We want to thank you for your purchase of SingleStore with IBM and introduce you to some important information that you will need in getting access to IBM Support.

Software Support:
Please review the following Getting Started Guide: How to request access for employees, contractors and vendors. https://www.ibm.com/mysupport/s/article/Getting-Started-Guide

Follow these steps to register and to obtain access to support:
1. If you haven't already signed up, please sign up for an IBM ID using your corporate email address.

2. Sign in with your IBM ID and request Support Access, use your IBM customer number for the request. Please watch this step-by-step video guide as an additional resource for support access. For any issues related to support access, contact mysphelp@us.ibm.com.

3. After obtaining the access to support, you are all set to open a case using the IBM support portal.

4. The IBM Support Team offers a free onboarding call to help set up your support account and ensure your access to IBM Support resources. Let your IBM account team know if you would like to have an onboarding call.

Please review the IBM Support Guide for additional information.