

Pavo Support - Account Creation

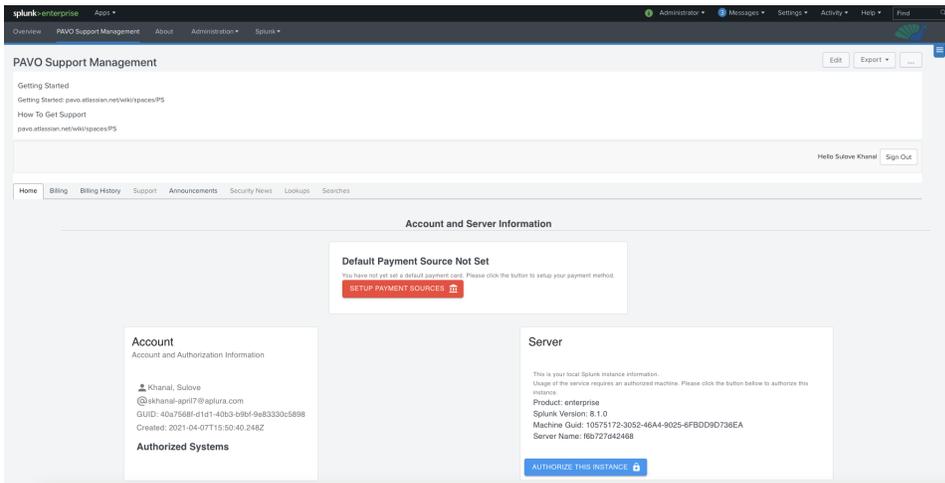
I want support for PAVO! What are my next steps?

Note: Ensure you have already installed the Common Information Model from Splunkbase, <https://splunkbase.splunk.com/app/1621>.

Account Creation

Note: If you already have the **PAVO Security App for Splunk** installed in your environment, please skip steps 1-7.

1. Go to <https://splunkbase.splunk.com> in your browser and search for the **PAVO Security App for Splunk** in the search bar. Download the app.
2. Next, we will install the app within your Splunk environment. Log into your Splunk instance.
3. Click on the gear icon at the top left of your screen.
4. Click on **Install app from file**.
5. Click on **Choose File**, and find the Pavo Security App for Splunk file you downloaded in step 1. Click **Upload**.
6. Once uploaded, Splunk must be restarted to reflect the changes. Click **Restart Now** and confirm. You will be logged out.
7. Log back into your Splunk instance. You will be taken back to the Upload app screen. Click on **splunk>enterprise** at the top left of your screen to be taken back to your Splunk homepage.
8. We will now navigate to the app. Click on **PAVO Security App for Splunk** under the **Apps** section of your homepage.
9. From here, click on the **PAVO Support Management** tab at the top left of your screen.
10. Here you will need to create a support account. If you already have an account, enter your credentials. If you do not have an account, click on **Create account**.
11. Fill out the necessary information and click **Sign Up**. A confirmation code will then be sent to the email address you have entered. Enter this code and click confirm.
12. Now that your account is confirmed, log into your account.
13. You should now be logged in. You will see a **EULA Acceptance** window pop up on your screen. Please scroll to the bottom, click on "I have read and agree to the terms and conditions" and click Accept.
14. This is what your home screen should look like.



Next, follow these steps to set up your Billing information [PAVO Support - Billing Guide](#)