

Single Sign-on Authentication System

Software Support & Ocean Commerce
New User Registration Workflow



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.



Delivering Digital at Scale

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

Contact us →



If you are an existing customer/user of Software Support (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



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.


Collaborate via Ocean Framework license to bring your technology to market

[Register to access Ocean Store](#)

Register/Login

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

Step 1 of 8



Email Address

Log in

Don't have an account?

Copyright © SLB 2023. All rights reserved
[Privacy](#) and [Terms](#)

Enter email ID and click Login 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.



Please provide the following details.

Email Address

demoslb2@gmail.com

Send verification 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

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.



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

Verification Code

Verify code

Send new code

New Password

Confirm New Password

Given Name

Surname

Display Name

Country/Region

Company Name

Create

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

Copyright © 2023 SLB. All rights reserved
[Privacy](#) and [Terms](#)

Click on **Verify code**

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

Step 4 of 8



Please provide the following details.

A required field is missing. Please fill out all required fields and try again.

E-mail address verified. You can now continue.

Email Address

demoslb2@gmail.com

Change e-mail

New Password

The password must be between 8 and 64 characters.

The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

.....

Confirm New Password

This information is required.

Confirm New Password

Given Name

Given Name

Surname

Surname

Display Name

Display Name

Country/Region

This information is required.

Country/Region

Company Name

Company Name

Create

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.



Please provide the following details.

A required field is missing. Please fill out all required fields and try again.

E-mail address verified. You can now continue.

Email Address

demoSLB2@gmail.com

Change e-mail

New Password

Confirm New Password

Given Name

Demo SIS

Surname

SLB

Display Name

Demo SIS Can|

Country/Region

United States

Company Name

SLB

Create

Cancel

Click Create


After completing all fields, click Create.

Step 6 of 8

The Privacy Statement which details how SLB will use your



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



Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United States (+1) ▼

Phone Number

Phone number

Send Code


Call Me

Cancel

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.



Enter a number below that we can send a code via SMS or phone to authenticate you.

+9

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

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**
- 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**

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 condotions.

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

TITLE

FIRST NAME*

MIDDLE NAME

LAST NAME*

DISPLAY NAME

JOB TITLE*

PREFERRED LANGUAGE*

LOCATION

CONTACT INFORMATION

USER NAME

PHONE NUMBER*

MOBILE

FAX

COUNTRY*

NEXT

CANCEL



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

CONTACT INFORMATION

COMPANY 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 ↑](#)

© 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

Last Name SLB

Display Name

Job Title Software Support

Preferred Language English

Location

User Name demoslb2@gmail.com

Phone Number +1-XXX-XXX-8082

Mobile

Mobile

Fax

Country UNITED STATES

Company Information [Edit](#)

Company Name SLB company

City Alberta

Street Address 123 Street road lane

SUBMIT REGISTRATION

CANCEL

[Back to top](#) ↑

© 2023 Schlumberger Limited. All rights reserved.



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](#)

[Back to top](#) ↑

© 2023 Schlumberger Limited. All rights reserved.



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.