

Single Sign-on Authentication System Software Support New User Registration



Software Support New User Registration Workflow

- SLB is introducing Microsoft Single Sign-On (SSO) to simplify access to Software Support and other supported services.
- With SSO, you can use a single set of credentials to access multiple SLB applications and services.
- All Software Support users are required to create a profile in the Identity Management System.
- This guide will walk you through the steps to create a Software Support account.



Support Hub

Delivering the highest quality technical support in the industry



[SUPPORT LOGIN](#)

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 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 company 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 your 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 clicked 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

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




Two-factor authentication is enabled for extra security.
Select your two-factor authentication method (2FA) to continue.

 yelwande2601@gmail.com


Authenticator app
Use an Authenticator app for the most secure two-factor authentication experience.

 **SMS / Call** ✓
Use a phone call or SMS as your two-factor authentication experience.

[Next →](#)

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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.

Email address validation

The email address you provide must be your company domain email address (example: [i.e. user@company.com](#))

- Generic email domains are not supported (example: Yahoo, Gmail, etc.)
- Group email accounts are not supported (example: admin@abccompany.com)

Access Options requirements – Choose your access

- ☒ [Software Support](#) - Must have current software maintenance agreement
- ☒ [Ocean plug-in developer](#) - For licensed Ocean Developers ONLY

Schlumberger Terms and Conditions

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



C O N T I N U E

C A N C E L



Step 8: After successfully completing the authentication process, review the email validation criteria, select your access options, accept the Terms & Conditions, and click Continue.

MY ACCOUNT

ACCOUNT INFORMATION

* indicates required field

TITLE	
FIRST NAME*	
MIDDLE NAME	
LAST NAME*	
DISPLAY NAME	
JOB TITLE*	
PREFERRED LANGUAGE*	
LOCATION	

USER NAME	yelwande2601@gmail.com
PHONE NUMBER*	
MOBILE NUMBER	
COUNTRY*	
COMPANY NAME*	
CITY*	
STREET ADDRESS*	



CONTINUE

CANCEL

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Step 9: Complete your account information. All fields marked with an asterisk (*) are required. Click Continue .

Note: Your username was verified during the authentication process and cannot be modified.

HELP US IMPROVE YOUR EXPERIENCE

We'll use this information to personalize your experience.

SELECT YOUR AREAS OF INTEREST

- ☒ Digital Subsurface
- ☒ Digital Production
- ☒ Digital Drilling
- ☒ Data Management
- ☒ Energy Transition
- ☒ Exploration Data
- ☒ Training Services
- ☒ Integrated Development

PREFERRED INFRASTRUCTURE

- ☒ Hybrid
- ☒ On-prem
- ☒ Cloud

☐ I would like to receive updates on SLB products and solutions.

We'll use your information to process your request for information and for marketing purposes. Your details are safe with us. You can unsubscribe at any time.

BACK

NEXT

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Step 10: Update your preferred Areas of Interest & Infrastructure.

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](#)

Access Requested

- ☒ Software Support - Must have current software maintenance agreement
- ☐ Ocean plug-in developer - For licensed Ocean Developers ONLY

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

REGISTRATION RESPONSE

REGISTRATION PENDING APPROVAL

Thank you for completing registration. The information you have provided will be checked against your company information to determine entitlement. Once your registration is approved you will receive an email notification.
For urgent technical assistance with Software, call your local support helpdesk using the country specific numbers located on the [Need Help](#) page.

[Go to site](#)

Step 12: Your registration request is now Pending Approval. The information provided will be verified against your company records.

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](#)

Step 13: Once your registration is approved, click Go to Site and sign in using the email address and password created during registration.



Thank You!

