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# How to Create an Account and Sign In to the Verizon Customer Learning Portal

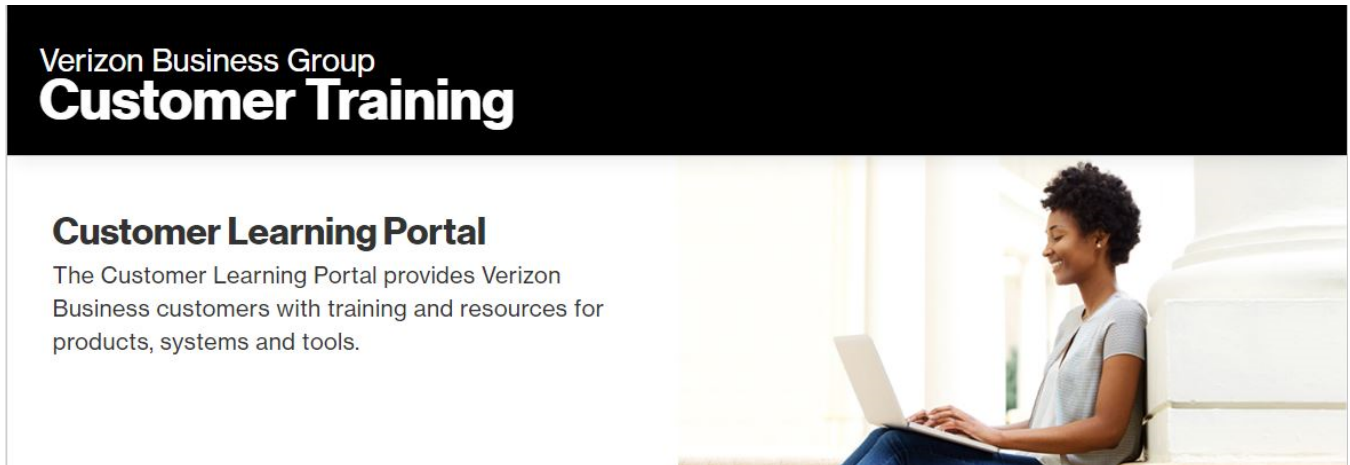
## Introduction

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 your business segment.
- Refer to the “How to Select Your Business Segment on the Verizon Customer Learning Portal” job aid for assistance.

A screenshot of the Verizon Customer Learning Portal login and account creation interface. The interface is divided into two main sections. The top section has two tabs: "Sign In" and "Create an Account". The "Create an Account" tab is highlighted with a red rectangular box. Below the tabs, the text "Sign in with your existing account." is displayed. There are two input fields: "Business Email" and "Password". The "Business Email" field contains the placeholder text "Business Email". Below the input fields, there is a blue "Sign In" button and a link labeled "Forgot Password?".

- Click **Create an Account** at the top of the screen

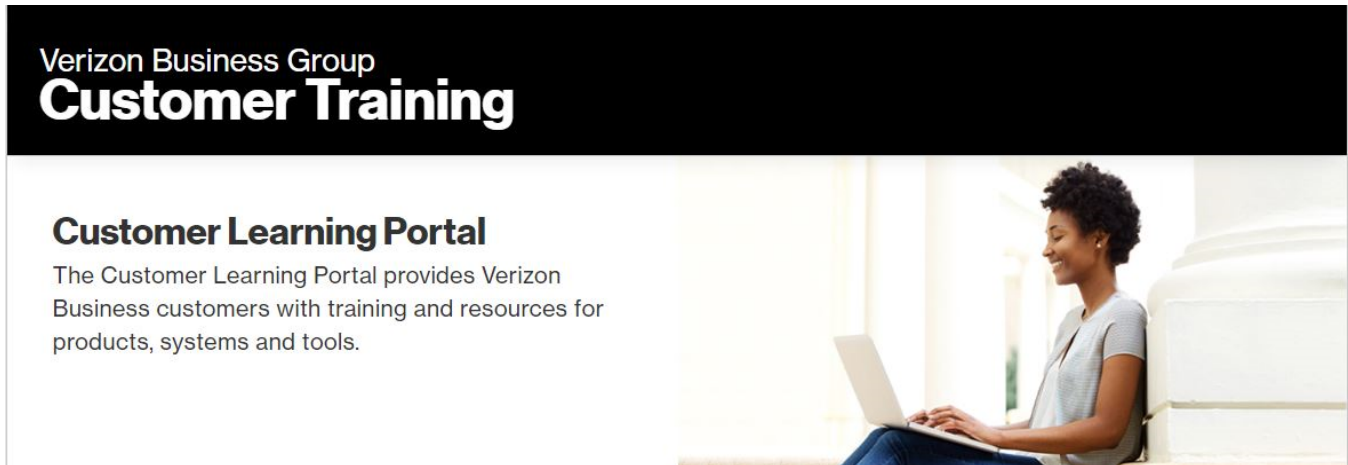
The screenshot shows a web form titled "Create an Account" with a "Sign In" link to its left. The form is set against a light gray background. It contains the following fields from top to bottom: "Access Code" (a single text box), "First Name" and "Last Name" (two side-by-side text boxes), "Business Name" (a single text box), "Business Email" (a single text box), "Business Number" (a single text box), "Password" (a single text box), and "Password (Again)" (a single text box). At the bottom center of the form is a blue button with the text "Create an Account".

- Enter the Access Code that was sent to you by Verizon via email
- 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 business email
- Enter your business 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. Personal and public domain email addresses cannot be used (e.g. @yahoo.com, @gmail.com, etc)

## All Logins after the Initial Login – Sign In

- Access the Verizon Customer Learning Portal at: <https://customertraining.verizon.com>



- Select your business segment.
- Refer to the “How to Select Your Business Segment on the Verizon Customer Learning Portal” job aid for assistance.

A screenshot of the Verizon Customer Learning Portal sign-in form. The form is enclosed in a black border. At the top, there are two links: "Sign In" and "Create an Account". The "Sign In" link is highlighted with a red rectangular box. Below the links, the text "Sign in with your existing account." is displayed. There are two input fields: "Business Email" and "Password". Below the "Business Email" field is a blue button labeled "Sign In". To the right of the "Sign In" button is a link labeled "Forgot Password?".

- Click **Sign In** at the top of the screen
- Enter your business email address
- Enter your password
- Click **Sign In** at the bottom of the screen