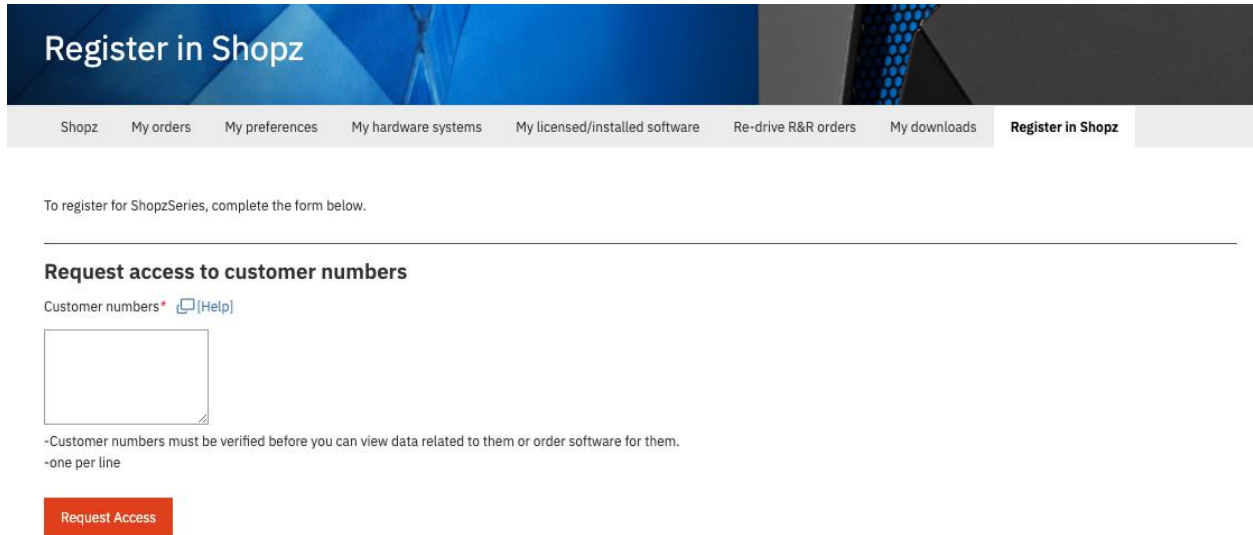


Follow the steps below to request access for the Kyndryl customer numbers on ShopZ:

1. Sign in to ShopZ with your **Kyndryl** ID:

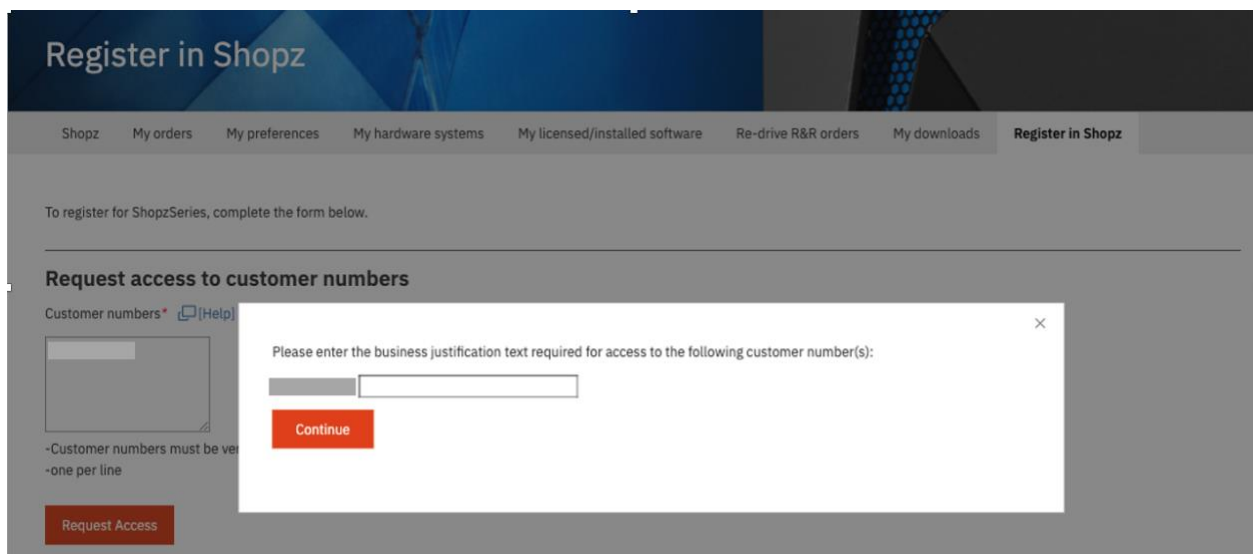
https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss

2. In the 'Register in ShopZ' screen, please enter the customer number you need to request access to, and click on the 'Request Access' button:



The screenshot shows the 'Register in Shopz' interface. At the top, there is a navigation bar with links: Shopz, My orders, My preferences, My hardware systems, My licensed/installed software, Re-drive R&R orders, My downloads, and Register in Shopz. Below the navigation bar, a message reads: 'To register for ShopzSeries, complete the form below.' The main section is titled 'Request access to customer numbers'. It contains a label 'Customer numbers*' with a help icon and a text input field. Below the input field, there are instructions: '-Customer numbers must be verified before you can view data related to them or order software for them.' and '-one per line'. At the bottom of this section is a red 'Request Access' button.

3. You will be asked for a Business Justification; this means why you are asking access to the customer number. Please enter the information requested and click on the Continue button:



This screenshot shows the same 'Register in Shopz' interface as the previous one, but with a modal dialog box open. The dialog box has a title bar with a close button (X) and contains the text: 'Please enter the business justification text required for access to the following customer number(s):'. Below this text is a text input field and a red 'Continue' button. The background of the page is dimmed.

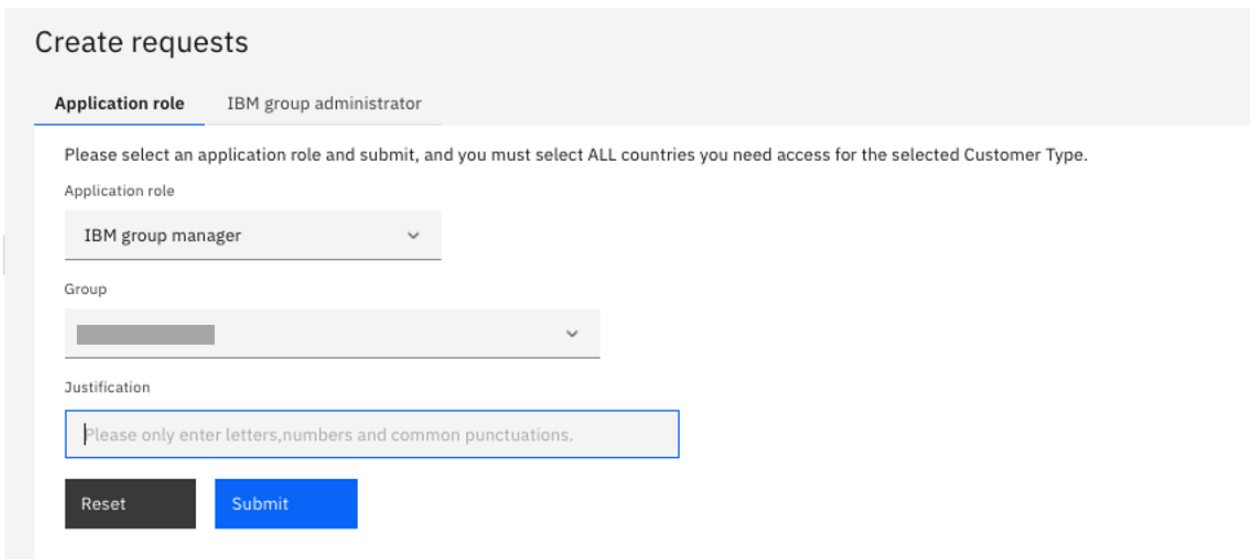
You request will be created and sent to the approvers.

4. Wait for the approvals.

You can track the status of your request in RAM. Please refer to the section 'Review the status of your request in RAM' below.

Request Application Role in RAM

1. Access to RAM: <https://www.ibm.com/software/ram/ui/dashboard/home>
2. Go the left Menu and click on 'My requests'.
3. From the options displayed, select 'Create requests'.
4. Select the application role needed from the 'Application Role' field.
5. Please fill the information requested. All fields are mandatories before submission.
6. Click on the Submit button.



Create requests

Application role IBM group administrator

Please select an application role and submit, and you must select ALL countries you need access for the selected Customer Type.

Application role

IBM group manager

Group

Justification

Please only enter letters,numbers and common punctuations.

Reset Submit

7. Wait for the approvals. Please refer to the section 'Review the status of your request in RAM' below.

Review the status of your request in RAM

1. Access to RAM: <https://www.ibm.com/software/ram/ui/dashboard/home>
2. Go the left Menu and click on 'My requests'
3. From the options displayed, select 'Review requests'
4. In the right section of the screen your requests will be displayed:

The screenshot displays the 'Review requests' interface. On the left, a navigation menu includes options like 'Home', 'Help', 'Customer service', 'My application roles', 'My requests', 'Create requests', 'Review requests' (highlighted), 'Process IGA requests', 'Administer groups', 'Create a group', 'Migration', and 'Become user'. The main content area is titled 'Review requests' and contains the text: 'The following shows all open requests, click one request to see the details.' Below this is a 'Request list' table with three columns: 'Type', 'Status', and 'Date created'. A link 'Show history requests' is located to the right of the table header.

Type	Status	Date created
Application role	OPEN (Need Blue page manager to approve)	09 Dec 2020, 11:11:31 p.m.
Application role	OPEN (Need Blue page manager to approve)	19 Nov 2020, 12:38:54 p.m.
Application role	OPEN (Need Blue page manager to approve)	19 Nov 2020, 11:29:00 a.m.