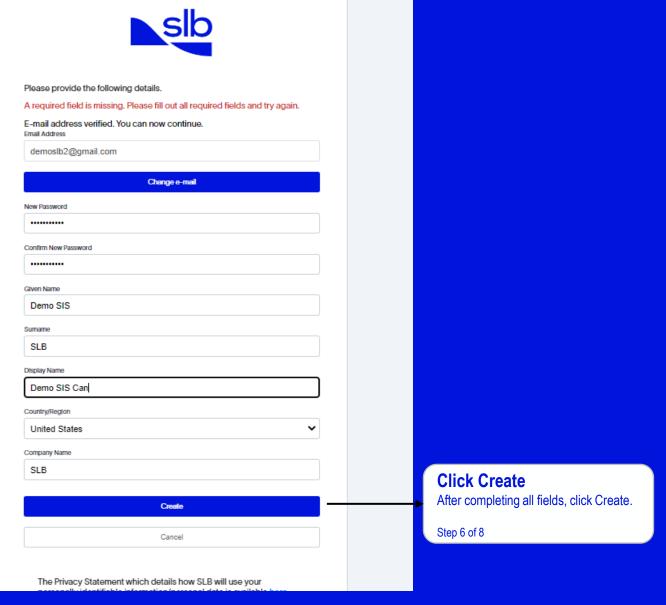
Create or Enter Password

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

Step 5 of 8

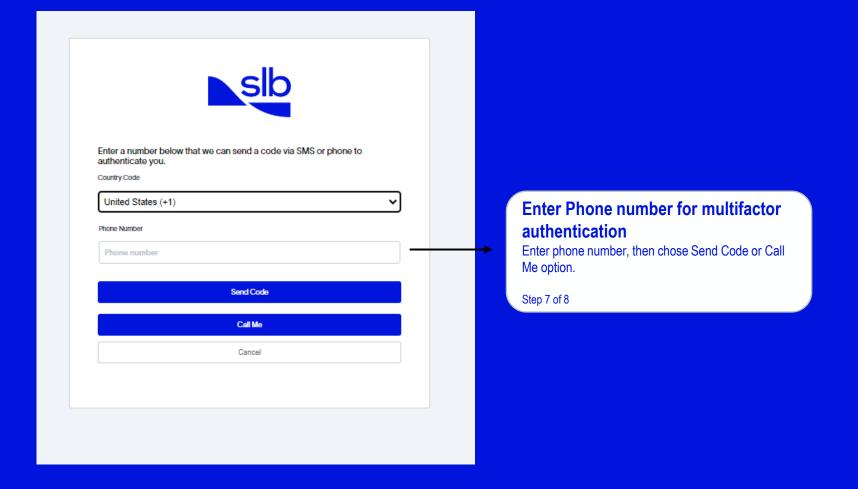


If you are an existing user, and your current password meets the criteria indicated in red, you may enter your password here or create a new password.



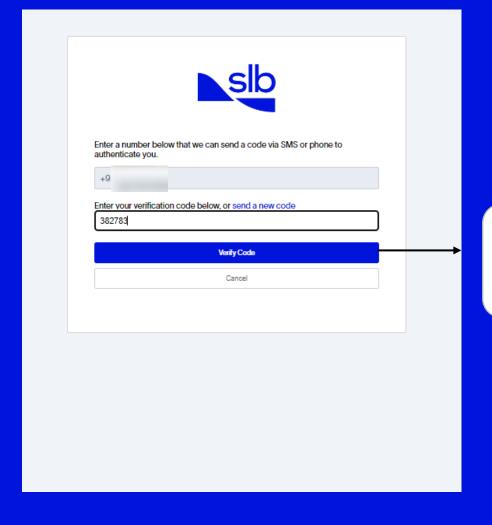


After creating/entering your password, complete all remaining fields. Click Create.





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.



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 in the space provided. Click Verify Code. Upon verification:
You will be directed to complete Registration, where you will select your Service and provide your company information.

ACKNOWLEDGEMENT INFORMATION

You have reached this information page due to the email address you provided was not found in our database. For access consideration, please acknowledge the following information to continue with registration.

Email address validation

The email address you provide must be your company domain email address (example: user@abccompany.com)

- · Generic email domains are not supported (example: Yahoo, Gmail, etc.)
- · Group email accounts are not supported (example: admin@abccompany.com)

NOTES

- If you are authenticating your existing Software Support or Ocean Store account, you must have used the email address previously know in our system
- · If you did not enter your known email address during the authentication process, a new account will be created

Access Options requirements - Choose your access

- Software Support Must have current software maintenance agreement
- \Box Dcean plug-in buyer Allows the purchase and download of purchased plug-ins from the Ocean Store
- ☐ Ocean plug-in developer For licensed Ocean Developers ONLY
- Please select at least one Request Access

Schlumberger Terms and Conditions

By checking this you agree and consent to the Schlumberger Terms of Service and Privacy Policy Schlumberger Terms and Conditions

Please select Terms and condutions.

CONTINUE

CANCEL



Review the email acceptance criteria.
Select your Access Options. Read and accept the Terms and Conditions. Click Continue.

MY ACCOUNT CONTACT INFORMATION COMPANY INFORMATION PERSONAL INFORMATION * Indicates required field FIRST NAME MIDDLE NAME LAST NAME DISPLAY NAME JOB TITLE" PREFERRED LANGUAGE* LOCATION





Complete your contact information. All fields marked with an asterisk (*) are required fields. Click Next NOTE: the email address and country information was verified during the authentication step and is no longer editable.

MY ACCOUNT COMPANY INFORMATION CONTACT INFORMATION To help us process your registration quickly and with the correct benefits we need to know your company information. COMPANY NAME* SLB Limited CITY* Pune STREET ADDRESS* Yerwada CONTINUE CANCEL Back to top 1 © 2023 Schlumberger Limited. All rights reserved.



Complete your company information. All fields marked with an asterisks (*) is required. Enter your complete company name. Do not use acronyms. Click Continue.

CONFIRMATION Please review the information you entered below, You may use the edit links to go back and make corrections previously entered information. Otherwise, please click the "Submit Registration" button below to complete the registration process. Acknowledgement Information Edit Access Requested Software Support - Must have current software maintenance agreement Ocean plug-in buyer - Allows the purchase and download of purchased plug-ins from the Ocean Store Ocean plug-in developer - For licensed Ocean Developers ONLY Personal Information Edit Title First Name Demo SIS Middle Name SLB Last Name Display Name Software Support Job Title English Preferred Language Location User Name demoslb2@gmail.com Phone Number +1-XXX-XXX-8082





Review the information you have provided. Use the Edit links in each section to make changes. Click Submit Registration.

REGISTRATION RESPONSE

REGISTRATION PENDING APPROVAL

Thank you for completing registration. The information you have provided will be checked against your company information to determine entitlement. Once your registration is approved you will receive an email notification.

For urgent technical assistance with Software, call your local support helpdesk using the country specific numbers located on the Need Help page.

Go to site

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Your request is Pending Approval. The details you have provided will be checked against your company information. For access your company must have a current maintenance agreement or developers license for plug-in development.

SLB-Private