Single Sign-on Authentication System

Software Support & Ocean Ecommerce
New User Registration Workflow
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• To align Schlumberger 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 service seamlessly.

• Each user of the Software Support site and the Ocean Ecommerce will be required to enter/create their profile in the identity management system.

• The following workflow will help you to create a Software Support and Ocean Store account.
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 service 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.
NEW USER: To begin, click on the Register/Login link on the Software site (www.software.slb.com) or the Ocean Ecommerce (https://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.
Click on Verify code

Enter the verification code received by email and then click on Verify code.

Step 4 of 8
If you are an existing user, and your current password meets the criteria indicated in red, you may enter your password here or create a new password.
After creating/entering your password, complete all remaining fields. Click Create.
Enter Phone number for multifactor authentication
Enter phone number, then choose Send Code or Call Me option.

Step 7 of 8

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 in the space provided. Click Verify Code. Upon verification:
You will be directed to complete Registration, where you will select your Service and provide your company information.
You have reached this information page due to the email address you provided was not found in our database. 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: user@slbcompany.com)

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

**NOTES**
- If you are authenticating your existing Software Support or Ocean Store account, you must have used the email address previously known to our system
- If you did not enter your known email address during the authentication process, a new account will be created

**Access Options requirements** — Choose your 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

Please select at least one Request Access

**Schlumberger Terms and Conditions**

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

Please select Terms and conditions.

[CONTINUE][CANCEL]
Complete your contact information. All fields marked with an asterisk (*) are required fields. Click Next
NOTE: the email address and country information was verified during the authentication step and is no longer editable.
Complete your company information. All fields marked with an asterisk (*) is required. Enter your complete company name. Do not use acronyms. Click Continue.
CONFIRMATION

Please review the information you entered. You may use the Edit links to go back and make corrections to previously entered information. Otherwise, please click the "Submit Registration" button below to complete the registration process.

**Personal Information**

- **Title:** Demo GIS
- **Mobile Name:**
- **Last Name:** SLB
- **Display Name:**
- **Job Title:** Software Support
- **Preferred Language:** English
- **Location:**
- **User Name:** demo092@xycail.com
- **Phone Number:** +1-XXX-XXX-0002
- **Mobile:**

**Company Information**

- **Company Name:** SLB company
- **City:** Alberta
- **Street Address:** 123 Street road base
- **Country:** UNITED STATES

**Submit Registration**

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Review the information you have provided. Use the Edit links in each section to make changes. Click Submit Registration.
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.

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