# Single Sign-on Work Authentication System



## Software Support & Ocean E-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 E-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 E-commerce account.
- Existing user can use this to migrate to the new identity management system that leverages Microsoft technology.



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# We are a global technology company driving energy innovation for a balanced plane.

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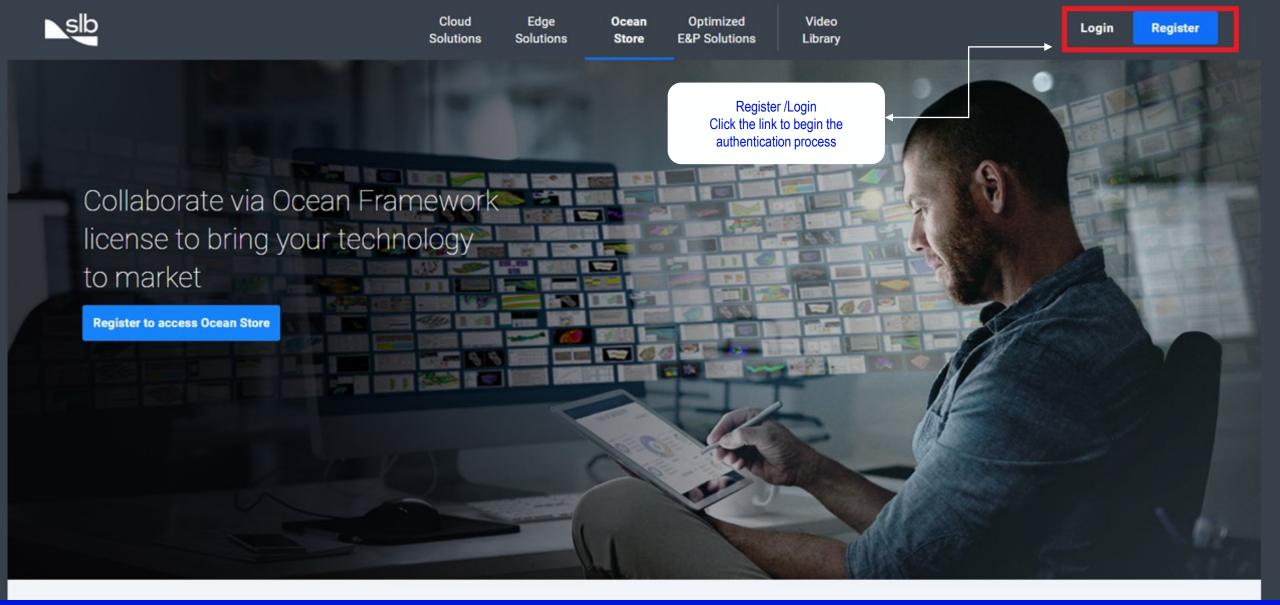








If you are an existing customer/user of Software Support (www.software.slb.com) use the following workflow to log into these site.





If you are an existing customer/user of the Ocean Store (<u>www.ocean.slb.com</u>), use the following workflow to log into these site.

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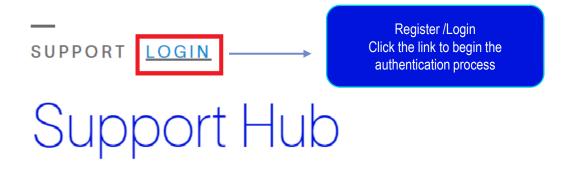
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Delivering the highest quality technical support in the industry

### **Product Support**

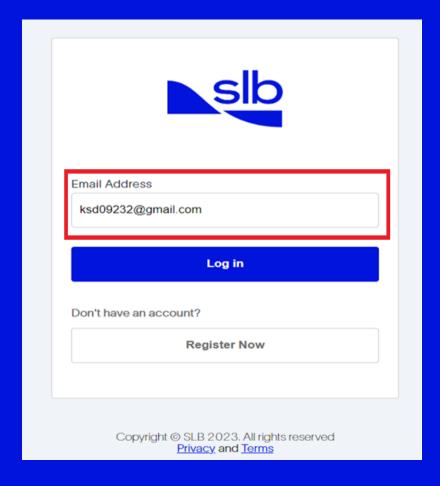
Find support information related to your products.

### **Your Tickets**

Submit, update and track your support requests in the CCC.



Click on Login after redirecting to Software Support.





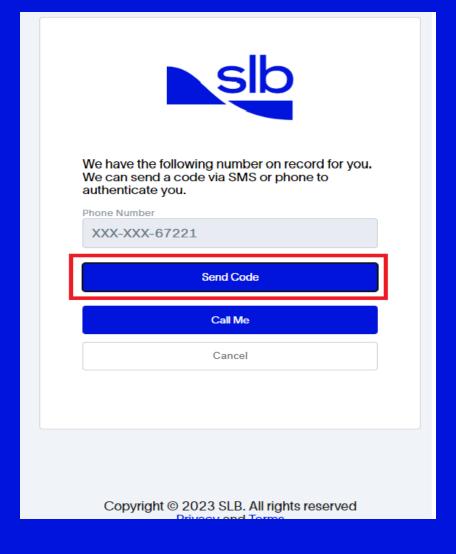


Enter your email address. Click Log in Enter your password. Click Sign in





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





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.





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

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SUPPORT LOGOUT

# Support Hub

Delivering the highest quality technical support in the industry

### **Product Support**

Find support information related to your products.

Statement on Apache Log4i

### **Your Tickets**

Submit, update and track your support requests in the CCC.

Click here to search for the solution in our Knowledge Base.



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