



# Single Sign-on Authentication System Forgot | Change Password

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 on 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 registered email address and click Next.



## Welcome Back!

Email Address

Password

Forgot your password?

← Go back

Next →

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Step 3: Click on "Forgot your password?" and then click Next to start the reset password process.

slb Forgot password. Verify it's you

Email Address

Submit

Go back Next

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Step 4: Re-enter your registered email address and click Submit.



Verify your email address

Thanks for verifying your account!

Your code is: \*\*\*\*\*

Sincerely,  
SLB

slb Forgot password. Verify it's you

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

Email Address

Verify code

Request new code Go back Next

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Step 5: Enter the 6-digit verification code received on your registered email ID, click Verify Code, Once entered the verification code clicked on Verify code button.

 **Forgot password. Verify it's you**

Email address verified. You can now continue.

Email Address

[Change email](#)

[← Go back](#) [Next →](#)

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Step 6: Click 'Next' once email address is verified.

 **Verify it's you**

Two-factor authentication is enabled for extra security. The verification code will be sent to XXX-XXX-57556

How would you like to be contacted?

SMS  
SMS  
Call

XXXXXX [Request new code](#)

[Send Code →](#)

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Step 7: Click on Send Code to receive a verification code on your registered mobile number via the selected method (SMS or call).





## Verify it's you

Two-factor authentication is enabled for extra security. The verification code will be sent to XXX-XXX-57556

How would you like to be contacted?

SMS

Verification Code \*

Request new code

Next →

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Step 9: Enter the 6-digit verification code received on your selected authentication method and click Next.



## Create new password

New Password

.....

Strong

- ✓ 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 10: Create and confirm your new password, click Next, and then return to the login page to sign in with your updated credentials.



# Thank You!

