Alumni Service Center (ASC) Registration Instruction

Welcome to Alumni Service Center, the dedicated query management system for SLB's former employees and their designated beneficiaries. This platform is designed to provide a convenient and efficient environment for accessing vital information and documents. Below, you'll find detailed instructions on how to register and manage your ASC account, **particularly if it hasn't been automatically created and notified to your personal email, which you have previously provided to HR.**
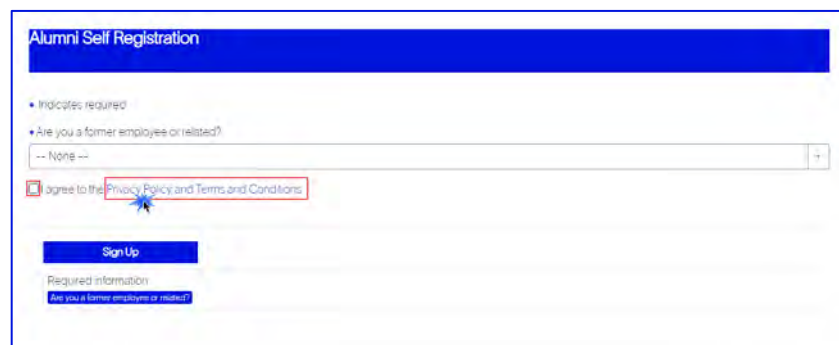
Registration
If you are a former employee of SLB or a designated beneficiary, you are eligible to create an account.

1) Creating an Account
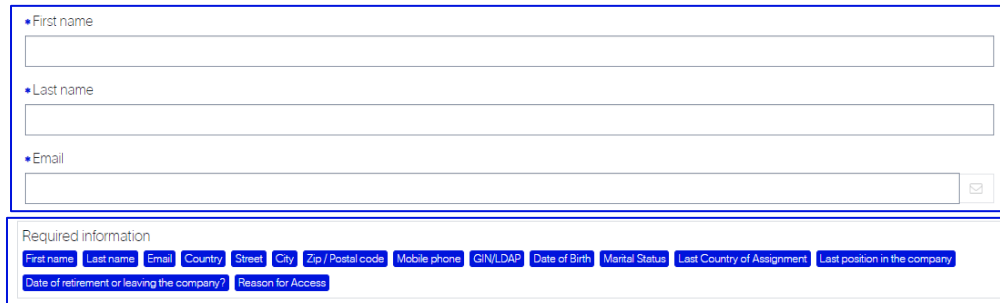   a) Navigate to the ASC registration portal at https://alumni.slb.com and select Sign Up

   b) This will bring you to the account registration page. Click and Read the Privacy Policy. If you agree to the terms, check the box to continue.
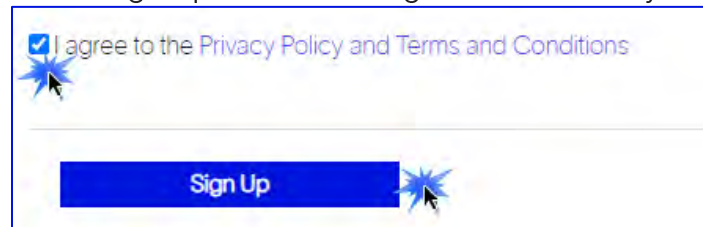
c) Select the option that applies to your status either 'Former employee' or 'Related' (beneficiary).

d) Fill in the registration form with accurate information. Complete all mandatory fields. You can see the required fields highlighted with asterisk (*) or at the bottom of the form there will be required information.

e) For the email field, make sure to use your **own personal email address** and **not** your previous SLB email address.

f) Once all fields are properly filled, the 'Required information' will automatically disappear, and you can click on Sign Up. Ensure that agree to the Privacy Policy is ticked.
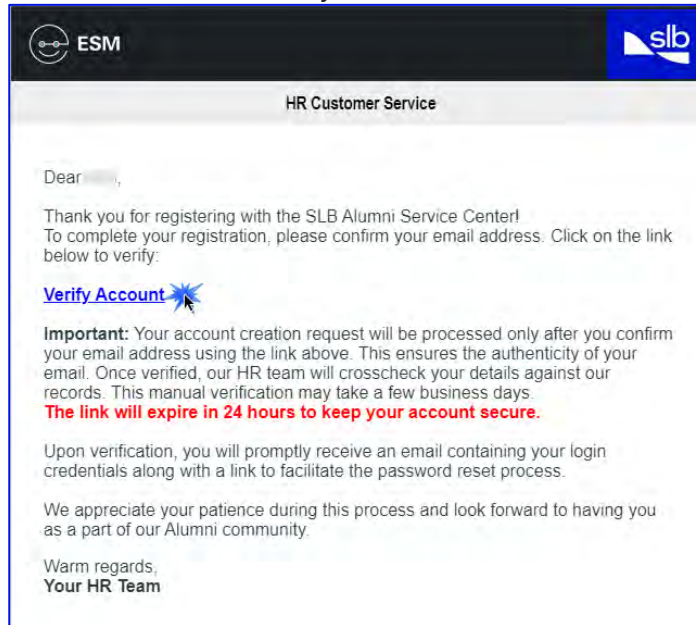

g) You will be rerouted to the login page and notification will appear for you to expect a validation email in your inbox. An email with subject 'Welcome to the Alumni Service Center – Confirm Your Email' will appear. If not, please check your spam or junk folder.
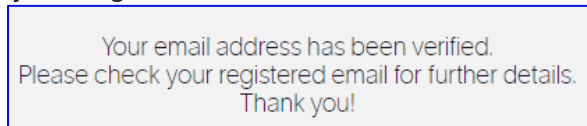

h) If you have accurately provided your email address, a verification email will be sent to your inbox. To confirm your email address registration, click on the "Verify Account" hyperlink within the email. This link will expire in 24 hours for security purposes. **If you fail to activate the link within this time limit, you will have to go through the registration process again.**
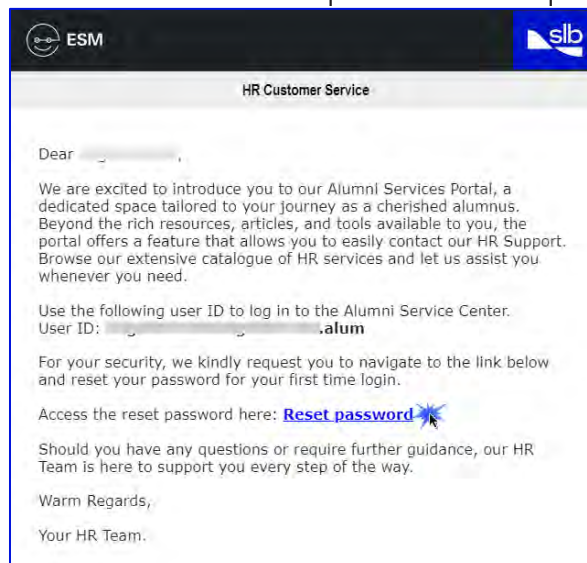
i) On the other hand, if you have entered an incorrect email address, you will not receive the verification email. In this case, you will need to redo the registration process, making sure to correctly enter the email address you wish to use.
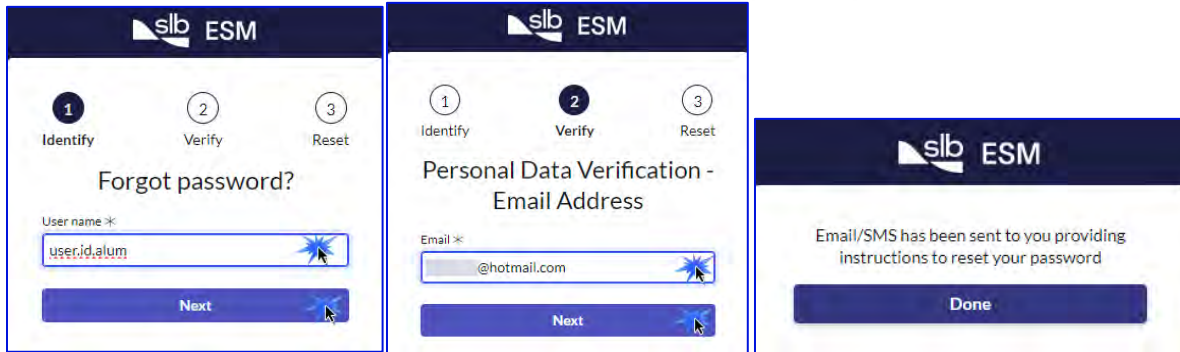

j) Upon clicking on "Verify Account" you will see notification of email address verified and a request to check your registered email address for further details.
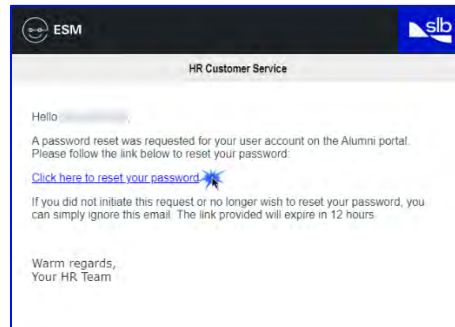

k) At this point, our HR Service Experience Analyst will conduct a verification process to review your employment history. If your credentials are confirmed, your account will be approved. Following approval, you will receive an email titled "Stay Connected with Our Alumni Portal!" The verification process typically takes 3-5 business days.

l) The email you receive will include your alumni user ID and a link to reset your password. You will need to click on this link to initiate the password reset process.

m) Once you click on reset password, you will be brought to reset password page.
n) You will need to enter your user ID – which can be found in the same email containing reset password link, and you will need to then enter your registered email address.
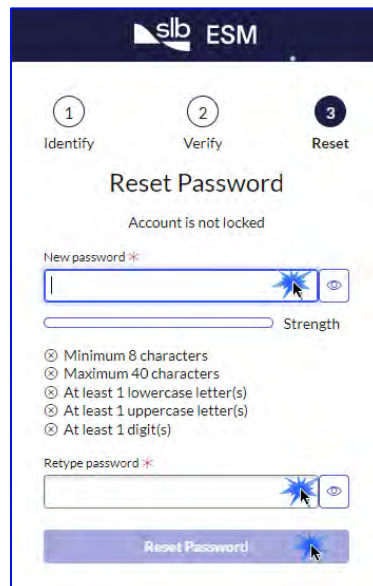

o) Once clicking is done, you need to check your registered email address. You will receive an email subject "Password Reset for Alumni Portal."

p) Click on the link to reset your password. You will be brought to Password Reset Page where you will need to create new password with the following criteria:
- Minimum 8 characters
- Maximum 40 characters
- At least 1 lowercase letter(s)
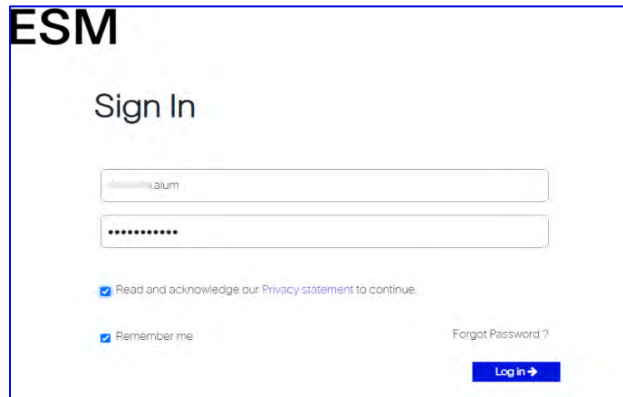- At least 1 uppercase letter(s)
- At least 1 digit(s)

q) Ensure the new password and retype password match and this will enable reset password button to be available and you can then proceed to click "Reset Password," and this will bring you to the login portal. Ensure this password is saved somewhere so you can always refer.

r) Login to the portal by using the alumni ID and password that you just created.

s) Prior to login, you will be asked to activate Multi Factor Authentication.

Multi-Factor Authentication (MFA) for Alumni Portal Access
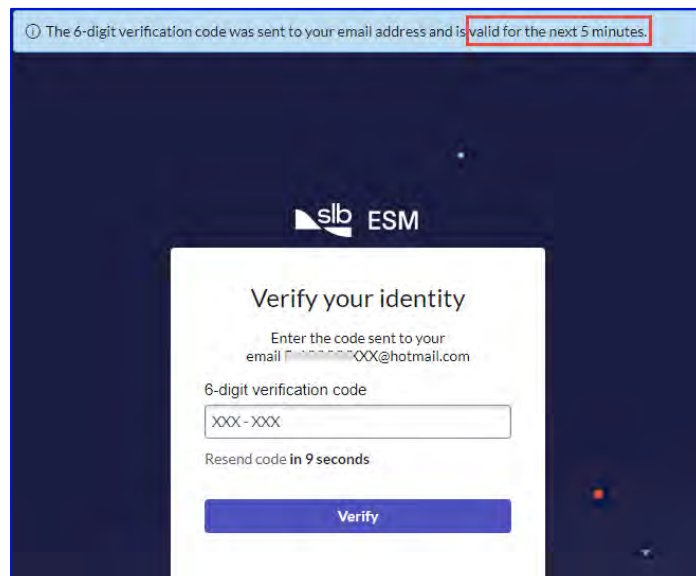
2) Logging in Alumni Service Center Portal

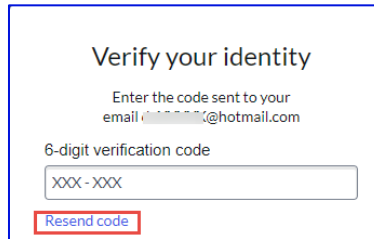a) Visit the alumni portal login page: alumni.slb.com and enter your alumni ID and password and click login.

b) Check Your Email:
   i) Upon successful password entry, a verification code will be sent to your registered email address. Please note that the 6-digit verification code will be **valid only for 5 minutes.**

ii) If you missed the 5 minutes time limit, you should be able to resend the verification code via the Resend code button that will be visible after a 30 second lapse.
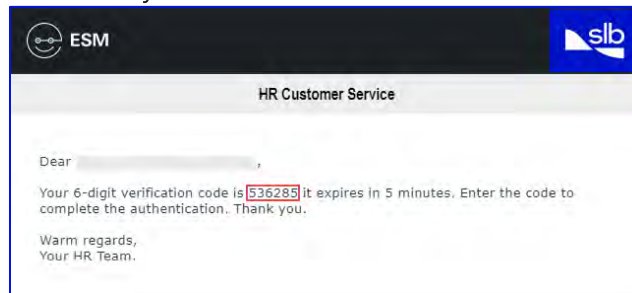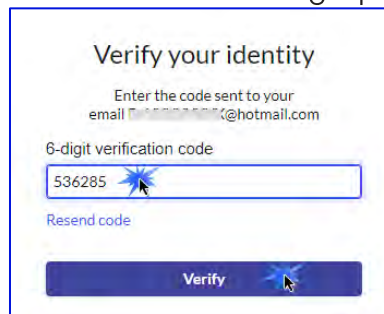

c) Enter the Verification Code:
   i) Retrieve the code from your email.

ii) Enter this code in the provided field on the login page.

d) Access Granted:
   i) Upon successful verification, you will gain access to your alumni portal account.

Troubleshooting

Not Receiving Emails?
- ✓ Check your spam or junk folder.
- ✓ Ensure your registered email address is correct in your account settings.
- ✓ If issues persist, contact alumni support at the portal.

Managing Your Account

- Email Address
  - ✓ Use an active email address that you regularly check. This email will be linked to your ASC account for all communications.
- Account Privacy & Security
  - ✓ SLB respects your privacy and ensures the protection of personal data with appropriate safeguards. Your account details are not publicly accessible, and sharing account access is strongly discouraged to prevent unauthorized actions.

Credential Resetting

- Alumni User ID Recovery
  - ✓ It is important to store your alumni ID, which you received in the initial sign-up email, in a safe place such as your notes, digital or physical notebook.
  - ✓ If you are unable to remember your alumni ID, contact the alumni support team via the portal.

- Password Recovery/Resetting/Changing Password
  - ✓ Visit the ASC login page.
  - ✓ Click the "Forgot Password?" link.
  - ✓ Check your email for password reset link, the step is like 1) p)

For any more support or inquiries, please contact the ASC support team through the portal's contact options.