



Why Link a Support Agreement

Link a support agreement to access feature services such as:

- Access Proactive Care Reports
- Support Case Manager
- Specific agreements for Service Credits
- Software updates and licenses
- Patch management
- Diagnostic passwords
- Certain technical documents

The unique 12 digit numeric Service Agreement ID, (SAID) or 10 digit numeric Contract ID, (CID) is provided at the time of contract signing or renewal by your HPE contract administrator or third-party vendor. The SAID/CID is also in the customer cover letter that describes your support agreement. To link a support agreement:

1. Enter the SAID/CID
2. You will be required to also enter a Support Account Reference (SAR). It is possible to have multiple Support Account Reference (SAR) numbers on a single contract. It is only necessary to include 1 SAR when linking that contract.
The SAR can be found on the 'Item Detail' page on the actual contract copy. (If you need a new contract copy, you can [request a copy of your Service Contract Welcome Letter](#))
3. Select the ownership type (single or multiple).
4. Submit.

If you receive an error stating the support agreement is already linked to someone else, contact that owner to get access rights. This may be the result of the type of ownership that was selected when the contract or warranty was first linked.