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](http://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.
After completing steps 1 & 2 and logging in for the first time, you will be directed to the IBM SPSS Student Support Services Terms. Please review the terms then click the “I confirm” box and then click Submit.

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

Enter in your Registration code and click Submit

Once completed, click on Return back to my agreements
You will then be directed to **My agreements** page.

To create a new service request, click on “Open a new service request”
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
All categories marked with a “*” are required, be as detailed as possible with your problem description.

Please note* The more detailed you are in your problem description will help the customer service representative 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 you 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.