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.

• 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 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.

• 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