

Software Support Registration

Purpose

This document is to show the multiple workflows for registering for online access to the Software Support site for Schlumberger.

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Quick Guide

<p>New registration <u>Complete workflow</u></p>	<p>Go to https://www.software.slb.com/support</p> <ul style="list-style-type: none"> • Click on Register • Complete email verification • Click on the registration ID link within the sent email • Complete your personal details, select the support option and chose your company • Review • Click Finish to Submit for approval
<p>Known customer <u>Complete workflow</u></p>	<p>Go to https://www.software.slb.com/support</p> <ul style="list-style-type: none"> • Click on Register • Complete the email verification • Click on the registration ID link with the sent email • Review the personal details, select the support option, review your company details • Review • Click Finish to Submit for approval
<p>Pre-registered <u>Complete workflow</u></p>	<p>Go to https://www.software.slb.com/support</p> <ul style="list-style-type: none"> • Receive invitation to complete registration • Click on Register • Complete the email verification • Click on the registration ID link • Review your personal details, the authorized support option, and your company details • Review • Click Finish • Log-in

New registration

Site URL: <https://www.software.slb.com/support>

A new registration is defined as a customer who has not registered before with their existing company and has not contacted the Customer Care Center (CCC) for support.

From the Support Home page, click on **Register** using the link at the top right of the page. (Fig.1)

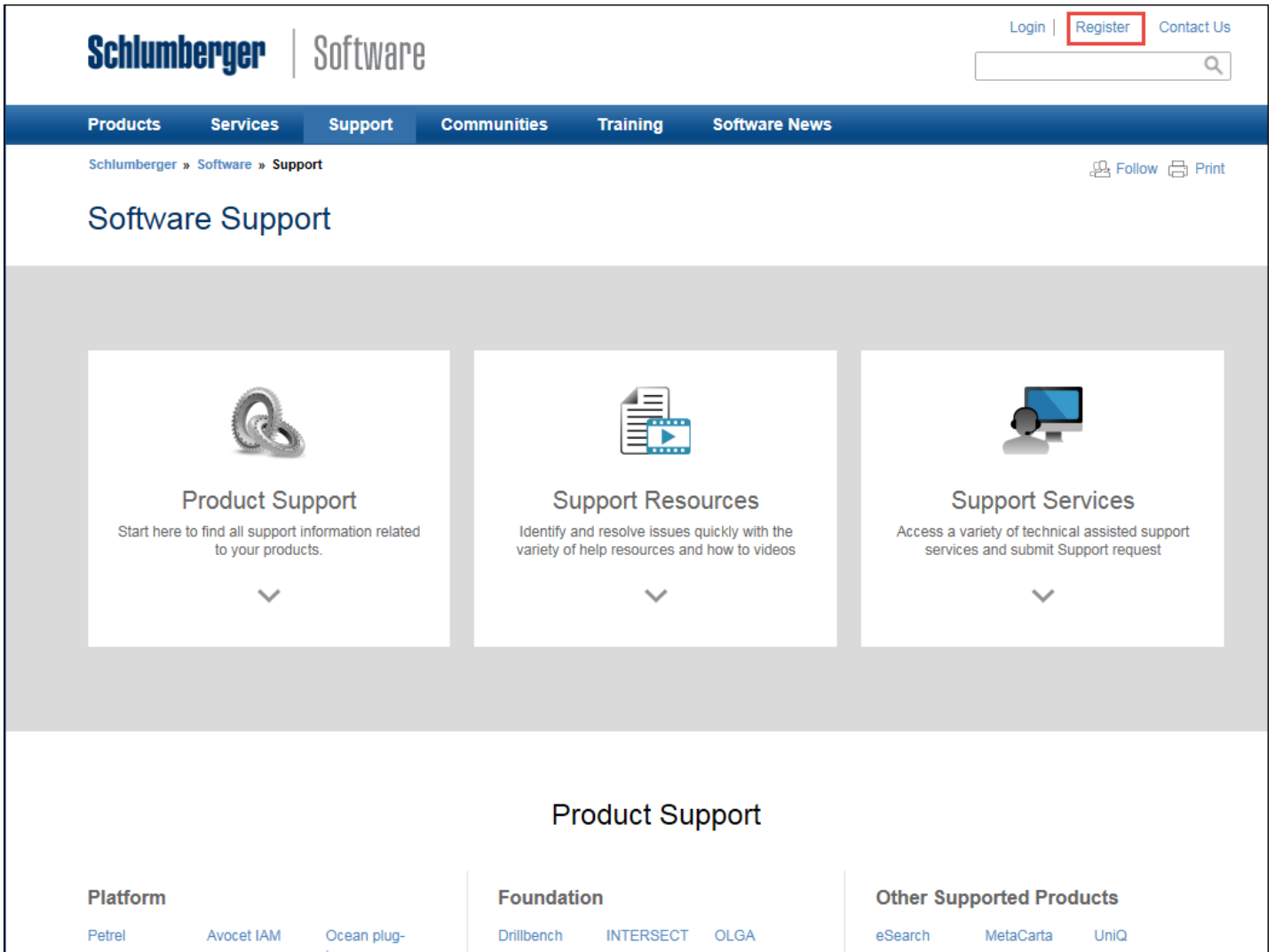


Fig.1: Support – Register link

On the My Account page, enter and confirm your company email address.

NOTE: we recommend that you register the company email address that your company server uses to ‘Send out’ your messages. The auto-create ticketing system for the Customer Care Center can only recognize the server email account.

Read and Agree to the Schlumberger Terms of Service and Privacy Policy, tick the box indicating that you read and agree to the terms and conditions. (Fig.2)

The screenshot shows the Schlumberger Software registration page. At the top, the Schlumberger logo is followed by the word "Software". Below this is a blue header bar. The main heading is "Register for Support". A sub-heading states: "Access to technical information and Software Support is provided for maintenance-paying customers only." Underneath, there is a section titled "Benefits" with a bulleted list of features. A note below the list reads: "NOTE: Software Support is provided for maintenance-paying customers only." The registration form includes two input fields for "Company Email Address" and "Confirm Company Email Address", both containing the email "demoregister@myaccount.com". Below the form is a checkbox that is checked, with the text "By checking this you agree and consent to the Schlumberger Terms of Service and Privacy Policy". A link for "Schlumberger Terms and Conditions" is highlighted in yellow. At the bottom of the form are two buttons: "Register" and "Cancel".

Fig.2: My Account – Email verification

- Click Register

The following message will be presented to the customer. (Fig.3)

The screenshot shows the Schlumberger Software registration page. At the top, the Schlumberger logo is followed by the word "Software". Below this is a blue header bar. The main heading is "Register for Support". Underneath, there is a section titled "Thank You" with the text: "An email has been sent that will contain instructions to continue." Below this text is a blue link labeled "Return".

Fig.3: My Account – registration confirmation message

- Click Return

The message sent to email address will include a registration ID link to complete your registration. (Fig.4)

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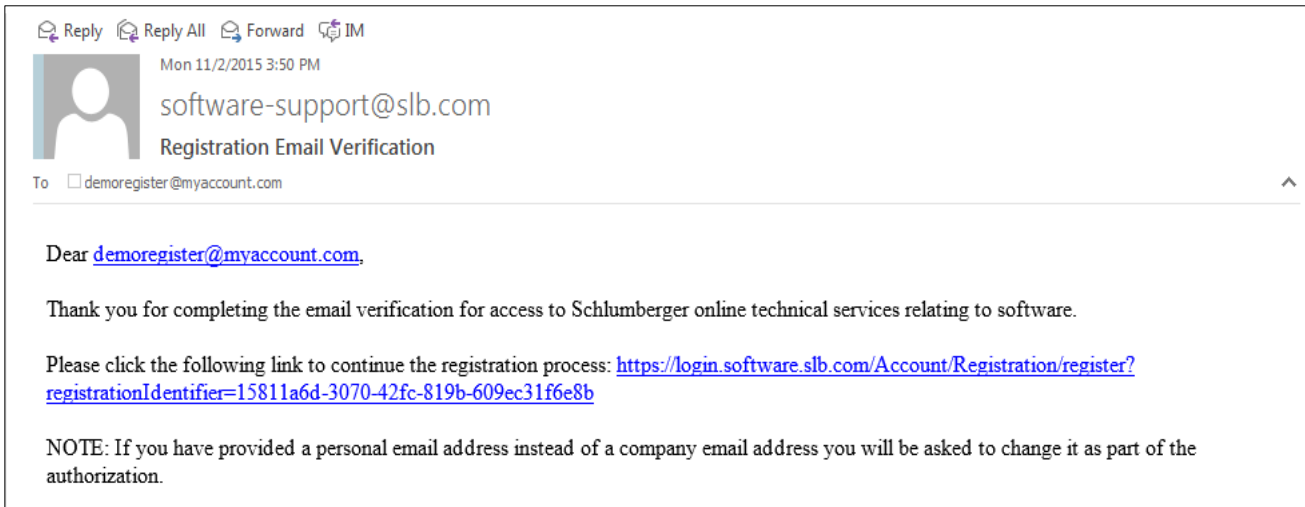


Fig.4: Email registration ID link

- Click on or Copy & Paste the entire link into your browser.

My Account – Contact details

You are presented with a contact details page. Complete each of the fields. (Fig.5)

NOTE: fields marked with an asterisk (*) are required

Below are Registration type(s)¹ which can be selected during registration.

- **Software Support** – must have a current software maintenance agreement
- **Ocean plug-in buyer** – will allow access to purchase and download plug-ins from the Ocean Store
- **Ocean plug-in developer** – For current licensed Ocean Developers. You must have an Ocean SDK license to develop plug-ins for Petrel.

¹ The list of registration types may change in the future

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Contact Information

You are registering for Schlumberger online technical services relating to software. This single registration provides access to Software Support and the Ocean Store. Register by completing the entries below. Fields marked with an "*" are required.

Provide Your Information

User Name: demoregister@myaccount.com

Title: Mr ▼

First Name *: Demo

Middle Name: my

Last Name *: Registration

Job Title *: Engineer

Preferred Language *: English ▼

Country *: UNITED STATES ▼

Phone Number *: +1 713 513 0000

Mobile: +1 713 513 1001

Fax:

Request 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**

Fig.5: My Account – completing required information

NOTE: your email address is pre-filled based on the information you provided in the email verification process. Your email address cannot be changed at this point.

Create a password using the criteria indicated. (Fig.6)

- Click Next

Create Password

Password Criteria

- Must be between 8 and 12 characters
- Must include at least 1 upper-case character (A-Z)
- Must include at least 1 lower-case character (a-z)
- Must include at least 1 numeric character (0-9)
- Permitted special characters: ! @ # % * () +

Password *: [password field]

VerifyPassword *: [password field]

Next

Fig.6: My Account – creating a password

To locate your company using the search tool, type the name of your company or part of it and click Search. From the list of options displayed, chose your company, and then click Next. (Fig.7)

NOTE: your country will be pre-filled based on the information you provided on the Contact Details page.

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Company Information

Identify your company

To help us process your registration quickly and with the correct benefits we need to know your company information.

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Please select your company from the below results or refine your search term and try again.
Alternately you may choose the option to manually enter your company information
[Enter Company Manually](#)

	Company Name	City	Street Address
Select	SCHLUMBERGER	SUGAR LAND	555 INDUSTRIAL BLVD
Select	SCHLUMBERGER-DOLL RESEARCH	Ridgefield	36 Old Quarry Road
Select	SCHLUMBERGER-DOLL RESEARCH	CAMBRIDGE	ONE HAMPSHIRE STREET, MD-B413
Select	SCHLUMBERGER - KELLYVILLE	KELLYVILLE	16879 W. 141ST STREET SOUTH
Select	SCHLUMBERGER CARBON SERVICES	SUGAR LAND	14090 SW FREEWAY, SUITE 300
Select	SCHLUMBERGER CARBON SERVICES (A DIV OF SCHLUMBERGER TECHNOLOGY CORP)	DENVER	1875 LAWRENCE STREET, SUITE 500
Select	SCHLUMBERGER DCS - ANCHORAGE	Anchorage	2525 GAMBELL ST., #400
Select	SCHLUMBERGER DCS - BAKERSFIELD	Bakersfield	4900 CALIFORNIA AVE, STE 401A
Select	SCHLUMBERGER DCS - CHARLESTON	Charleston	229 CAPITOL STREET, Charleston
Select	SCHLUMBERGER DCS - COLLEGE STATION	College Station	1700 Research Parkway, Suite 100 College Station
Select	SCHLUMBERGER DCS - CORPUS CHRISTI	Corpus Christi	615 N. UPPER BROADWAY, #1510
Select	SCHLUMBERGER DCS - DALLAS	Dallas	14131 Midway Addison
Select	SCHLUMBERGER DCS - DENVER	Denver	6501 S FIDDLERS GREEN CIR #400, Greenwood

Fig.7: My

Account – company search

If your company is not listed in the search results, click on Enter Company Manually. You will be presented with a company information page to complete your company information (Company Name, City and Street Address). (Fig.8)

The screenshot shows the Schlumberger Software registration interface. At the top left is the Schlumberger logo and the word 'Software'. Below this is a dark blue header bar. The main content area is titled 'Company Information' and contains the following elements:

- Identify your company**
- A sub-header: **Company Information**
- A message: 'To help us process your registration quickly and with the correct benefits we need to know your company information.'
- Three input fields with labels and asterisks:
 - Company Name * (value: SCHLUMBERGER)
 - City * (value: SUGAR LAND)
 - Street Address * (value: 555 INDUSTRIAL BLVD)
- A link: [Search for Company](#)
- A blue button: **Continue**

At the bottom of the page, there is a copyright notice: '© 2015 Schlumberger - All rights reserved.' and a navigation menu: [Help](#) | [Contact](#) | [Terms](#).

Fig.8: My Account – Add a company

Once you have either chosen your company from the search results or Enter Company details manually, click on Continue.

You will be presented with a page to review the information you have entered. To edit any section, click on the Edit links next to the section title. (Fig.9)

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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.

Personal Information [Edit](#)

User Name	demoregister@myaccount.com
Title	Mr
First Name	Demo
Middle Name	my
Last Name	Registration
Job Title	Engineer
Preferred Language	English
Country	UNITED STATES
Phone Number	+1 713 513 0000
Mobile	+1 713 513 1001
Fax	

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**

Company Information [Edit](#)

Company Name	SCHLUMBERGER
City	SUGAR LAND
Street Address	555 INDUSTRIAL BLVD

[Submit Registration](#)

Fig.9: My Account – final information review

- Click on Submit Registration

Your request for access is pending approval. The details you have provided will be verified against your company details and maintenance agreement for support. (Fig.10)

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Registration Pending Approval

Thank you for completing registration. **Once your registration is approved you will receive an email and you will be able to login and access features of the site.** The details you have provided will be verified against your company details and we will contact you if there are any issues.

While your registration is pending approval, you can still submit orders for Ocean plug-ins at www.ocean.slb.com using the email and password you provided when registering.

[Go to site](#)

Fig.10: Pending approval

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Known customer

A known customer is a registering customer who has previously contacted the Customer Care Center (CCC) for software support via phone or by email. When you contact the CCC, your profile details are created in our customer database. This will reduce the amount of information you will need to provide when you register.

From the Support Home page <https://www.software.slb.com/support>, click on **Register** using the link at the top right of the (Fig.11)

The screenshot shows the Schlumberger Software Support website. The top navigation bar includes links for Login, Register (highlighted with a red box), and Contact Us. Below the navigation bar, there are three main sections: Product Support, Support Resources, and Support Services. At the bottom, there are three columns for Product Support: Platform, Foundation, and Other Supported Products.

Fig.11: Support – Register links

On the My Account page, enter and confirm your company email address.

NOTE: your profile information in our database will be associated with the email address you used to contact the CCC. Please refer to a past correspondence from the CCC to complete the email verification process.

Read and Agree to the Schlumberger Terms of Service and Privacy Policy, tick the box indicating that you agree with the terms and conditions. (Fig.12)

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Register for Support

Access to technical information and Software Support is provided for maintenance-paying customers only.

Benefits

- Search a wealth of accumulated information based on worldwide experience
- Ability to browse, purchase and download Ocean plug-ins
- Interact with other users on discussion forums
- Download software and example datasets
- Exchange data with our expert support staff
- Build customized technical newsletters
- Manage your profile and subscriptions
- Create, view and update your tickets for technical support, services and inquiries

NOTE: Software Support is provided for maintenance-paying customers only.

Company Email Address *

Confirm Company Email Address *

By checking this you agree and consent to the Schlumberger Terms of Service and Privacy Policy

[Schlumberger Terms and Conditions](#)

Fig.12: My Account – Email verification

- Click Register

The following message will be presented to the customer. (Fig.13)

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Register for Support

Thank You

An email has been sent that will contain instructions to continue.

[Return](#)

Fig.13: My Account – registration confirmation message

- Click OK

The message sent will include a registration ID link to complete your registration. (Fig.14)

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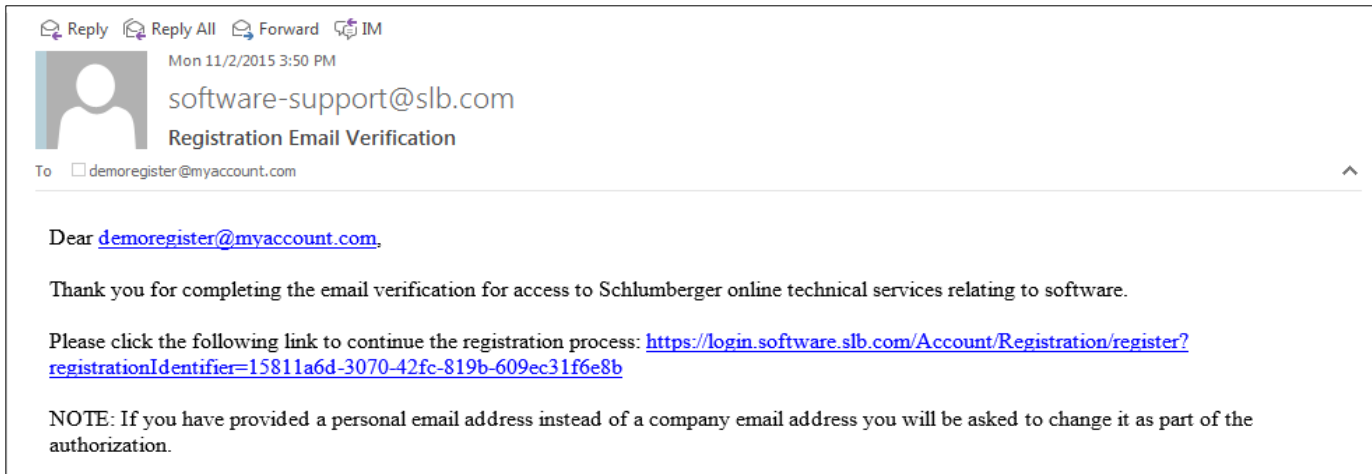


Fig.14: Email registration ID link

- Click on or Copy & Paste the entire link into your browser.

My Account – contact details

You are presented with a completed contact details page. Complete any required information or you may edit your details, except the email address. (Fig.15)

NOTE: fields marked with an asterisk (*) are required

Registration type(s)²

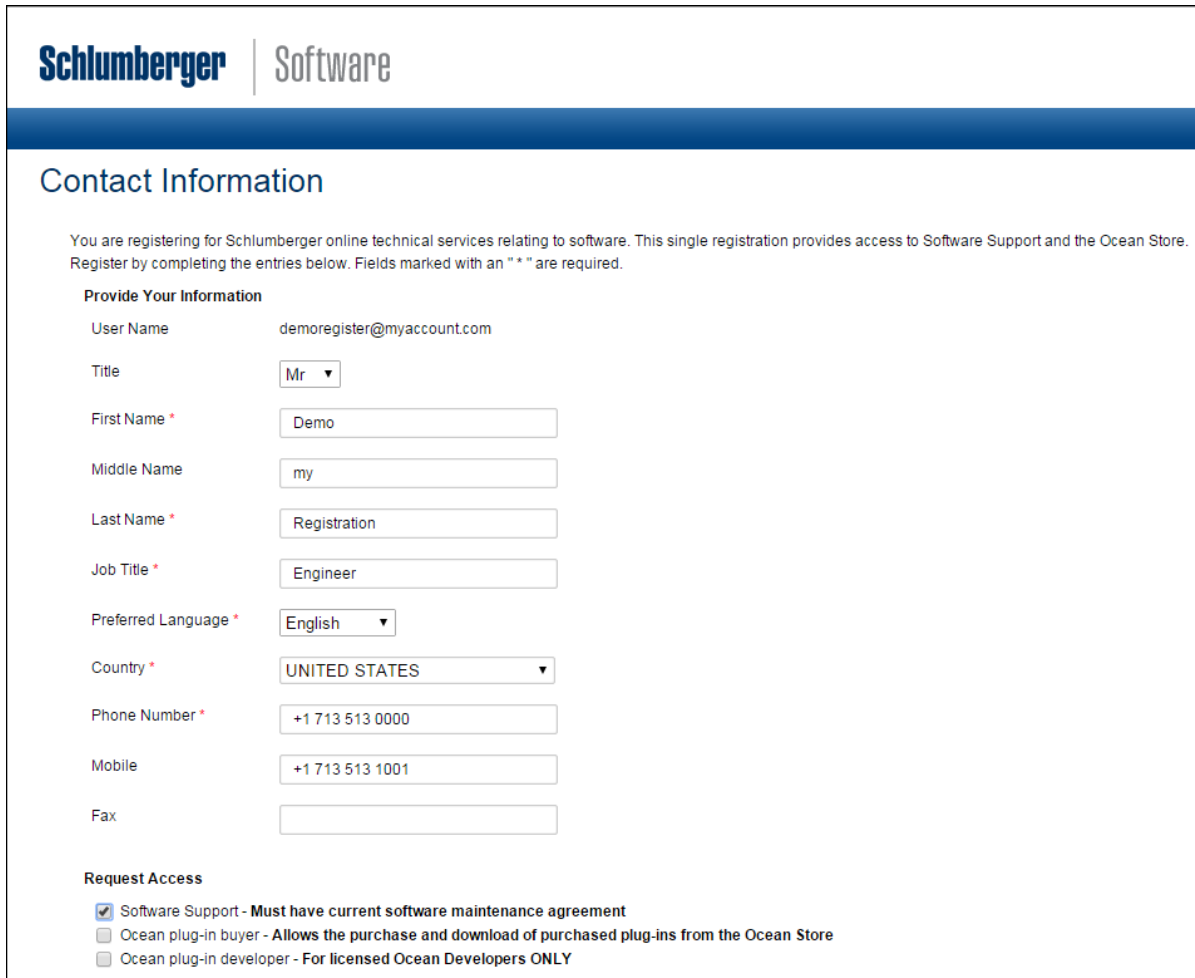
- **Software Support** – must have a current software maintenance agreement
- **Ocean plug-in buyer** – will allow access to purchase and download plug-ins from the Ocean Store
- **Ocean plug-in developer** – For current licensed Ocean Developers. You must have an Ocean SDK license to develop plug-ins for Petrel.

Create a password using the criteria indicated.

- Click Next

² The list of registration types may change in the future

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Contact Information

You are registering for Schlumberger online technical services relating to software. This single registration provides access to Software Support and the Ocean Store. Register by completing the entries below. Fields marked with an "*" are required.

Provide Your Information

User Name	demoregister@myaccount.com
Title	Mr ▼
First Name *	Demo
Middle Name	my
Last Name *	Registration
Job Title *	Engineer
Preferred Language *	English ▼
Country *	UNITED STATES ▼
Phone Number *	+1 713 513 0000
Mobile	+1 713 513 1001
Fax	

Request 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**

Fig.15: My Account – completed information

You will be presented with a page to review the complete profile details. To edit any section, click on the Edit links next to the section title. (Fig.16)

NOTE: your email address, your company information and your country will not be editable. If any of these fields are incorrect, please submit a ticket to the CCC.

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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.

Personal Information [Edit](#)

User Name	demoregister@myaccount.com
Title	Mr
First Name	Demo
Middle Name	my
Last Name	Registration
Job Title	Engineer
Preferred Language	English
Country	UNITED STATES
Phone Number	+1 713 513 0000
Mobile	+1 713 513 1001
Fax	
Access Requested	<input checked="" type="checkbox"/> Software Support - Must have current software maintenance agreement <input type="checkbox"/> Ocean plug-in buyer - Allows the purchase and download of purchased plug-ins from the Ocean Store <input type="checkbox"/> Ocean plug-in developer - For licensed Ocean Developers ONLY

Company Information [Edit](#)

Company Name	SCHLUMBERGER
City	SUGAR LAND
Street Address	555 INDUSTRIAL BLVD

[Submit Registration](#)

Fig.16: My Account – final information review

- Click on

Your request for access is pending approval. The details provided by you and the CCC will be verified against your company details and maintenance agreement for support. (Fig.17)

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Registration Pending Approval

Thank you for completing registration. **Once your registration is approved you will receive an email and you will be able to login and access features of the site.**
 The details you have provided will be verified against your company details and we will contact you if there are any issues.

While your registration is pending approval, you can still submit orders for Ocean plug-ins at www.ocean.slb.com using the email and password you provided when registering.

[Go to site](#)

Fig.17: Pending approval

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Pre-Approved

A pre-authorized customer is someone who has previously contacted the Customer Care Center (CCC) for software support via phone or by email. When you contact the CCC, your profile details are created in our customer database.

New customers that go through the verification process prior to registering will be pre-approved for access to the Software Support site without having to wait for an administrator to complete your request. You will have received an invitation to complete your registration by first completing an email verification step and then creating a password.

Fig.18

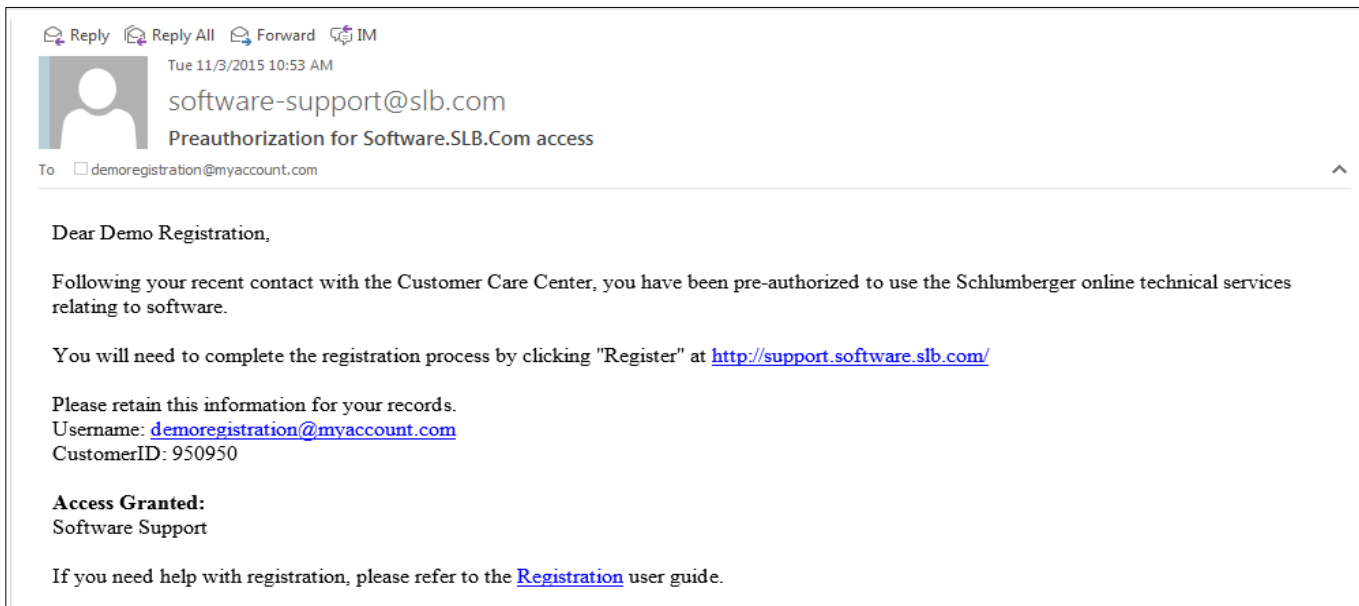


Fig.18: Support – Email invitation

From the Support Home page <https://www.software.slb.com/support> , click on **Register** using the link at the top right of the page. (*Fig.19*)

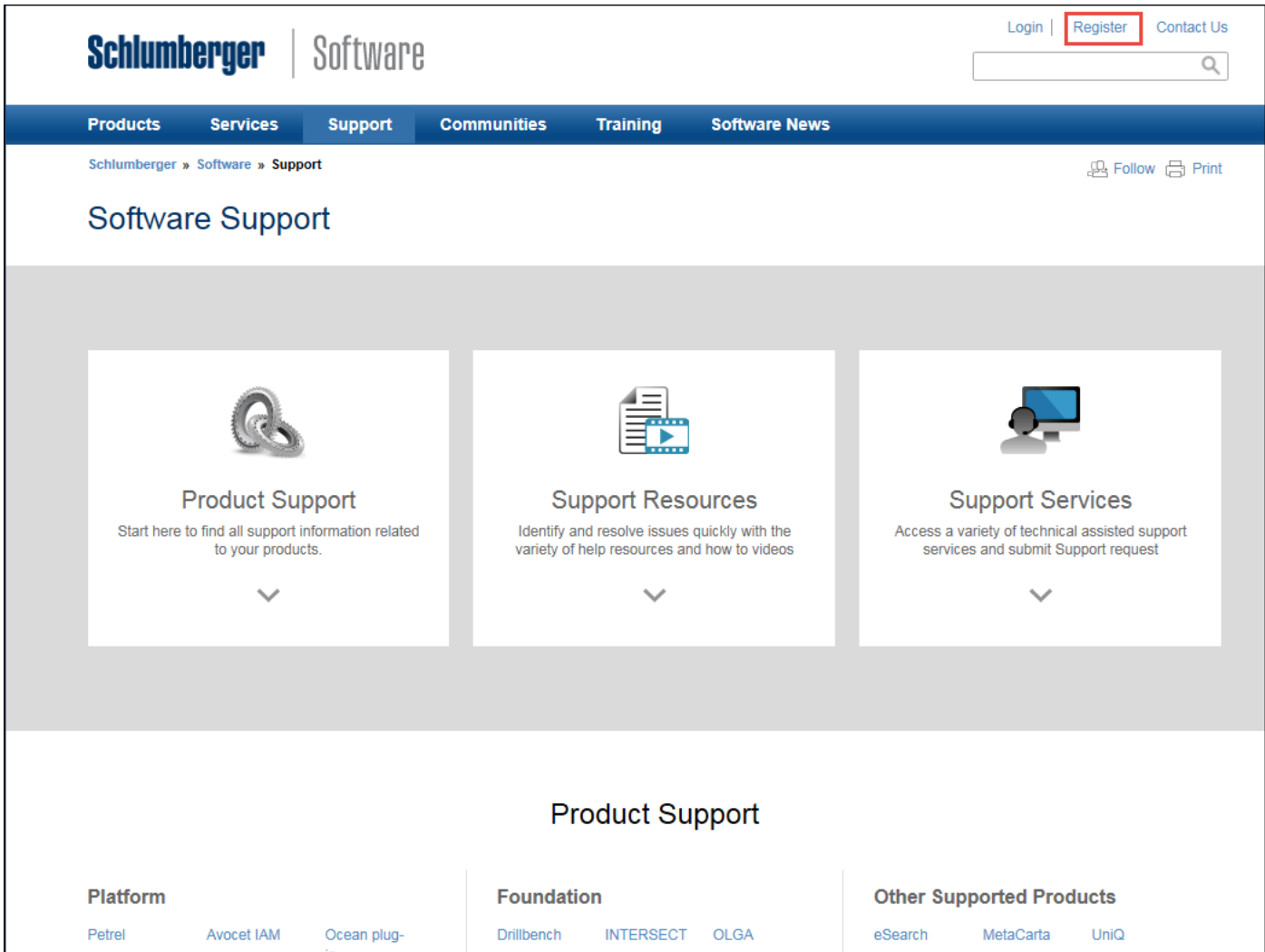
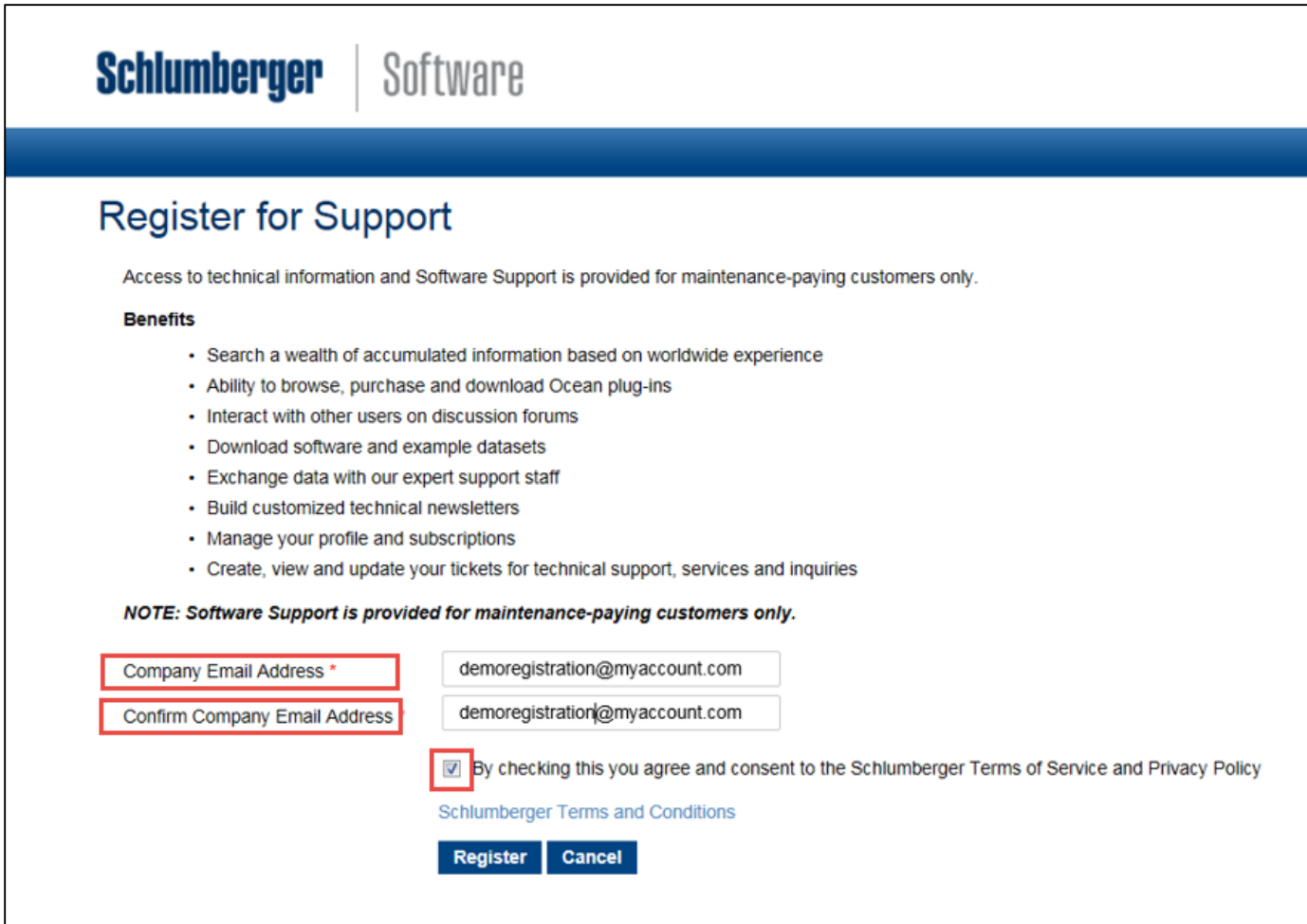


Fig.19: Support – Register links

On the My Account page, enter and confirm your company email address.

NOTE: your profile information in our database will be associated with the email address you used to contact the CCC. Please refer to a past correspondence from the CCC to complete the email verification process.

Read and Agree to the Schlumberger Terms of Service and Privacy Policy, tick the box indicating that you read and agree with the terms and conditions. (Fig.20)



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Register for Support

Access to technical information and Software Support is provided for maintenance-paying customers only.

Benefits

- Search a wealth of accumulated information based on worldwide experience
- Ability to browse, purchase and download Ocean plug-ins
- Interact with other users on discussion forums
- Download software and example datasets
- Exchange data with our expert support staff
- Build customized technical newsletters
- Manage your profile and subscriptions
- Create, view and update your tickets for technical support, services and inquiries

NOTE: Software Support is provided for maintenance-paying customers only.

Company Email Address *

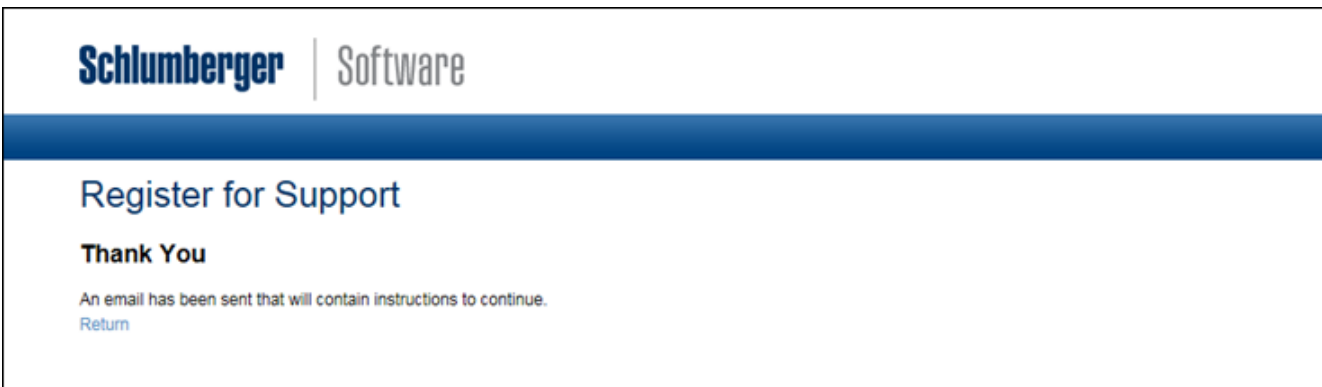
Confirm Company Email Address

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

Fig.20: My Account – Email verification

- Click Register

The following message will be presented to the customer. (Fig.21)



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Register for Support

Thank You

An email has been sent that will contain instructions to continue.
[Return](#)

Fig.21: My Account – registration confirmation message

The message sent will include a registration ID link to complete your registration. (Fig.22)

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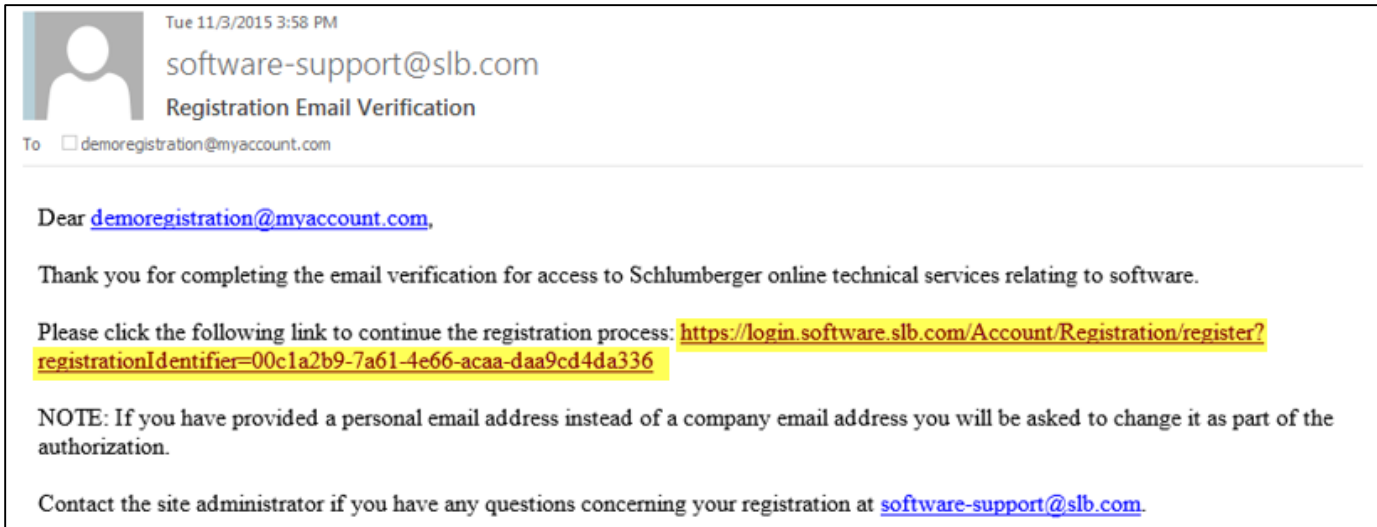


Fig.22: Email registration ID link


- Click on or Copy & Paste the entire link into your browser.

My Account – contact details

You are presented with a completed contact details page. Your registration type is already completed based on the pre-approval process.

Complete any required information or you may edit your details, except the email address and country. (Fig.23)

NOTE: fields marked with an asterisk (*) are required



Contact Information

You are registering for Schlumberger online technical services relating to software. This single registration provides access to Software Support and the Ocean Store. Register by completing the entries below. Fields marked with an "*" are required.

Provide Your Information

User Name: demoregistration@myaccount.com

Title: Mr

First Name *: Demo

Middle Name: my

Last Name *: Registration

Job Title *: Engineer

Preferred Language *: English

Country *: UNITED STATES

Phone Number *: +1 713 513 0000

Mobile: +1 713 513 1001

Fax:

Request Access

Pre-Authorized Access

- Software Support - Must have a current software maintenance agreement
- Ocean plug-in buyer - Allows the purchase and download of purchased plug-ins from the Ocean Store
- University - Must have an academia software license
- Ocean plug-in developer - For licensed Ocean Developers ONLY
- Technical Services - Allows access to technical services relating to software

Create Password

Password Criteria

- Must be between 8 and 12 characters
- Must include at least 1 upper-case character (A-Z)
- Must include at least 1 lower-case character (a-z)
- Must include at least 1 numeric character (0-9)
- Permitted special characters: ! @ # % * () +

Password *:

VerifyPassword *:

[Next](#)

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Fig.23: My Account – Information review

Create a password using the criteria indicated.

- Click on Next

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You will be presented with a final review page, which will include your company information. You may edit most of your personal information by selecting the Edit button on this page. You will not be able to edit the email address, the company or the country information. Your approval for access is based on the information used to provide you support.

Fig.24

If any of this information is incorrect please contact us at software-support@slb.com.

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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.

Personal Information [Edit](#)

User Name	demoregistration@myaccount.com
Title	Mr
First Name	Demo
Middle Name	my
Last Name	Registration
Job Title	Engineer
Preferred Language	English
Country	UNITED STATES
Phone Number	+1 713 513 0000
Mobile	+1 713 513 1001
Fax	

Pre-Authorized Access

- Software Support - Must have a current software maintenance agreement
- Ocean plug-in buyer - Allows the purchase and download of purchased plug-ins form the Ocean Store
- University - Must have an academia software license
- Ocean plug-in developer - For licensed Ocean Developers ONLY
- Technical Services - Allows access to technical services relating to software

Company Information

Company Name	SCHLUMBERGER
City	
Street Address	

[Submit Registration](#)

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Fig.24: My Account – final confirmation

- Click on Finish

You are presented with a Thank you page. Fig.25

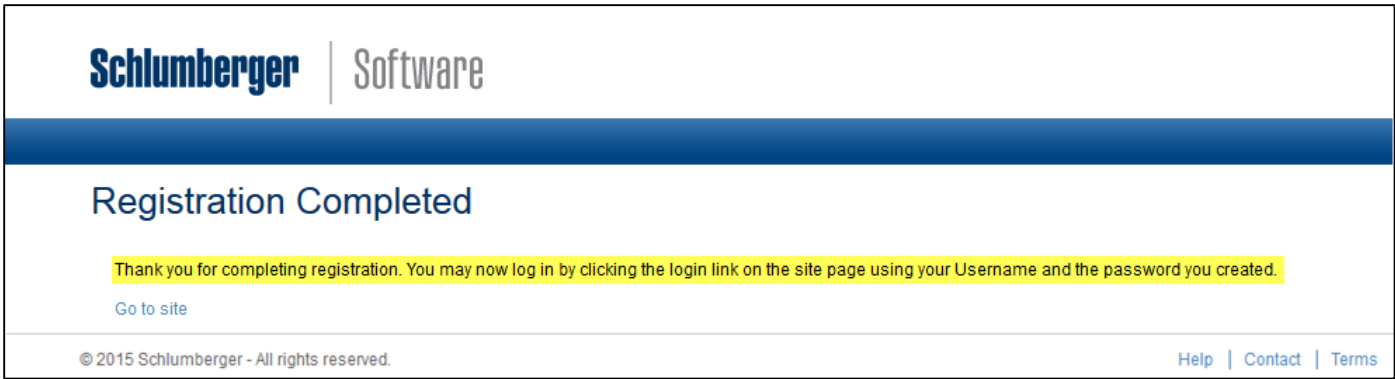


Fig.25: My Account – Thank you page

- Click on Login

Enter your username/email address and the password you created during the registration process. Fig.26

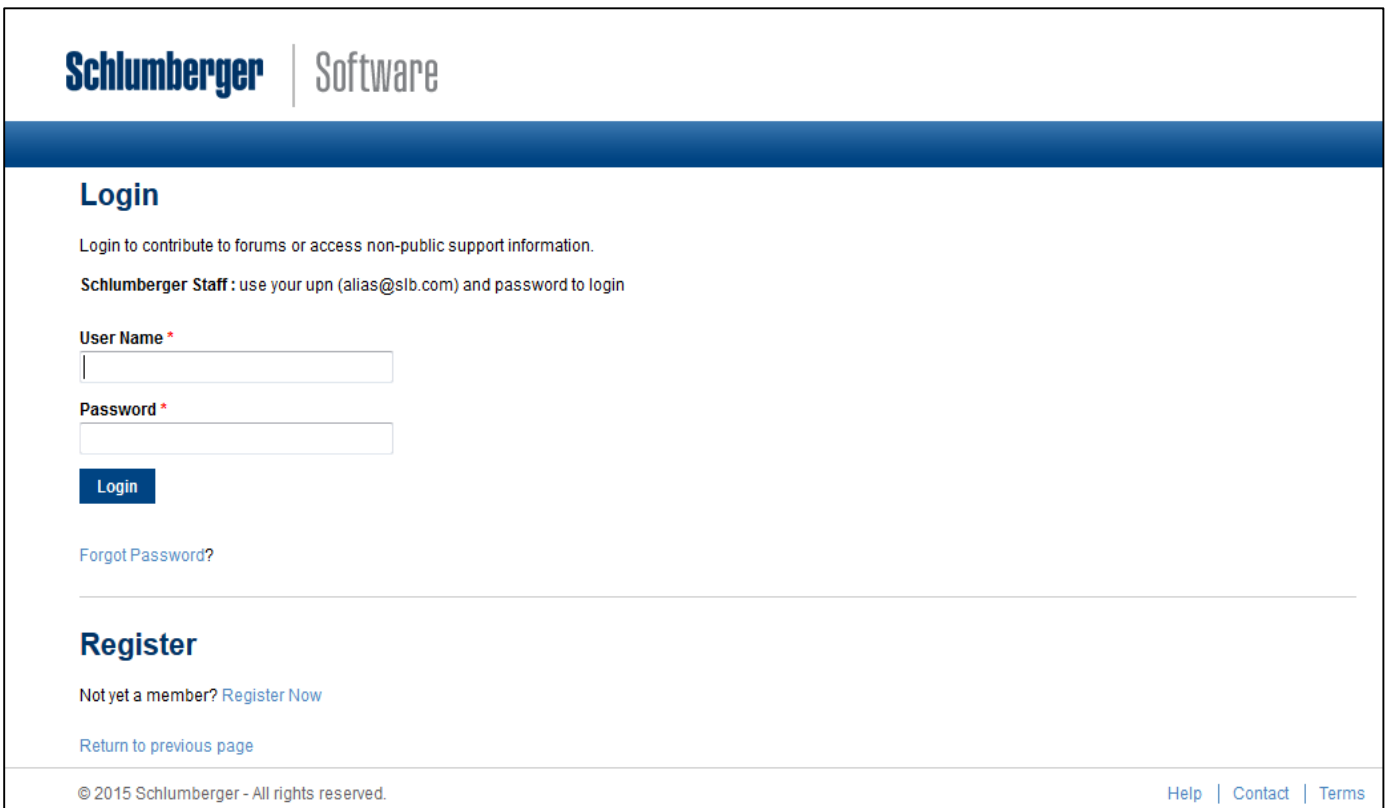


Fig.26: Software Support – login page