How to Create an Account and Sign In to the Verizon Customer Learning Portal - for Federal Customers

Introduction
This document is for Federal customers only.

Use this document to create a new account for the Verizon Customer Learning Portal.

In addition, use this document to sign in to the Verizon Customer Learning Portal.
Initial Login – Create an Account

• Go to the Verizon Customer Learning Portal at: https://customertraining.verizon.com

• Select ‘Public Sector’ as the business segment.
• Refer to the “How to Select Your Business Segment on the Verizon Customer Learning Portal” job aid if you need definitions and assistance.

• Click Create an Account at the top of the screen
• Enter the Access Code that was sent to you by your Verizon contact via email
  – **Note:** If you do not have an access code, reach out your Verizon Sales or Service team member for the access code. If you do not have a Verizon contact, complete this form. Please allow 24-72 hours for a response.
  – **Note:** Access Codes are used one time only to create an account.
• Enter your first and last name
• Enter the legal name of your business (Note: Please do not abbreviate or alter the legal name)
• Enter your email address
• Enter your phone number
• Create a password
• Confirm your password
• Click **Create an Account** at the bottom of the screen

**Note:** All fields are required and must be completed in order for an account to be created.
All Logins after the Initial Login – Sign In

• Access the Verizon Customer Learning Portal at: https://customertraining.verizon.com

• Select ‘Public Sector’ as the business segment.
• Refer to the “How to Select Your Business Segment on the Verizon Customer Learning Portal” job aid if you need definitions and assistance.

• Click Sign In at the top of the screen
• Enter your email address
• Enter your password
• Click Sign In at the bottom of the screen