SPSS Student Resources

Technote (FAQ)

Question

How do students get support for IBM SPSS products developed for students?

Answer

IBM Support Knowledgebase

Search more than 4,000 articles on product use and operation
IBM SPSS Amos
IBM SPSS Data Collection
IBM SPSS Modeler
IBM SPSS Statistics
IBM SPSS Text Analytics for Surveys

To Open a Support Request with IBM Student Support Services

Step 1: Register with the IBM website
All users of IBM Student Support Services must complete a one-time website registration.
Problems with registration? Click here.

Step 2: First time login
2a - Click first login to complete this one-time step to agree to terms and conditions, and agree to IBM's privacy statement.
2b - Verify your email as requested following your acceptance of the terms and conditions.

Step 3: Open a service request
After completing Step 1 and Step 2, you can open a service request or check the status of existing requests.
· If your company has purchased a Support maintenance contract from IBM, register here.
· Problems with maintenance contract registration? Click here.
· Student Portal（日本語）への登録とログイン

What to Expect from IBM Student Support Services

· Assistance with installation and licenses of SPSS Student Version and SPSS GradPack
· Response time within two business days
· A web-based service to review and update your support requests

For this assistance, follow the Steps 1-3 above to open a Service Request to IBM via the web. Additional resources for students include tutorials and certification programs. See also SPSS Solutions for Education.

What to Expect from IBM Student Support Services:

- Assistance with installation and licenses of SPSS Student Version and SPSS GradPack
- Response time within two business days
- A web-based service to review and update your support requests

For this assistance, click on the following or type into your web browser:
www.ibm.com/spss/rd/students

and follow Steps 1-3 listed under "To Open a Support Request with IBM Student Support Services" to open a service request via the web.

IBM SPSS Student Support Services

IBM SPSS Student Support Services Terms

By using the IBM Student Support Services, you represent and warrant that (1) you are an eligible Student (as defined below), and (2) you have obtained a legal copy of the software Program for which IBM SPSS Student Support Services will be provided and agree to the Program's license terms.

All software Programs to which this support offering apply are licensed under one of the following IBM licenses. Consult your IBM representative or the party from who you obtained the Program to obtain a copy of the license.

∙ International Program License Agreement (IPLA), or

∙ International License Agreement for Non-Warranted Programs (ILAN), or

∙ International License Agreement for Evaluation of Programs (ILAE), or

∙ International License Agreement for Early Release of Programs (ILAR).

Eligible Students
You must have obtained a valid student license to one of the Eligible Programs, as evidenced by the by a Program named "Grad Pack", "Student Edition" or "Student Version" as evidenced in a proof of entitlement, which restricts use of the Program to Students. IBM SPSS license agreements define a Student as follows. In the event of conflict between the definition below and the terms of the IBM SPSS license agreement, the terms of the license agreement shall apply:

A "Student" is an individual who is currently enrolled in an institution of higher education to obtain a degree or participate in a continuing education program, for educational purposes and non-commercial academic research.

"Non-commercial academic research" means research by a Student where

∙ the results of such research are not intended primarily for the benefit of a third party;

∙ such results are made available to anyone without restriction on use, copying or further distribution; and

∙ any copy of any such result is furnished for no more than the cost of reproduction and shipping.

Any other use, including but not limited to, university administration and operations is strictly prohibited.

Eligible Programs

After completeing steps 1 & 2 and logging in for the first time, you will directed to the IBM SPSS Student Support Services Terms. Please review the terms then click the "I confirm" box and then click Submit.

By clicking the "I confirm" button below, I confirm my acceptance of the IBM SPSS Student Support Services Terms above, the Terms of Use and my Privacy selection.

☑ I confirm

Submit   **Decline**

You will then be directed to "My Agreements" to verify your email address. Click on Send verification email

My agreements

1.Request access	2.Verify email address	3.Enter registration code	4.Registration success

Your email address is: borgi893@gmail.com

You must verify ownership of your e-mail account to complete your registration for IBM software support services.

Send verification email

Business partner

Click here to check business partner status

IBM Software Support registration: Please verify your email address ☐ Inbox x   🖨 ⊡

srdonotreply@us.ibm.com   10:07 AM (3 minutes ago) ☆ ↩ ▼
to me ▾

This communication was generated by an auto-response machine, please do not reply to this e-mail.

Hello Bill M, thanks for registering for IBM Software Support

Enter the following code into the Registration code field:

y5FAkx

Or use this link:

https://www-946.ibm.com/support/servicerequest/Home.action?relReqId=y5FAkx

An email will then be sent providing you with a registration code.

Go back to the "My agreements" screen (if still open in your web browser) or Click on the link provided in the email

(If clicking on the link, you will be requested to sign in with your newly created IBM ID and Password. Enter in your information (will be auto generated if you had saved password and id on your browser) and click Submit.

My agreements

IBM Service Request
Open a new service request
Search service requests ›
My profile ›
My messages ›
My agreements
Help ›

1.Request access   2.Verify email address   **3.Enter registration code**   4.Registration success

Please enter the code provided in the verification email that was sent to borgi893@gmail.com to complete the registration process.

Registration code: y5FAkx   [Submit]

If you are experiencing problem with the email click the Resend verification email button below to receive the verification email.

[Resend verification email]

Business partner
▸ Click here to check business partner status

Related links
- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Enter in your Registration code and click Submit

My agreements

IBM Service Request
Open a new service request
Search service requests ›
My profile ›
My messages ›
My agreements
Help ›

1.Request access   2.Verify email address   3.Enter registration code   **4.Registration success**

Your access request is complete. The support agreement administrator (site technical contact or electronic support team) has been notified of your account status.

[Return back to my agreements]

Related links
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- Passport Advantage Online
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- IBM electronic services
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Once completed, click on **Return back to my agreements**

My agreements

Open a new service request

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My profile

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Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

⦿ By customer   ○ By machine type and serial number

Please enter your customer information below. If you dont know this information, your organizations contracting or purchasing office may be able to help you.

IBM customer number*

Country/region*   Select one

If you do not see your country/region in the list, please contact ⬛ IBM country/regional support to determine which country/region you should choose.
↳ Get Adobe® Reader®

Justification

[Request additional access]

Existing access (1 total)

IBM customer number	Offering	Access level
Description is not available	Passport Advantage	⬛ Student

Business partner
⬛ Click here to check business partner status

You will then be directed to **My agreements** page

To create a new service request, click on **"Open a new service request"**

Open a new service request
Select product and component

IBM Service Request

Open a new service request

Search service requests

My profile

My messages

My agreements

Help

Related links
- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Enter your keyword(s)

SPSS

☑ Show entitled products only

◉ Products *(19 matches)*   ○ Components *(28 matches)*

Search results

☐ Add selection to **Preferred Products**

▸ SPSS Modeler Desktop V13.0

▸ SPSS Modeler Desktop V14.0

▸ SPSS Modeler Desktop V14.1

▸ SPSS Modeler Desktop V14.2

▸ SPSS Modeler Desktop V15.0

▸ SPSS Statistics Desktop V17.0

▸ SPSS Statistics Desktop V18.0

▸ SPSS Statistics Desktop V19.0

▾ SPSS Statistics Desktop V20.0

→ SPSS Data Collection Survey Reporter Developer Kit 6.0.1

→ SPSS Statistics 20.0.0

▸ SPSS Statistics Desktop V21.0

Preferred products

You dont have any saved products. Please see the Supported products tab to select a product.

In the "Enter your keyword" search box, type in "SPSS"

Under **Search Results** a variety of links will appear listing various SPSS software, scroll down through the list to find your version and type of software.

Ex. You have a Version 20 Statistics Base gradpack

Look for and click on:

SPSS Statistics Desktop V20.0, then click on -> SPSS Statistics 20.0.0

Open a new service request
Complete problem description

Open a new service request

Search service requests ›

My profile ›

My messages ›

My agreements ›

Help ›

Related links
- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Problem description

Please complete the problem description information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand Exchanging diagnostic data with IBM.

Problem information

Title*

(256 character limit)

Problem description*

(12 KB limit. Use file attachments to include more data, such as diagnostic files or 💻 IBM Support Assistant collector files.)

Service request qualifiers

Severity*   ○2 ○3 ○4   💻 Severity levels

Request type*   💻 Help
● Software Defect Support
○ Software Usage Support

Please select your operating system which will ensure the proper routing of your service request

Operating system*   [Select an operating system ▼]

Additional information

Customer tracking ID   [   ] 💻 Help

(20 character limit)

Attach additional files

Status *Not saved*

Product
← SPSS Statistics Desktop V20.0

Component
← SPSS Statistics 20.0.0

All catergories marked with a "*" are required, <u>be as detailed as possible with your problem description.</u>

Please note The more detailed you are in your problem description will help the customer service repsesentative understand and be able to quickly resolve your issue at hand.

Be sure to include in your description:

- What type of gradpack you have
- Authorization code(s)
- Details of your issue along with any error codes your recieve

Once completed, click on "Continue"

A pop window will appear with summary of your service request, please review the information and if no changes are needed to be made, click on "Create request" and take note of your service request number.

You can then log in anytime to the student resource center to check on the status of your request.