

IBM MaaS360 Support Changes



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AGENDA

1. What's New?
2. Which online resources are available?
3. How do I gain access?
4. Where can I create and manage cases?
5. Where can I see my profile and settings?
6. Come visit us...

Webinar logistics

- Q&A at end (if time permits)
- Alternatively, you can post on the IBM Security Community:

<https://community.ibm.com/security>

1. What's New?

#changes



1. What's changing: *New Support system*

- New instance of Salesforce.com
- Migration of old cases and data
- Completed by 25th March 2019 (*expected, subject to change)
- Some functionality changes

1. What's changing: *Support delivery*

Changes are planned to be implemented between 22nd-25th March 2019, please verify.

Pre-changes	Post-changes
Support Chat	Support Chat
Support Phone	Support Phone
Support Email	X
X ->	Support Cases online

NOTE

Contacting Support directly may not be the way all our customers and partners work. If you do not contact IBM directly for support then please continue to use those channels.

<https://www.ibm.com/security/mobile/maas360/support>

2. Which online resources are available?

#web_pages



2. Where can I get information?

Expert resources to help you succeed



Community

Get technical tips and insights from others who use this product.



Learning Lab

Grow skills with use cases for cognitive apps and curated online courses.



Support

Learn more about product support options.

Old: DeveloperWorks Community

New: Security Community
<http://community.ibm.com/security>

#nochange

Security Learning Academy
<http://www.securitylearningacademy.com>

Old: via chat/phone/email

New: via chat/phone/online

3. How do I gain access?

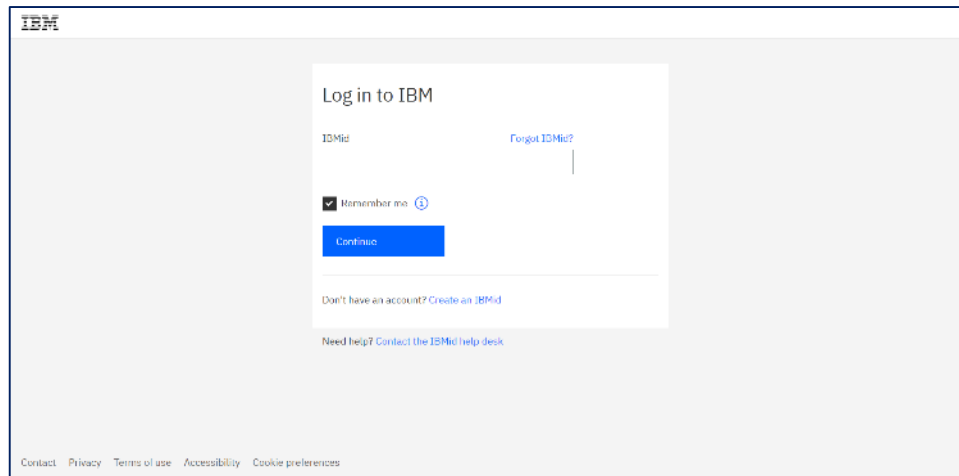
#access_new_support



Get an IBM ID

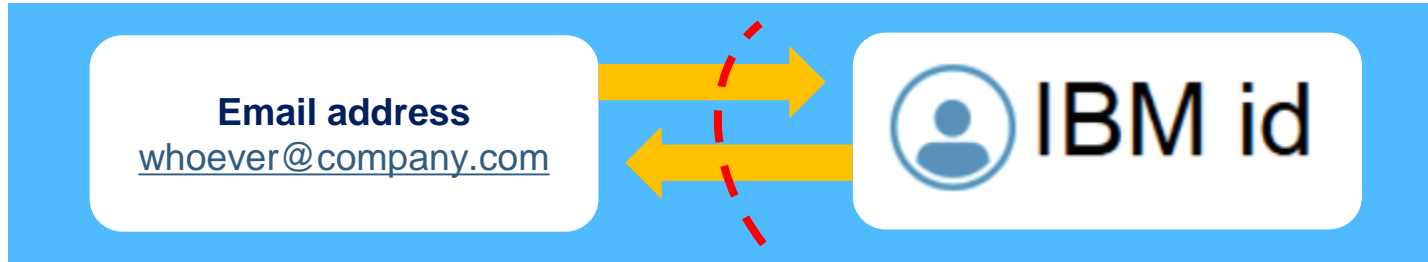
- Access to protected content
- Available to anyone
- Create in a few minutes

<https://myibm.ibm.com>



The screenshot shows the IBM login interface. At the top left is the IBM logo. The main heading is "Log in to IBM". Below it is a text input field labeled "IDiD". To the right of the input field is a link "Forgot IDiD?". Below the input field is a checkbox labeled "Remember me" with an information icon. A blue "Continue" button is positioned below the checkbox. A horizontal line separates the login section from the registration section, which contains the text "Don't have an account? Create an IDiD". At the bottom of the login area is a link "Need help? Contact the IDiD help desk". The footer of the page contains links for "Contact", "Privacy", "Terms of use", "Accessibility", and "Cookie preferences".


Do you already have an IBM ID?



- If you created your MaaS360 portal during or after November 2016
- If you've signed up for Support for other IBM products
- If you're signed up for My Notifications
- To check: <http://myibm.ibm.com>

If you already have an IBM ID...

- ... you will be asked to link your portal administrator login with the IBM ID for the same email address

Link Administrator Account to IBMid 

We require all customers to link their accounts to IBMid. IBMid will be necessary to report issues on our support community 'My Cases'. You can also link IBMid with your account by clicking on 'Help > My Cases'

You will be logged out after linking the account.

☐ Link account

☐ Remind me later
(You will be prompted again in next login)

☐ Do not show again

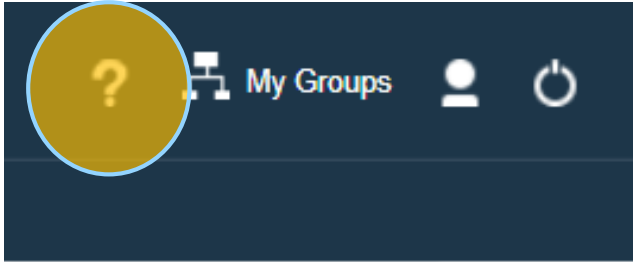
4. Where can I create and manage cases?

#case_management



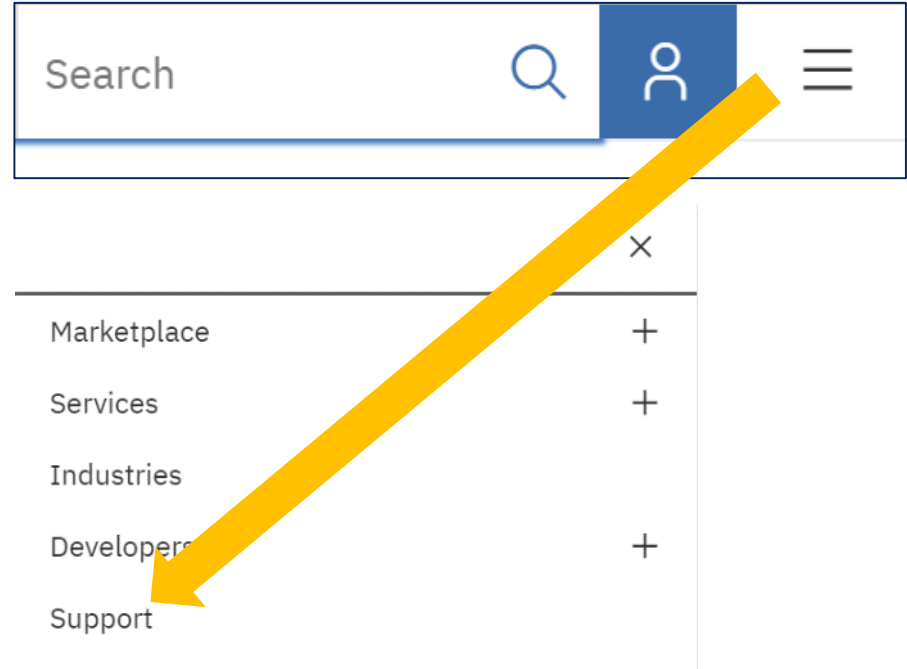
How do I access IBM MaaS360 Support?

- Via your MaaS360 portal:
 - Click on the '?' top-right
 - Click on Contact Support



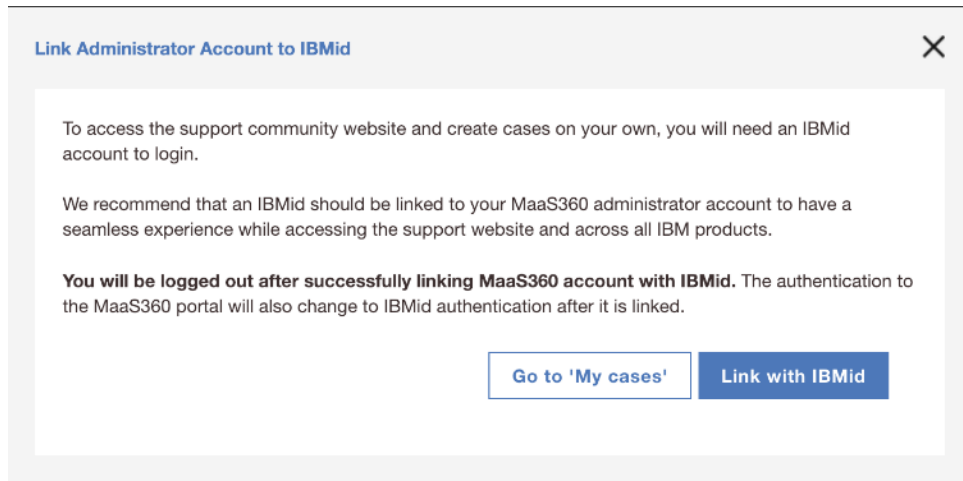
- Via your IBM ID:

<https://myibm.ibm.com>



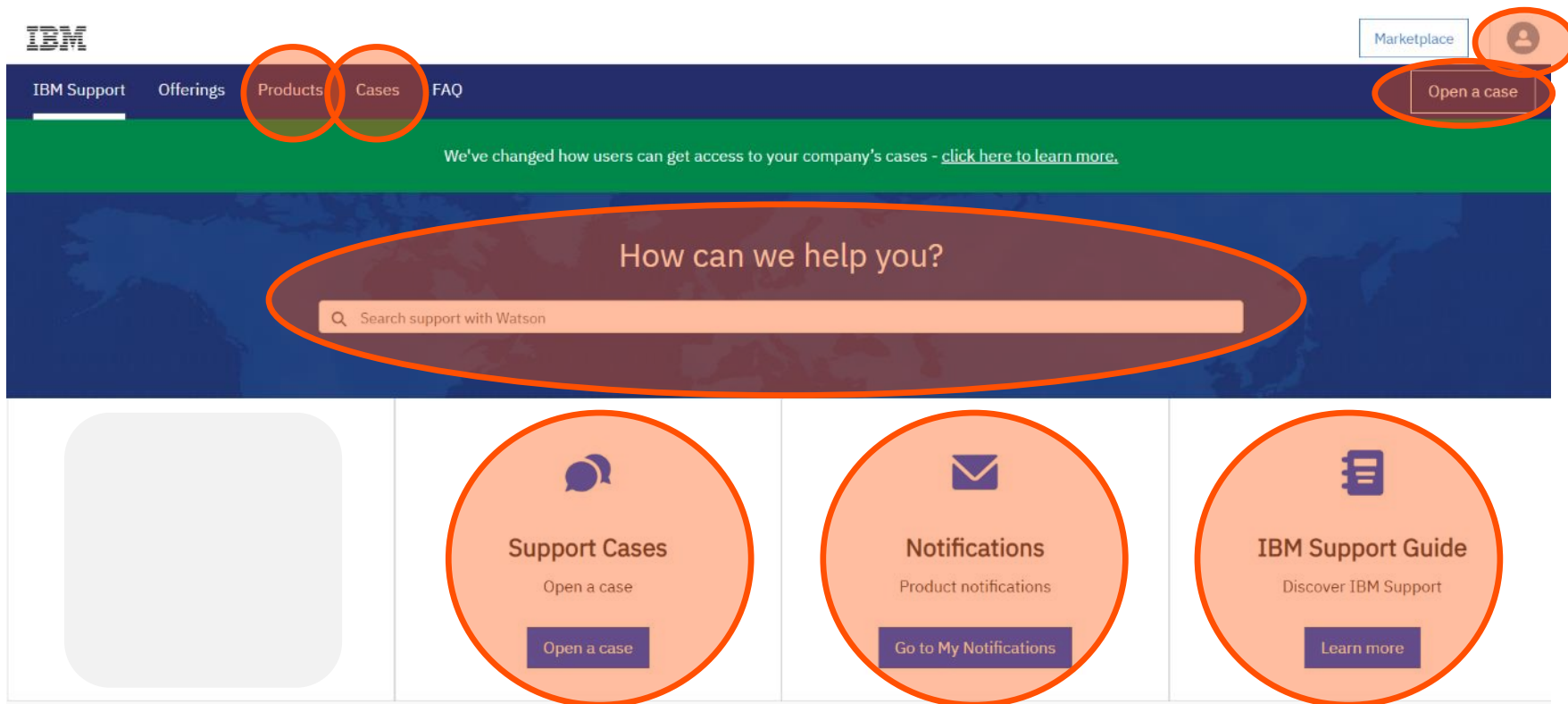
Remember to link your IBM ID...

- If you haven't already done so then you may be prompted to link your existing IBM ID as below:



- Otherwise you may need to create a new IBM ID. For instructions, go to: <http://myibm.ibm.com>

New IBM MaaS360 Support portal



Understand the changes in IBM MaaS360 Support



Things might look a little different.

If you can't find what you're looking for it may not have been migrated.

[Return to previous version.](#)

Find out how to work with IBM Support.

[Best practices and procedures.](#)

What in the world is a case?

What happened to my support PMRs?


[Read about cases.](#)

5. Where can I see my profile and settings?

#configure



My IBM – Profile and Settings



IBM Support


Offerings

Products

Cases

FAQ

Marketplace



IBM Support

Offerings

Products


Cases

FAQ

We've changed how users can get access to your company's cases - [click here to learn more.](#)

How can we help you?


Q Search support with Watson



Support Cases

Open a case


Open a case



Notifications

Product notifications

Go to My Notifications




IBM Support Guide

Discover IBM Support

Learn more

19 IBM Security



Profile and Settings options

Profile

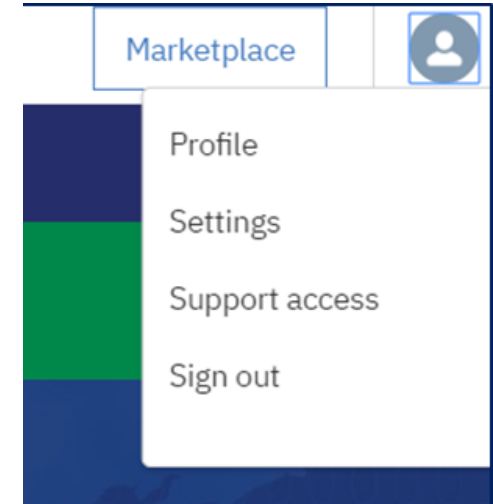
- Name
- Email
- Language
- Time zone

Settings

- Case notification settings (Support cases)
- Discussion notification settings (Community)
- Privacy and consent

Support access

- Get support for specific product

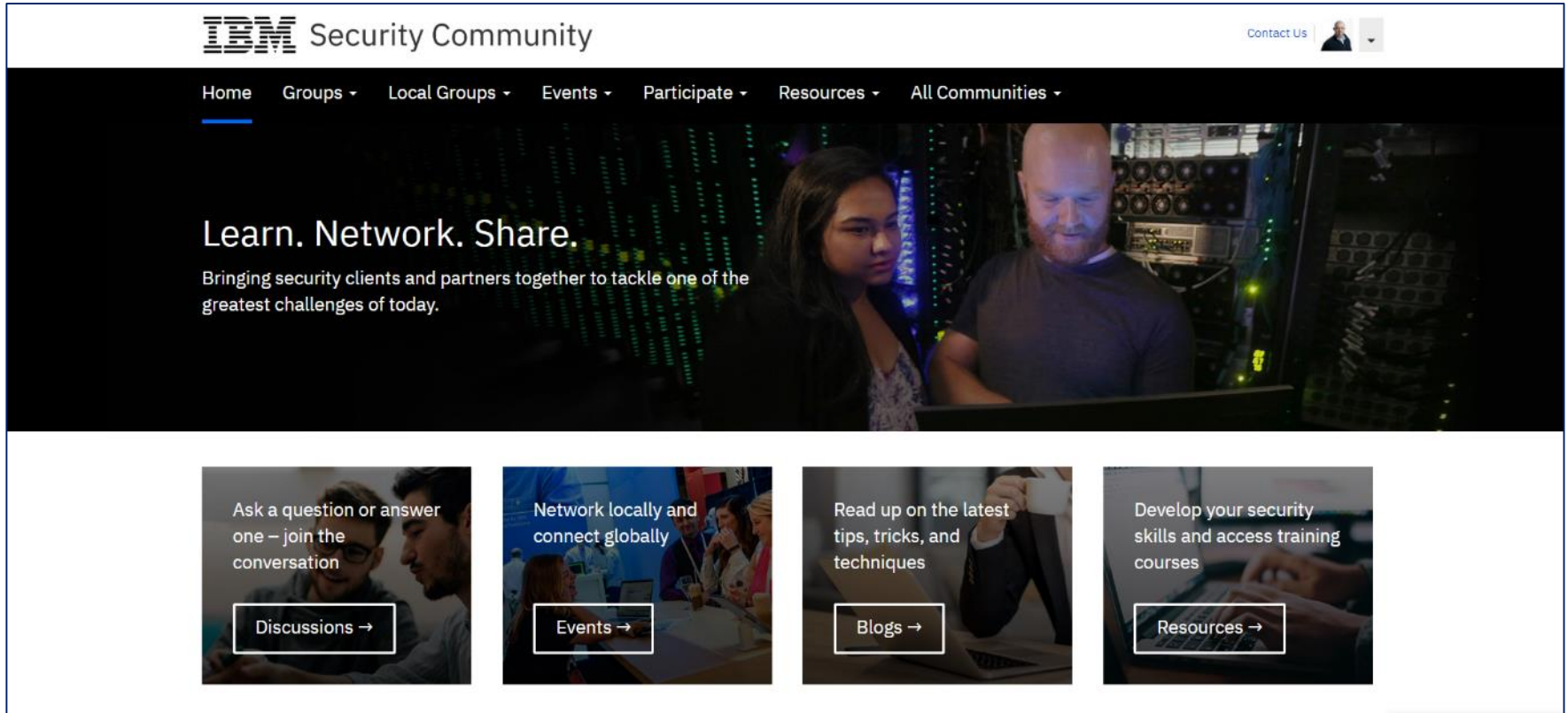
A screenshot of the 'Support access' form. The form has a title 'Support access' and a section 'Select the product you would like to request access for:'. Below this is a checkbox labeled 'I consent to share my name and email address with the account administrator via email communication.' and a search bar labeled 'Product' with a placeholder 'Search...'. The form also features a bee icon with the text 'Let's get started!' and a link 'Experiencing difficulties? Contact help desk.' at the bottom. There are 'Cancel' and 'Submit' buttons at the bottom right.

6. Come visit us...
#collaborate



Come see us on the IBM Security Community!

<https://community.ibm.com/security>



The screenshot shows the IBM Security Community website. At the top, the IBM logo is followed by the text "Security Community". To the right is a "Contact Us" link and a small profile picture. Below the header is a navigation bar with links: Home (underlined), Groups, Local Groups, Events, Participate, Resources, and All Communities. The main banner features a dark background with a woman and a man looking at a laptop in front of server racks. The text "Learn. Network. Share." is prominently displayed, followed by the tagline "Bringing security clients and partners together to tackle one of the greatest challenges of today." Below the banner are four featured sections, each with a background image and a call-to-action button:

- Discussions**: "Ask a question or answer one – join the conversation" with a "Discussions →" button.
- Events**: "Network locally and connect globally" with an "Events →" button.
- Blogs**: "Read up on the latest tips, tricks, and techniques" with a "Blogs →" button.
- Resources**: "Develop your security skills and access training courses" with a "Resources →" button.

IBM Security Learning Academy: *get started...*

<http://ibm.biz/learnmaas360>

Release Notes

MaaS360 Cloud:

Release Version	Release Date
10.71	16 Nov 2018
10.70	14 Sept 2018
10.69	27 July 2018
10.68	6 June 2018
10.67	6 April 2018
10.66	9 Feb 2018
10.65	1 Dec 2017

New Activity

Upcoming Webinars and Replays

Leveling Up with MaaS360 Advanced Features

Watch this MaaS360 Customer Register

13 January 2019

New Activity

Quick Reference Guide

New Activity

Important Notifications

MaaS360 Portal Maintenance on Nov 16 and Nov 18, 2018

Periods of downtime are scheduled for the following dates and times:

- **NA (North America)**: November 16, 2018 10:00 PM ET - 03:00 AM ET
- **EU (Europe)**: November 18, 2018 10:00 PM ET - 03:00 AM ET
- **AP (Asia Pacific)**: November 19, 2018 03:00 PM ET - 03:00 AM ET

New Activity

Additional Resources

New Activity

System Status

New Activity

Open Feedback Surveys

IBM MaaS360 With Watson

New Activity

Support Transformation Forums

New Activity

APPENDIX



Links

Please bookmark these links or add them to your favourites

IBM MaaS360 Support Information / Contact Details

<https://www.ibm.com/security/mobile/maas360/support>

NEW IBM Security Community

<https://community.ibm.com/security>

IBM ID

<http://myibm.ibm.com>

Security Learning Academy

<http://ibm.biz/learnmaas360>

Specific launch page with MaaS360 content

<http://www.securitylearningacademy.com>

General launch page



THANK YOU

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securityintelligence.com



xforce.ibmcloud.com



[@ibmsecurity](https://twitter.com/ibmsecurity)



youtube/user/ibmsecuritysolutions

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Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.