



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.



Forgot password. Verify it's you

Email Address

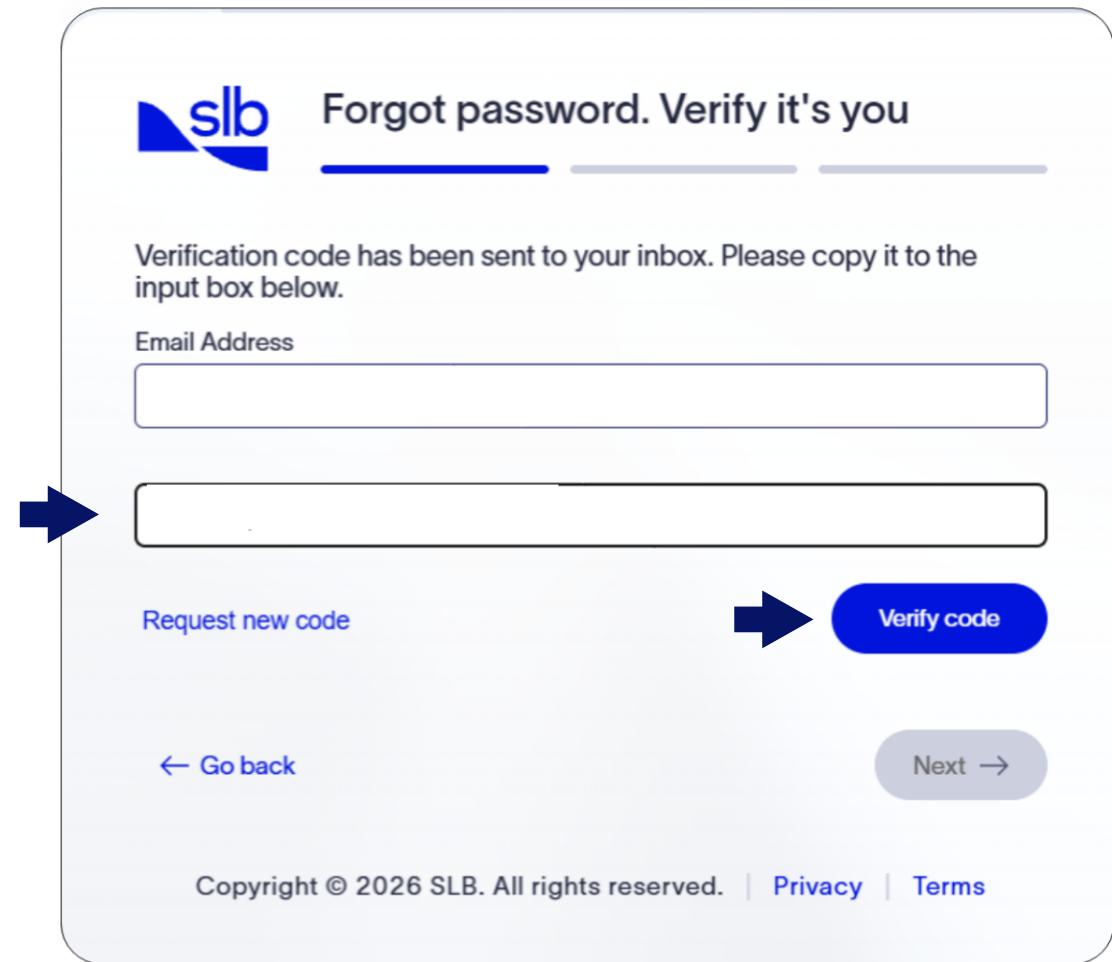
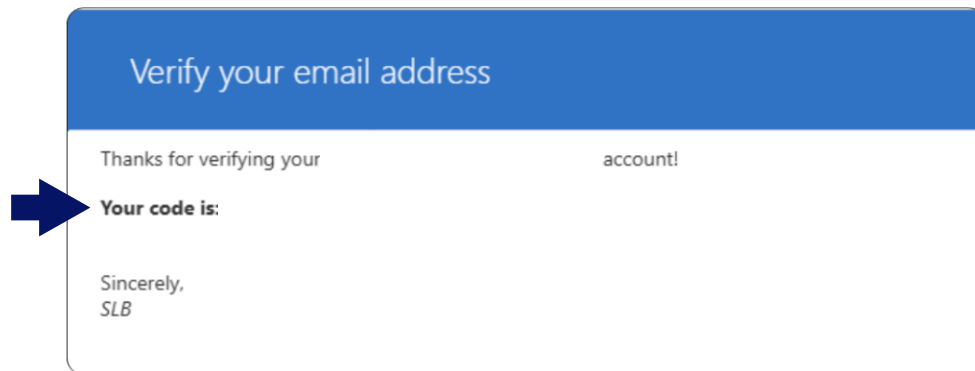
[← Go back](#) [Next →](#) [Submit](#)

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The image shows a web form for password verification. It features the SLB logo, a title, an email address input field, and navigation buttons. A blue arrow points to the input field, and another blue arrow points to the Submit button.



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



A web page for password recovery. The header shows the SLB logo and the text "Forgot password. Verify it's you". Below this, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: one for "Email Address" and a larger one for the verification code. Below the code field are two buttons: "Request new code" and "Verify code". At the bottom, there are links for "Go back" and "Next", and a footer with copyright information and links for "Privacy" and "Terms". A blue arrow points to the "Verify code" button.



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).



slb 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.



slb 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!

