A person is holding a smartphone, and a futuristic digital interface is overlaid on the screen. The interface includes various charts, graphs, and data visualizations, such as a bar chart, a line graph, and a circular progress indicator showing 2%. The background is a soft-focus image of the person holding the phone, with a white curved shape on the left side of the frame.

# **Single Sign-on Authentication System**

## **Leveraging Microsoft technology**

**Schlumberger**

# Software Support & Ocean Store New User Registration Workflow

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 Store 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.

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SUPPORT

# Support Hub

Delivering the highest quality technical support in the industry

## Register/Login

Click **Register/Login** to begin the authentication process.

Step 1 of 8



**NEW USER:** To begin, click on the **Register/Login** link on the Software site ([www.software.slb.com](http://www.software.slb.com)) or the Ocean Store ([www.ocean.slb.com](http://www.ocean.slb.com)).



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## Enter email ID and click Next

Existing users of the Customer Care Center enter your known email address so that your historical tickets are linked to your online account.. New users, click **Register Now** link.

Step 2 of 8

Email:

Next

Don't have an account?

[Register Now](#)

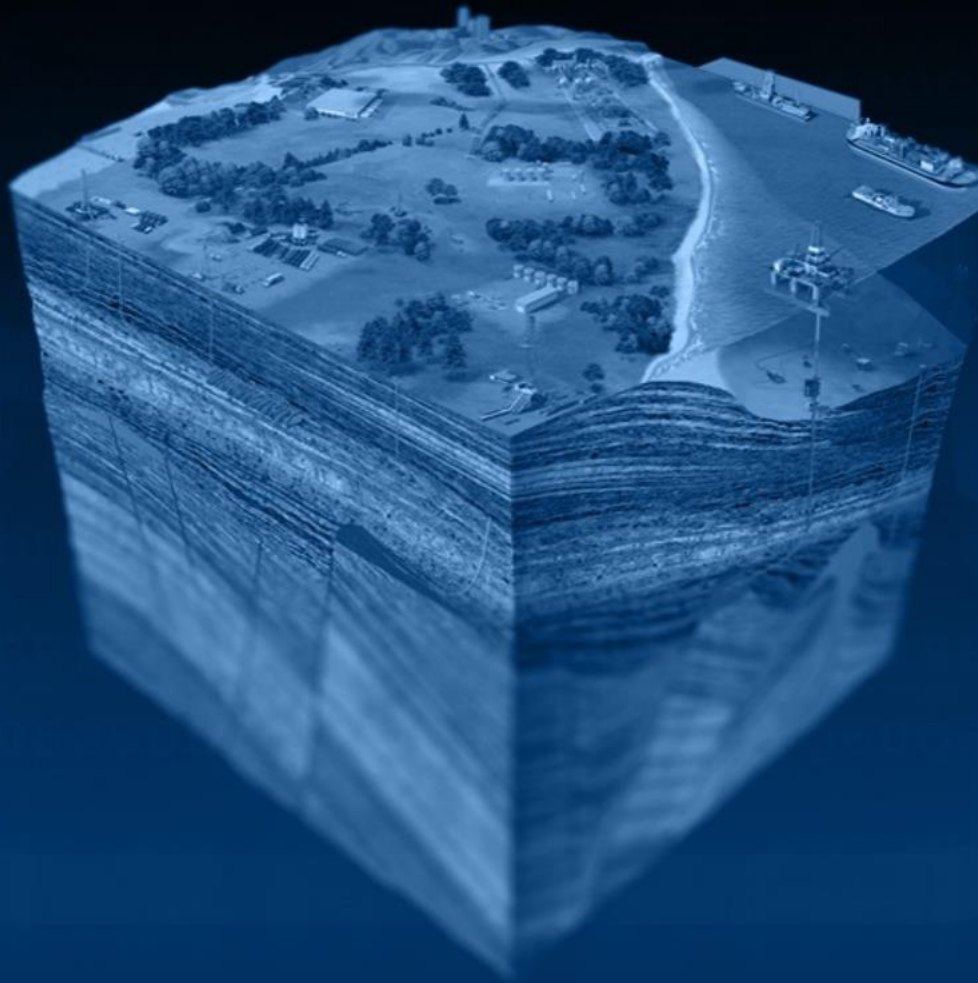
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Existing users of the Customer Care Center, enter your **known email address** in the space provided. New users, click the **Register Now** link.

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Email Address

demosiscan@gmail.com

Send verification code

## Sign up using email address

Enter your company email address and click on Send Verification Code.

Step 3 of 8

Given Name

Surname

Surname

Display Name

Display Name

Country/Region

Country/Region

Create

Cancel

The Privacy Statement which details how Schlumberger will use your personally identifiable information/personal data is available [here](#).

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.

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## Verify your email address

Thanks for verifying your [demosiscan@gmail.com](mailto:demosiscan@gmail.com) account!

**Your code is: 710051**

Sincerely,  
Schlumberger DELFI

Email Address

demosiscan@gmail.com

Verification code

710051

Verify code

Send new code

New Password

### Click on Verify code

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

Step 4 of 8

Given Name

Surname

Surname

Display Name

Display Name

Country/Region

Country/Region

Create

Cancel

*The Privacy Statement which details how Schlumberger will use your personally identifiable information/personal data is available [here](#).*

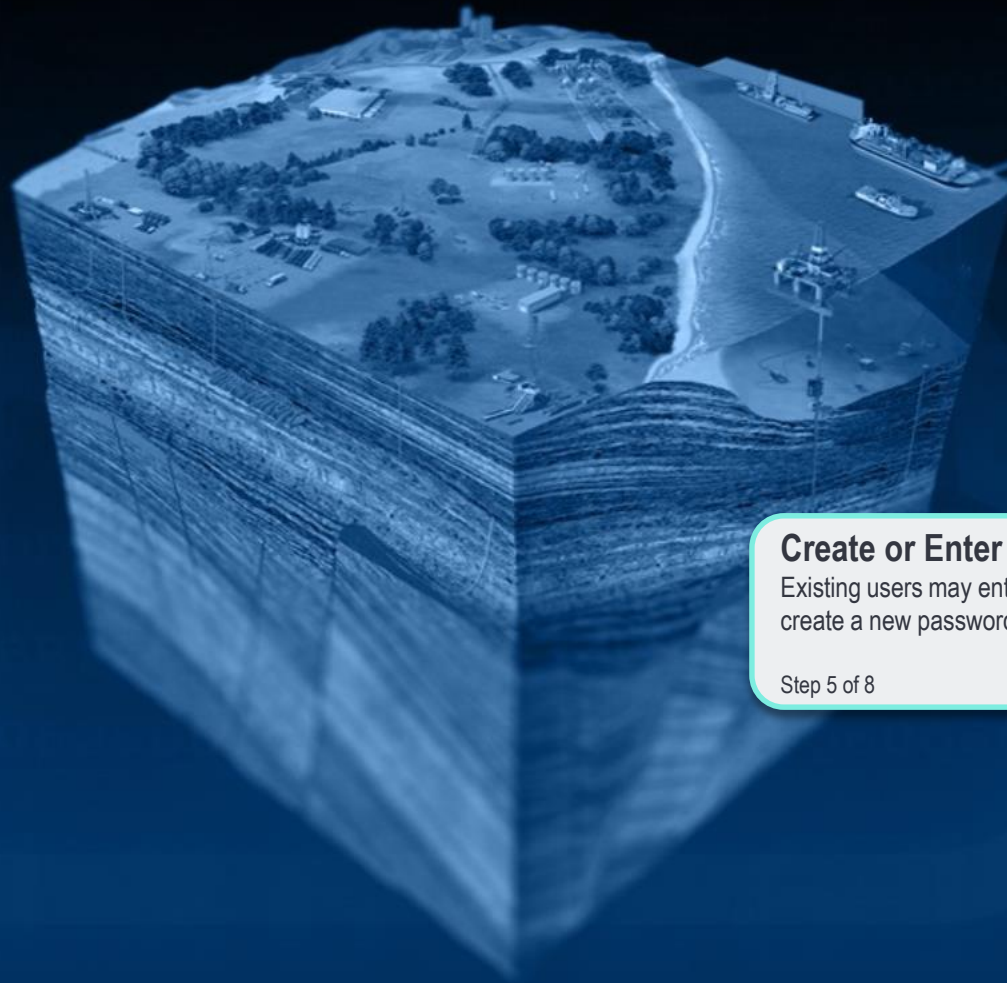
Enter the code in the field provided. Click **Verify code**.

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## Create or Enter Password

Existing users may enter their current password or chose to create a new password.

Step 5 of 8

That code is expired. Please request a new code.

Email Address

demosiscan@gmail.com

Verification code

710051

Verify code

Send new code

New Password

The password must be between 8 and 64 characters.

The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

New Password

Confirm New Password

Display Name

Display Name

Country/Region

Country/Region

Create

Cancel

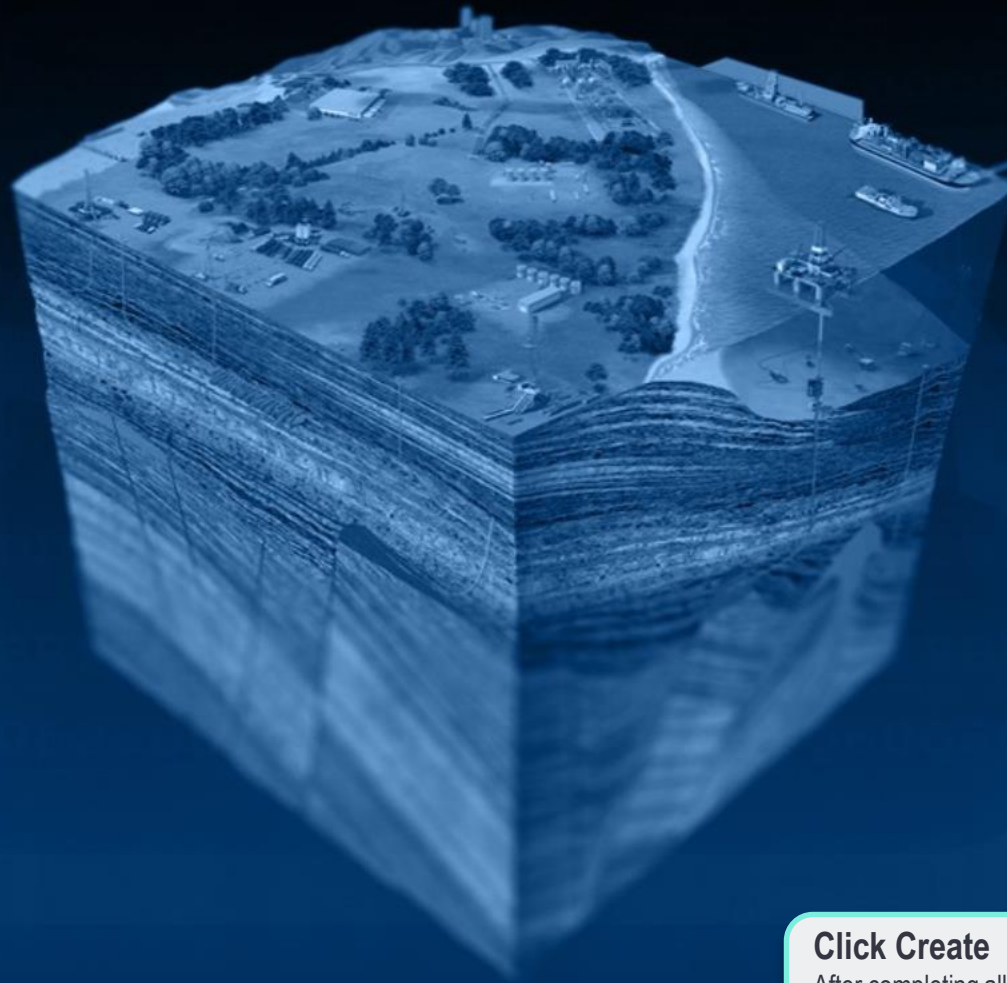
The Privacy Statement which details how Schlumberger will use your personally identifiable information/personal data is available [here](#).

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.

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Email Address

demosiscan@gmail.com

Verification code

710051

Verify code

Send new code

New Password

\*\*\*\*\*

Confirm New Password

\*\*\*\*\*

Given Name

Demo SIS

Surname

CAN

Display Name

Demo SIS Can

Country/Region

Canada

Create

Cancel

*The Privacy Statement which details how Schlumberger will use your personally identifiable information/personal data is available [here](#).*

## Click Create

After completing all fields, click Create.

Step 6 of 8

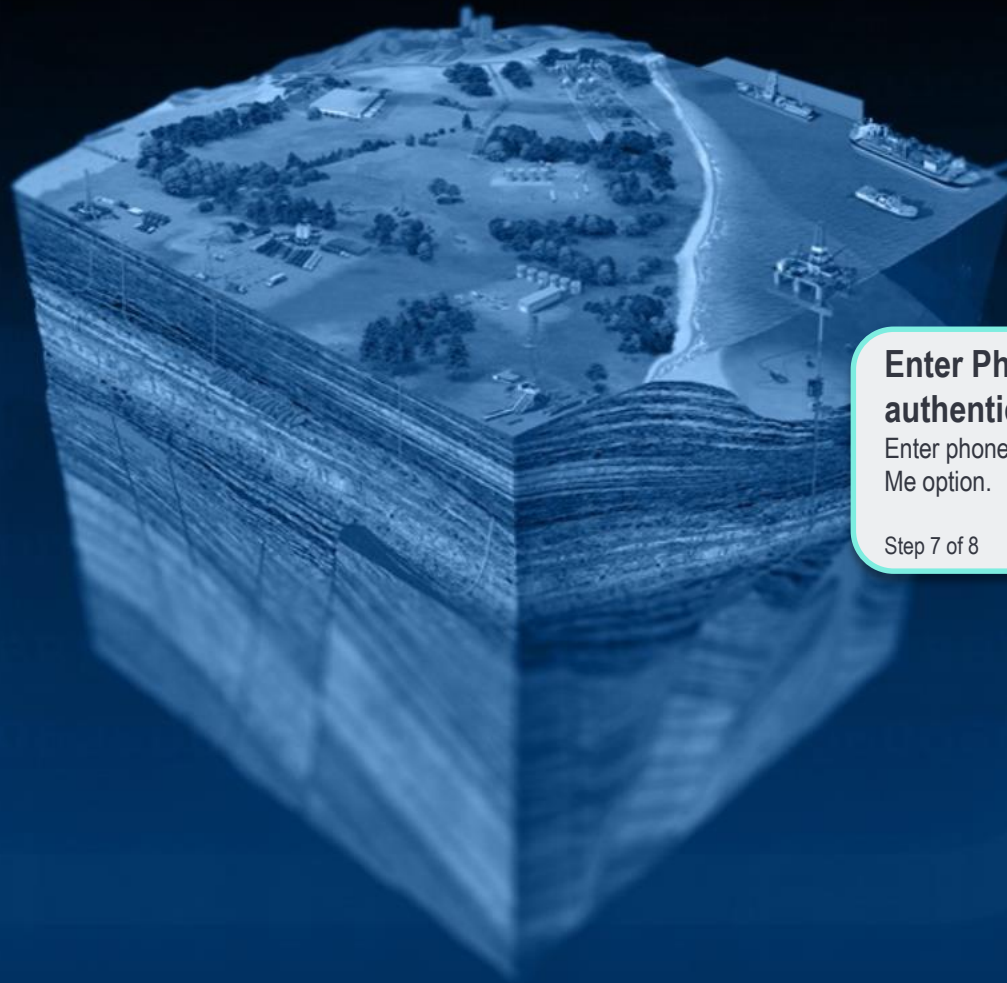
After creating/entering your password, complete all remaining fields. Click **Create**.

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Enter a number below that we can send a code via SMS or phone to authenticate you.

United States (+1) ▼

Phone number

Send Code

Call Me

Cancel

### Enter Phone number for multifactor authentication

Enter phone number, then chose Send Code or Call Me option.

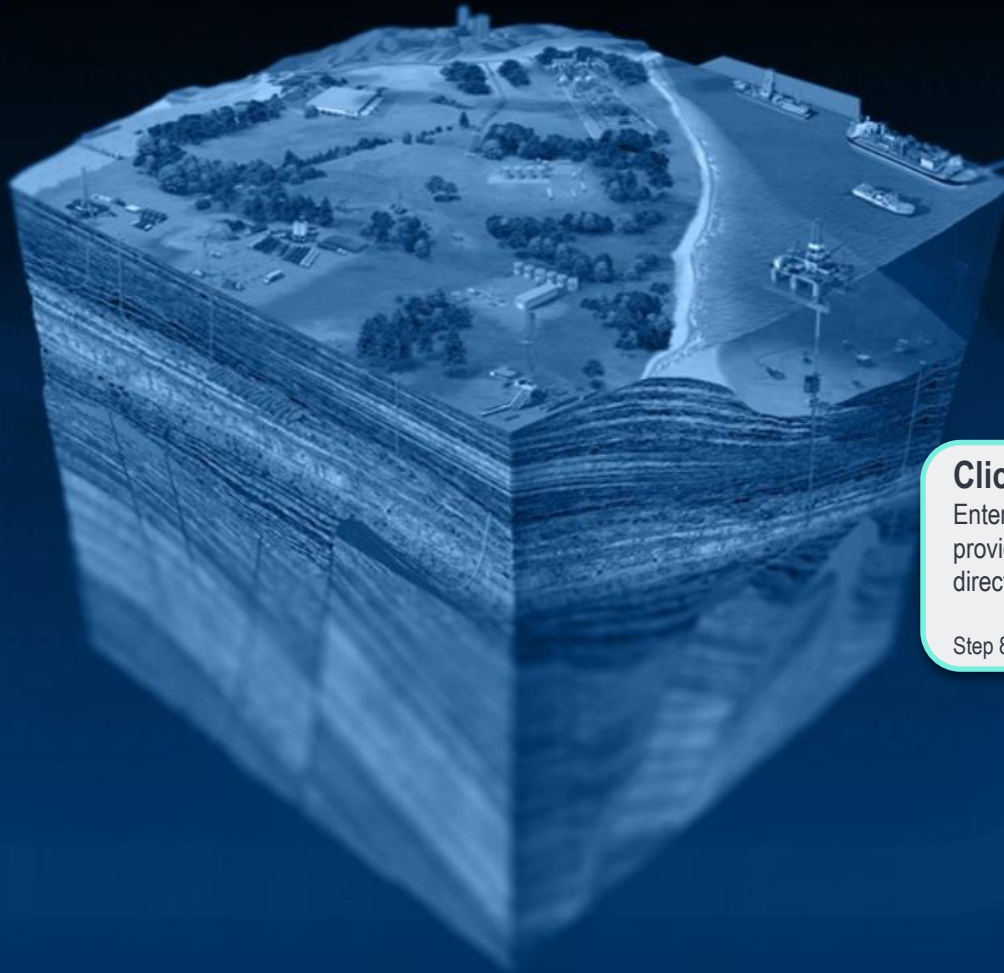
Step 7 of 8

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.

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Enter a number below that we can send a code via SMS or phone to authenticate you.

United States (+1) ▼  
713

Enter your verification code below, or [send a new code](#)

671732

Verify Code

Cancel

### Click on Verify Code

Enter the code provided to authenticate the number provided. Once you click Verify Code, you will be directed to the referring website.

Step 8 of 8

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.

# Schlumberger

# ACKNOWLEDGEMENT 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@abccompany.com)

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

## NOTES

- If you are authenticating your existing Software Support or Ocean Store account, you must have used the email address previously know in 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 condotions.

CONTINUE

CANCEL

Review the email acceptance criteria.

Select your **Access Options**. Read and accept the **Terms and Conditions**. Click **Continue**

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# MY ACCOUNT

## CONTACT INFORMATION

## COMPANY INFORMATION

### PERSONAL INFORMATION

\* indicates required field

TITLE

FIRST NAME\*

MIDDLE NAME

LAST NAME\*

DISPLAY NAME

JOB TITLE\*

PREFERRED LANGUAGE\*

LOCATION

### CONTACT INFORMATION

USER NAME

PHONE NUMBER\*

MOBILE

FAX

COUNTRY\*

NEXT

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.

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# MY ACCOUNT

CONTACT INFORMATION

COMPANY INFORMATION

To help us process your registration quickly and with the correct benefits we need to know your company information.

COMPANY NAME\*

CITY\*

STREET ADDRESS\*

CONTINUE

CANCEL

Complete your **company information**. All fields marked with an asterisks (\*) is required. Enter you complete company name. Do not use acronyms. Click **Continue**

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# CONFIRMATION

Please review the information you entered below. You may use the edit links to go back and make corrections to previously entered information.  
Click the "Submit Registration" button below to complete the registration process.

## Aknowledegement Information [Edit](#)

- Access Requested
- ☒ 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**

## Personal Information [Edit](#)

Title	Mr
First Name	Demo SIS
Middle Name	
Last Name	CAN
Display Name	
Job Title	test account
Preferred Language	English
Location	
User Name	demosiscan@gmail.com
Phone Number	+1 XXX-XXX-7124

Mobile	
Fax	
Country	Canada

## Company Information [Edit](#)

Company Name	ABC Company
City	Alberta
Street Address	123 Street Road Lane

SUBMIT REGISTRATION

CANCEL

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





# REGISTRATION RESPONSE

## REGISTRATION PENDING APPROVAL

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.

[Go to site](#)

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Your request is **Pending Approval**. The details you have provided will be checked against your company information. For access your company must have a current maintenance agreement or developers license for plug-in development.

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