

Single Sign-on Authentication System

Existing Support Customer



Software Support New User Registration Workflow

- SLB is updating its authentication process to use Microsoft Single Sign-On (SSO), making it easier to access supported applications and services with a single set of credentials.
- All Software Support users are required to create or update their profile in the Identity Management System.
- This workflow will guide new users through the Software Support account registration process.
- Existing users can use this workflow to migrate their account to the new Identity Management System.



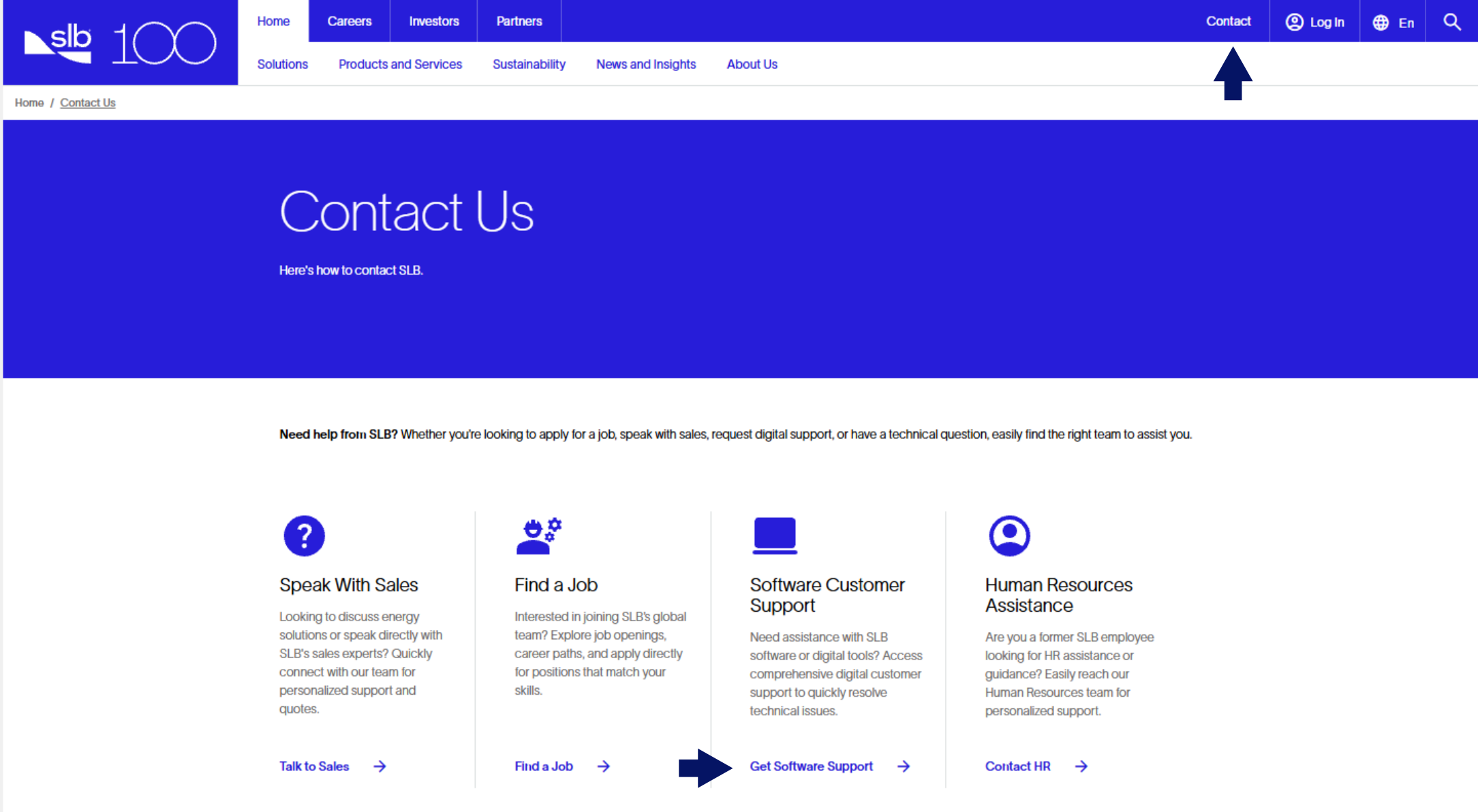
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Contact Us →



Step 1: If you are an existing customer, navigate to <https://www.slb.com/>.



Step 2: Click Contact and select Get Software Support.



Welcome

Enter your email to login or sign up

Email

Next →

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Step 3: Enter your registered email address and click Next.



Welcome Back!

Email Address

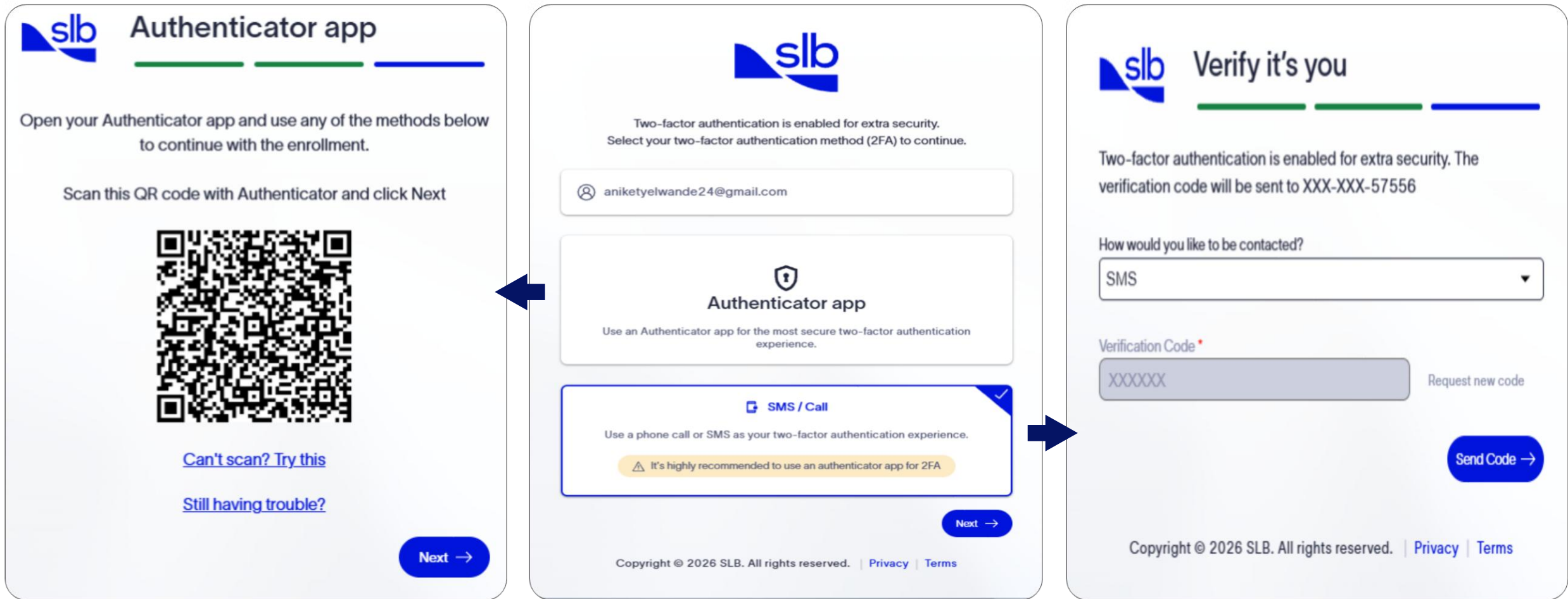
Password

[Forgot your password?](#)

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Step 4: Enter your password and click Next.



Step 5: Select your preferred two-factor authentication (2FA) method: Microsoft Authenticator or SMS/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

SMS

Call

XXXXXX

Request new code

Send Code →

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Step 6: If you selected SMS/Call, click Send Code to receive a verification code on your registered mobile number.



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

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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.



Step 8: You are now signed in and can access the Software Support Portal.

Thank You!

