

Passos para reativar conta IBM Cloud para alunos FIAP.

1)Enviar e-mail ao suporte IBM (em inglês) explicando a situação e pedindo reativação:

Hello,

I would like to request the reactivation of the IBM Cloud account related to the email "**COLOCAR SEU EMAIL DO SITE cloud.ibm.com AQUI**", created with a Feature Code obtained by the academic domain fiap.com.br. I believe the account was wrongly canceled.

I am available for clarification.

Yours sincerely,

SEU NOME


Copiar e colar o texto acima colocando seu e-mail e nome enviar para:

erchelp@ca.ibm.com

2)Resposta suporte IBM dizendo que iniciaram o suporte:

● IBM's Reply...Sev 3 ticket # INC8914384

Yahoo/Entrada



● ERCHelpdesk <erchelp@ca.ibm.com>

Para: Daniel Petrini

sex., 9 de set. às 16:38

Dear Daniel,

This is with regard to your e-mail requesting assistance with reactivating your IBM Cloud account, as the IBM Cloud account has been cancelled.

We apologize for the inconvenience you may have experienced.

Please be advised that a Sev 3 ticket # INC8914384 has been raised for the below issue.

Once we receive any update from the support team, we will keep you notified via e-mail.

Please be advised that you have reached a general contact forum.

For further assistance with the IBM Cloud Account, please contact the IBM Cloud Support Team at 1-866-325-0045.

Or you may submit an IBM Cloud Service request on the below link:

https://watson.service-now.com/x_ibmwc_open_case_app.do#!/create

Regards,
ERCHelpdesk

Please respond to erchelp@ca.ibm.com directly for your mails to be actioned.

3)Logo após o e-mail acima, recebi novo e-mail com código para resetar a senha e reativar a conta:



IBM Security Verify

Your password was reset.

Your temporary password is: **cZ6ns#k3**

After you log in, you must change your password.

Contact your system administrator if you did not request this password reset.

Click the link to log in: <https://login.ibm.com/ui>

4) Entrar no site cloud.ibm.com e colocar essa senha temporária.

Após entrar no site cloud.ibm.com e colocar a senha temporária, aparece a tela:

Check your email

If there is an account associated with danielpetrini@yahoo.com.br, you will receive an email with a 14-digit temporary code.

This code will expire in 30 minutes

Code

Continue

Didn't receive the email?
Check your spam filter for an email from **ibmacct@iam.ibm.com**.

[Resend code](#)

Need Help? [Contact IBMid help desk](#)

Que informa que receberemos mais um e-mail com um novo código. Vamos então olhar a caixa de e-mails.

5) Novo e-mail para resetar a senha:





● IBM Security <ibmacct@iam.ibm.com>
Para: danielpetrini@yahoo.com.br



sáb., 10 de set. às 06:27 ★



Reset your IBMid password

Please return to your browser window and enter this 14-digit code to reset your password.

04483033502157

If you did not make this change, please disregard this email and contact [helpdesk](#). Do not reply to this automated email.

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6) Copiamos esse código e colocamos no site (que está aberto) que pede:

Check your email

If there is an account associated with danielpetrini@yahoo.com.br, you will receive an email with a 14-digit temporary code.

This code will expire in 30 minutes

Code

04483033502157

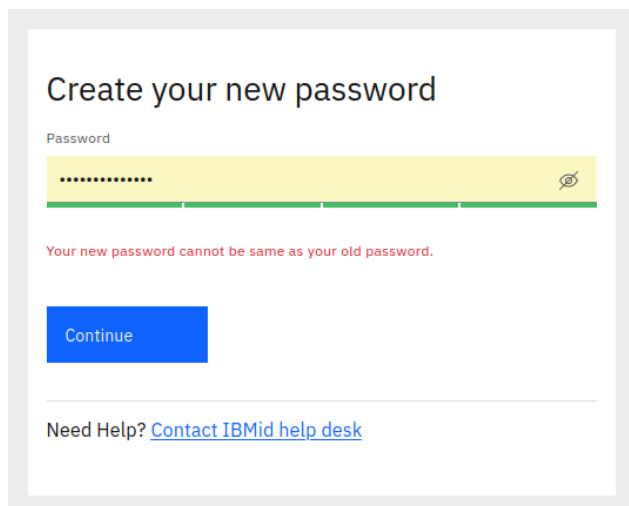
Continue

Didn't receive the email?
Check your spam filter for an email from
ibmacct@iam.ibm.com.

[Resend code](#)

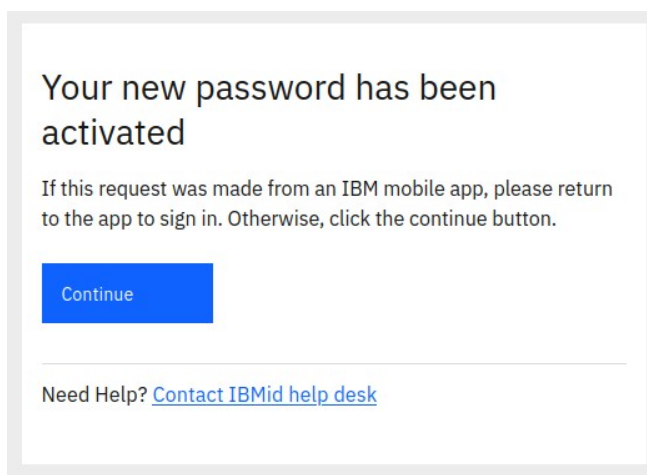
Need Help? [Contact IBMid help desk](#)

7)Após colar o código requisitado e clicar em “Continue” na tela anterior, um novo popup finalmente pede para recriarmos a senha:



The screenshot shows a web form titled "Create your new password". It features a "Password" label above a text input field containing masked characters (dots). To the right of the input field is an eye icon for toggling visibility. Below the input field, a red error message states: "Your new password cannot be same as your old password." A blue "Continue" button is positioned below the error message. At the bottom, there is a link: "Need Help? [Contact IBMid help desk](#)".

Apois colocar nova senha, que deve ser diferente das que usamos anteriormente, temos a informação que a conta foi reativada:



The screenshot displays a confirmation message: "Your new password has been activated". Below this, instructional text reads: "If this request was made from an IBM mobile app, please return to the app to sign in. Otherwise, click the continue button." A blue "Continue" button is located below the text. At the bottom, a link is provided: "Need Help? [Contact IBMid help desk](#)".

8)Finalmente agora podemos logar no site cloud.ibm.com:

Colocar e-mail original e senha nova.

E em Manage/Account Settings (como vimos em aula):

