



Software support

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This section describes how to obtain access to Electronic Service Request (ESR).

Accessing ESR

To access ESR, you must first:

- Have a valid software support contract in place.
- Be [registered](#) with IBM.
- Be listed as an [Authorized Caller/User](#) in ESR.

After the above is complete, you may access ESR by following these steps:

First time user of ESR:

1. Using the ESR welcome e-mail you received notifying you that you are an Authorized Caller, select the URL in that e-mail to be taken into the ESR site.

After you have accessed ESR the first time using the URL in the ESR welcome e-mail, you can access ESR any time using the following steps:

1. Go to the [IBM Software Support Web site](#).
2. Select the **Open service request** link from the support task navigator.
3. Select **ESR**.
4. Enter your IBM ID and password; if you have already accessed a secure IBM Web site during your current browser session, you will be taken directly to the ESR home page without being prompted for your IBM ID and password

If you attempt to access ESR and cannot access ESR, ensure that you have completed the steps above.

If you attempt to access ESR and are taken to the [Caller Self-Nomination form](#), this indicates that ESR did not find your ID as an Authorized Caller/User for ESR. If you wish to be added as an Authorized Caller/User, complete and submit the form. An e-mail will be sent to your [Primary Site Technical Contact](#) (PSTC) who can then approve or deny your request.

Note: If you are the PSTC and are taken to the Caller Self-Nomination form, do not fill out the form. Access ESR the first time by using the URL in the ESR welcome e-mail.

After you have successfully signed in to ESR, you will have access to the ESR home page where you can:

- Create and submit a new [Problem Management Record](#) (PMR).
- View and update unfinished PMRs.
- Search for a PMR by keyword, PMR number, or customer number.

Contact the [ESR Help Desk](#) for further assistance.

Take the [ESR Access tour](#) to see how to request access and how to access ESR.

Business Partner administration

Primary and Secondary Site Technical Contacts ([PSTC](#) and [SSTC](#)) use this area of ESR to manage their company's list of [Business Partners](#) (BPs). Access is granted by location, to create one or unlimited [Problem Management Records](#) (PMRs) for specified contract(s). Once access is granted, a BP can:

- Create, submit and manage PMRs on customer's behalf if they have a valid [Partnerworld ID](#) and have an established relationship with the customer via the PSTC or SSTC.
- Create draft PMRs prior to establishing a relationship with a customer. PMR cannot be submitted until relationship is established.
- Request a [customer relationship](#) to assist with problem management. PSTC or SSTC will accept or deny this request.
- View and update PMRs if they have a valid [Partnerworld ID](#) and the PMR was created by a [PartnerWorld Contact Services representative](#) on their behalf.

Before a PSTC or SSTC can add a BP:

1. The PSTC or SSTC must have a valid software support contract in place.
2. The user must be [registered](#) with IBM.
3. The user must be registered with [PartnerWorld](#)

Once the PSTC or SSTC adds a BP, a welcome e-mail will be sent to the BP, and a copy will be sent to the PSTC and/or the SSTC, that contains instructions on how to access ESR. If you do not receive this e-mail, contact your STC to ensure they added you as an Authorized Caller/User.

Take the [STC tour](#) to see how to manage your Authorized Caller/User and Business Partner lists.

Customer Request administration

Business Partners use the Customer relationship administration area of ESR to manage their list of customers for whom they can submit and track PMRs.

Take the [Business Partner tour](#) to view the BP functionality.

Registration

Non-Premium Support Authorized Caller and Non-Primary Site Technical Contact

If you are not a Premium Support Authorized Caller or a [Primary Site Technical Contact](#) (PSTC), before accessing ESR, you must:

1. Have a valid software support contract in place, identified by an [IBM Customer Number](#). Contact your PSTC, [Secondary Site Technical Contact](#) (PSTC or SSTC) or the [ESR Help Desk](#) for further assistance to inquire as to whether or not you have a valid software support contract.
2. Register on the [IBM Software Support Web site](#) to access personalized features, including My Support, entitled content, and

ESR. During registration, you select an IBM ID and password that is then used to sign in to ESR and other ibm.com Web sites that require authentication and secure access.

- If you already have an IBM ID and password from another ibm.com Web site, you can use that same IBM ID and password to access ESR.
 - If you do not already have an IBM ID and password, you may [register now](#). Your IBM ID should resemble an e-mail address. We suggest that you use your e-mail address as your IBM ID.
 - Once you have registered and obtained your IBM ID and password, you will need to inform your PSTC or SSTC of your IBM ID to add you as an [Authorized Caller/User](#).
3. Have your PSTC or SSTC add you as an Authorized Caller/User in ESR. Your PSTC or SSTC will need the IBM ID that you created in Step 2 above.
- Only the PSTC or SSTC can add Authorized Callers/Users.
 - If you receive the error "Not authorized to access this site" or are directed to the [Caller Self-Nomination form](#) when attempting to access ESR, you might not be listed as an Authorized Caller/User for ESR. If this occurs, contact your PSTC or SSTC and request to be added as an Authorized Caller/User or complete the Caller Self-Nomination form.
 - You can access the Caller Self-Nomination form by attempting to sign in to ESR. After you complete and submit the form, an e-mail will be sent to your PSTC, who will then approve or deny your request. If you require assistance determining the name of your PSTC, you may contact the [ESR Help Desk](#).

Premium Support Authorized Caller and Primary Site Technical Contact

If you are a Premium Support Authorized Caller or [Primary Site Technical Contact](#) (PSTC), you will be added as an authorized caller internally through IBM. You will receive an e-mail Welcome Letter that is specifically designed for you and the ESR registration process.

Follow the instructions in the e-mail Welcome Letter, which are included below:

1. Visit this web page to be taken to your initial sign in page:
 - URL will be provided in your e-mail Welcome Letter. **Please note** - this is a special URL for your registration only, it will expire in ten (10) days from the date of this e-mail. If you do not use it within ten (10) days of receipt, please contact your LSM or the [ESR Help Desk](#) and ask them to send you another one.
2. If you already have an IBM ID then proceed to step 3. If you do not yet have an IBM ID and password then:
 - Select "Register" on the right hand side of the Sign in page
 - Complete Steps 1 and 2 of the Registration process to create an IBM ID and Password then press "Submit"
 - Select "Continue" on the IBM Registration confirmation page to be taken back to the IBM sign in page
3. Enter your IBM ID and Password on the sign in page and press Submit to finish your registration and be taken to ESR's home page where you can begin to open [Problem Management Records](#) (PMRs).

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Site Technical Contact administration

Primary and Secondary Site Technical Contacts ([PSTC](#) and [SSTC](#)) use this area of ESR to manage their company's list of Authorized Callers/Users who can submit and track PMRs on their company's behalf.

Before a PSTC or SSTC can add an [Authorized Caller/User](#):

1. The PSTC or SSTC must have a valid software support contract in place.
2. The user must be registered with IBM.

Once the PSTC or SSTC adds an Authorized Caller/User, a welcome e-mail will be sent to the new user, and a copy will be sent to the PSTC and/or the SSTC. If you do not receive this e-mail, contact your PSTC.

Take the [STC tour](#) to see how to manage your Authorized Caller/User and Business Partner lists.