

Alert Text

*** Envizi Support migrating to the IBM Support Portal on 26 February 2023 ***

As part of the ongoing integration of Envizi into IBM, the Envizi support portal is being migrated to the IBM support portal (ibm.com/mysupport) As of Noon Eastern Time (US) on 26 February 2023, the legacy envizi support portal will no longer be accessible. It is important that you register for an IBM ID as soon as possible to ensure a seamless transition to the IBM portal. (Insert doc link)

Envizi support migration to IBM Support Portal

Envizi support will be migrating to the IBM support portal on 26 February 2023 at 12:00PM Eastern Time (US).

What is changing

As part of the integration of Envizi into the IBM organization, customers will access Envizi support online through the IBM support portal (<https://www.ibm.com/mysupport>). Support access telephone numbers for your country can be found at www.ibm.com/planetwide (<https://www.ibm.com/planetwide>). Once the migration takes place, customers will no longer have the ability to access the existing Envizi support portal. You will still have access to your support cases as all active/open support cases and 2 years of historical support case data will be migrated to the IBM support portal.

Note: As a result of this transition to the IBM support portal, IBM's privacy policy (<https://www.ibm.com/privacy>) applies to the handling of your customer support content and data.

When will this change occur?

As part of the ongoing integration of Envizi into IBM, the Envizi Support Portal will migrate to the IBM Support site. This transition will take place Sunday 26 February 2023 at 12:00 Noon Eastern Time (US).

How do I prepare for this change?

Access to the IBM support portal (<http://www.ibm.com/mysupport>) requires the creation of an IBM WebID and associating your IBM Customer Number with this WebID. It is highly recommended that you create your IBM WebID as soon as possible.

Registering for Support Access

If you already have registered for an IBM WebID and have access to the support portal under your Customer Number and email address, you will already have basic support access to your cases.

If you are not already an active user in the IBM Support Portal, you need to follow the steps outlined in the access request instructions (link below) both to setup your IBM WebID and request support access.

Instructions on the process to gain access to the IBM support portal can be found here (https://www.ibm.com/mysupport/s/article/IBM-Support-Community-registration?language=en_US).

As part of this process, when you associate your IBM customer number with your IBM WebID, you must select the following:

- A product. You should select **Envizi ESG Suite**.
- You will also need to enter your IBM Customer Number.

What is an IBM Customer Number?

An **IBM Customer Number** (ICN) is the unique number that IBM issues its customers.

For assistance with the creation of the WebID or the support access request, use the help links provided in each tool to open a case with the appropriate IBM helpdesk.

*For customer number inquiries only, please contact annefooo@au.ibm.com. You will receive a response within one business day.

Using the IBM support portal

Information on the process to open, update, and manage support cases can be found here (<https://www.ibm.com/support/pages/node/733923#open-a-case>).

Where to get assistance for this transition

For questions related to the use of a tool on the IBM site, follow the help link in the tool to open a case with the appropriate IBM helpdesk.

How to obtain product support during this transition

Until the day of the transition, continue to work as usual through the Envizi support portal.

After 12:00 Noon Eastern (US) on 26 February 2023, the Envizi support portal will no longer be accessible, and all new cases must be opened in the IBM support portal.

During the migration, existing open cases as well as two years of historical case data will be migrated from the Envizi support portal to the IBM support portal. Expect this process to take several hours. During the migration of data, in the event you urgently need assistance with an existing open case before the migration completes, open a new case in the IBM support portal so the support team can continue to work with you.

As the cases are migrated, they will be assigned a new case number starting with TS followed by nine digits (such as TS123456789). Once your IBM WebID is associated with your customer number, you can search for your old cases using the legacy envizi case numbers. The legacy case number will be listed in your new IBM case in the field entitled "Legacy".