Opening a Service Request (SR), also known as a Problem Management Record (PMR) in IBM Support Portal

Before you begin, you will need to register for a valid IBM Web ID and the Service Request Tool. Registering for an IBM Web ID is very simple. All you will need is a valid email address and password. To register for the Service Request Tool, you will need your company's IBM Customer Number (ICN). Please click here (<https://www-946.ibm.com/sr/help/register.html> ) to register for an IBM ID.

**Step 1:** Go to the following link: <https://www-947.ibm.com/support/entry/myportal/support>, it will take you to the **“Support Portal.”**

**Step 2:** Click "**Open a new service request**" link   
  
**Step 3:** In the keyword(s) field, type your product name (e.g. **InfoSphere Master Data Management**).   
  
**Step 4:** Check the box next to "Add selection to **Preferred Products**" so that that next time you need to submit a Service Request it will be on this same page under "**Preferred products**". All you'll need to do is click the product link and it will start the Service Request process.   
  
**Step 5:** Search for your product.

**Step 6:** Fill out the form with all the required information, you may attach supporting evidence on this same form *but please****DO NOT*** *attach any logs or screenshots that contain secure PHI/PII* (health or personally identifiable information).