Single Sign-on Authentication System
This workflow will help you to create a Software Support and Ocean Ecommerce account. Existing user can use this to migrate to the new identity management system that leverages Microsoft technology.

Support Hub

Delivering the highest quality technical support in the industry

Product Support
Find support information related to your products.

Statement on Apache Log4j

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

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

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 services seamlessly. To do this, each user of the Software Support site and the Ocean Ecommerce will be required to enter/create their profile in the identity management system.
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To begin, click on the Register/Login link on the Software site ([www.software.slb.com](http://www.software.slb.com)).
To begin, click on the Register/Login link on the Ocean Ecommerce site (www.commerce.slb.com).
Existing users of the Customer Care Center, enter your **known email address** in the space provided. New users, click the **Register Now** link.
Enter your company domain email address. Click Send verification code. A message will be sent to the email address provided that contains a 6-digit code.
Enter the code in the field provided. Click Verify code.
Create or Enter Password
Existing users may enter their current password or chose to create a new password.

Step 5 of 8
After creating/entering your password, complete all remaining fields. Click Create.
The identity management service uses a multi-factor authentication (2FA) process. NOTE: this 2FA will be used each time you log into the application or site.
Enter the 6-digit code to authenticate the phone number, then click on Verify Code. Upon verification:
Known user, you will be directed to the website from which you started and automatically logged in.
New user, you will be directed to complete the Registration, where you will select your Service and provide your company information.