

Single Sign-on Authentication System Pre-Approved Registration



Pre-Approved Registration Workflow

- Contact your GeoUnit Point of Contact to request access to additional Software Support services; once approved, you'll receive an email invitation to complete registration.
- After registration, you may be granted access to the following assisted support services:
 - Ticket Submission
 - Software Download Center
 - Data Exchange
 - Software Release Announcements
 - Release Documentation
 - Knowledge Base Articles



Preauthorization Notification



Dear

We are pleased to inform you that you have been pre-authorized to use SLB's online software-related technical services.

To complete your registration, please click on "Support Login" at the following link: [SLB Software Support](#).



Please keep the following information for your records:

- Username:
- Customer ID:

If you need assistance with the registration process, please refer to the Registration User Guide on our [Help page](#).

Regards,
SLB Software Team

CONFIDENTIALITY NOTICE: This message and any attachments are intended exclusively for the individual or entity to which they are addressed. This communication may contain information that is proprietary, privileged, confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by e-mail and delete all copies of the message and any attachments.

[SLB Support & Maintenance Policy](#)



You will receive a Pre-Authorization Notification email containing your username and customer ID. To complete your registration, visit the SLB Software Support portal, review and accept the Terms & Conditions.

Support Hub

Delivering the highest quality technical support in the industry



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.



[SUPPORT LOGIN](#)



Step 1: Navigate to the Software Support website and click Support Login: <https://www.software.slb.com/support>.



Welcome

Enter your email to login or sign up

Email

Next →

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Step 2: Enter your pre-authorized company domain email address and click Next.



Sign up. Verify it's you

Complete the CAPTCHA and verify your email.

Email Address

Help us beat the bots



 Audio CAPTCHA

 Generate new

Submit

← Go back

Next →

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Step 3: Complete the CAPTCHA verification and click Submit.



Sign up. Verify it's you

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

Email Address

[Request new code](#) **Verify code**

[← Go back](#) [Next →](#)

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Verify your email address

Thanks for verifying you | account!

Your code is:

Sincerely,
SLB



Sign up. Verify it's you

Email address verified. You can now continue.

Email Address

[Change email](#)

[← Go back](#) **Next →**

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Step 4: Enter the 6-digit verification code received on your registered email ID, click Verify Code. Once entered the verification code, click on Verify code button.



Step 5: Once your email address has been verified, click Next.



Profile Setup

Complete this form to set up your account profile.

First Name *

Last Name *

Company Name

Country *

Password *

Good

- ✓ 8 characters minimum
- ✓ 64 characters maximum
- ✓ One uppercase letter
- ✓ One lowercase letter
- ✓ One special character @!#%/*
- ✓ One number

[← Go back](#) [Next →](#)

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Step 6: Complete all mandatory (*) contact details and create a password, then click Next




2FA. Authenticator app

For two-factor authentication, it is suggested to use an Authenticator app as your authentication method. This ensures the highest available security for your account.

Please choose an option to continue:

[I have an authenticator app →](#)

[I need an authenticator app →](#)

[I would rather use SMS / Call](#)

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Step 7: Select your preferred two-factor authentication (2FA) method (Microsoft Authenticator or SMS/Call) and complete the verification process.

ACKNOWLEDGEMENT INFORMATION

For access consideration, please acknowledge the following information to continue with registration.

Pre-Authorized Access

Your Authorization/Access has been granted.

Schlumberger Terms and Conditions

☒ By checking this you agree and consent to the Schlumberger Terms of Service and Privacy Policy [Schlumberger Terms and Conditions](#)

CONTINUE

CANCEL

Step 8: Once authentication is complete, review your account information. Your GeoUnit contact has pre-selected the required authorizations. Read and accept the Terms & Conditions, then 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](#)

Pre-Authorized Access
Your Authorization/Access has been granted.

Personal Information [Edit](#)

Title

First Name

Middle Name

Last Name

Display Name

Job Title

Preferred Language

Location

User Name

Phone Number

Mobile number

Country

Company Information

Company Name

City

Street Address

SUBMIT REGISTRATION

CANCEL

Step 9: Review the information provided. To make changes, use the Edit option in the relevant section. Click Submit Registration to continue.

REGISTRATION RESPONSE

REGISTRATION COMPLETED

Thank you for completing registration. You may now log in by clicking the login link on the site page using your Username and the Password you created.

[Go to site](#)

[Back to top](#) ↑

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Step 10: Your registration is Completed, click Go to Site and sign in using the email address and password created during registration.



Thank You!

