

How to Create an Account and Sign in to the Verizon Customer Learning Portal – Verizon Products, Tools & Services Pre-Sales Demos

(All Wireline & Wireless Pre-Sales Demos)

October 2023

Version 2.0

Introduction

Use this document first to create a new account in the Verizon Customer Learning Portal for **Verizon Products, Tools & Services Pre-Sales Demos**. This is for users who are potential customers who wish to learn more about Verizon Products, Tools, and Services.

Then, use this document to sign in to the Verizon Customer Learning Portal every time after the initial account creation.

Initial Login – Create an Account

Users must create an account the very first time they login to the Customer Learning Portal. This is done only during the initial login.

- To create an account, access the Verizon Customer Learning Portal at: <https://customertraining.verizon.com>.

Verizon Business Group
Customer Training

Customer Learning Portal
The Customer Learning Portal provides Verizon Business customers with training and resources for products, systems and tools.

New Customers
New customers must register for a new account. Select your Business Segment to begin.
Note: An access code is required to register for an account. [Click here for more information.](#)

Registration Instructions
[Click here](#) for help on how to create an account and sign in to the Verizon Customer Learning Portal.

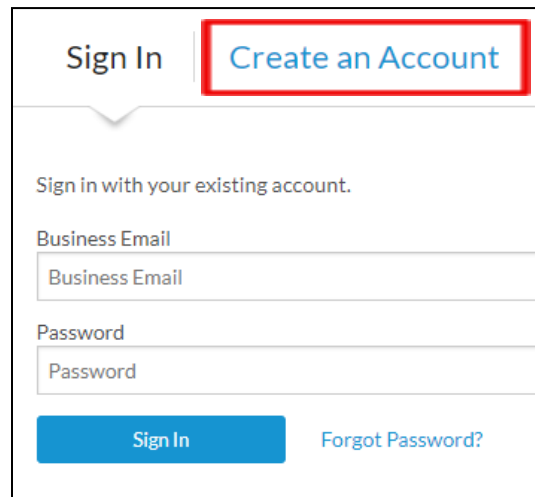
Select your Business Segment to login
Not sure which business segment to select? [Click here for descriptions.](#)

Wireline Enterprise & Medium Business <small>Verizon Enterprise Center Portal Users</small>	Wireless Enterprise, Small & Medium Business <small>My Business Portal Users</small>	Wireline & Wireless Public Sector <small>Federal, State, Local Government & Education</small>
Verizon Partner Solutions <small>All VPS Customer Training and Pre-Sales Demos</small>	All Verizon Non-Portal Customers <small>All Wireline and Wireless Non-Portal Users (e.g., Verizon Enterprise Center or My Business)</small>	Verizon Products, Tools & Services Pre-Sales Demos <small>All Wireline and Wireless Pre-Sales Demos</small>

Select **Verizon Products, Tools & Services Pre-Sales Demos** as the business segment.

The login page appears next.

- This screen defaults to the Sign In tab.
- Since this is the initial access to the Customer Learning Portal, select Create an Account.



Sign In | **Create an Account**

Sign in with your existing account.

Business Email

Password

[Sign In](#) [Forgot Password?](#)

Next, complete the fields on this screen.

- Effective 10/20/23, Access Codes are no longer required to register for Pre-Sales Demos.

Sign In | Create an Account

First Name
First name

Last Name
Last name

Business Name
Business Name

Business Email
Business Email

Business Phone Number
Business Phone Number

Create a Password
Create a Password

Create a Password (Retype)
Create a Password (Retype)

Create an Account

- All fields are required and must be completed to create an account. Users should:
 - o Enter your first and last name.
 - o Enter the legal name of your business. (Do not abbreviate or alter the legal name.)
 - o Enter your business email address. (Cannot use public domain emails; i.e., @yahoo.com or @gmail.com, etc.)
 - o Enter your business phone number.
 - o Create a password.
 - o Confirm your password.
 - o Click Create an Account at the bottom of the screen.

This takes you to the Pre-Sales landing page where you can search for training content, register for training, access user guides, etc.

All Logins after the Initial Login – Sign In

Once users have created an account during the initial login to the Customer Learning Portal, they will simply login whenever they access the Customer Learning Portal from this point forward.

- To sign in, access the Verizon Customer Learning Portal at the same URL listed above: <https://customertraining.verizon.com>.
- Again, select **Verizon Products, Tools & Services Pre-Sales Demos** as the business segment.

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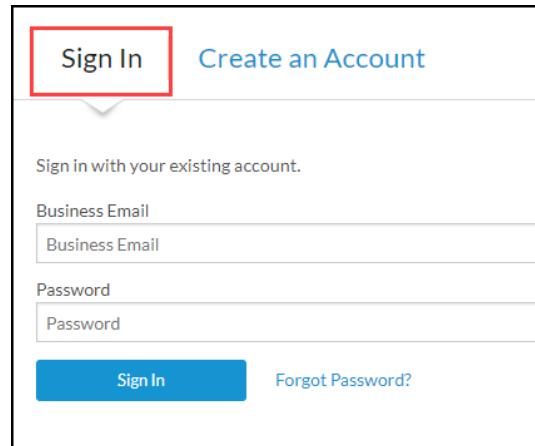
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The login page appears next.

- This screen defaults to the Sign In tab.



The screenshot shows a login interface with two tabs: 'Sign In' (highlighted with a red box) and 'Create an Account'. Below the tabs, the text reads 'Sign in with your existing account.' There are two input fields: 'Business Email' and 'Password'. At the bottom, there is a blue 'Sign In' button and a blue link for 'Forgot Password?'.

- Complete the fields on this screen. Users should:
 - Enter your business email address.
 - Enter your password.
 - Click Sign In at the bottom of the screen.

This takes you to the Pre-Sales landing page where you can search for training content, register for training, access user guides, etc.

Pre-Sales Demos

Register and Search

To register for a specific Pre-Sales Demo:

- Follow the steps provided by the Verizon Rep to select and register for the Pre-Sales Demo that was requested. (The Customer Training Delivery Manager provides this information to the Verizon Rep.)

To search through the list of available Pre-Sales Demos:

- Review the tiles listed that provide information about the Pre-Sales Demos available in each category.