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

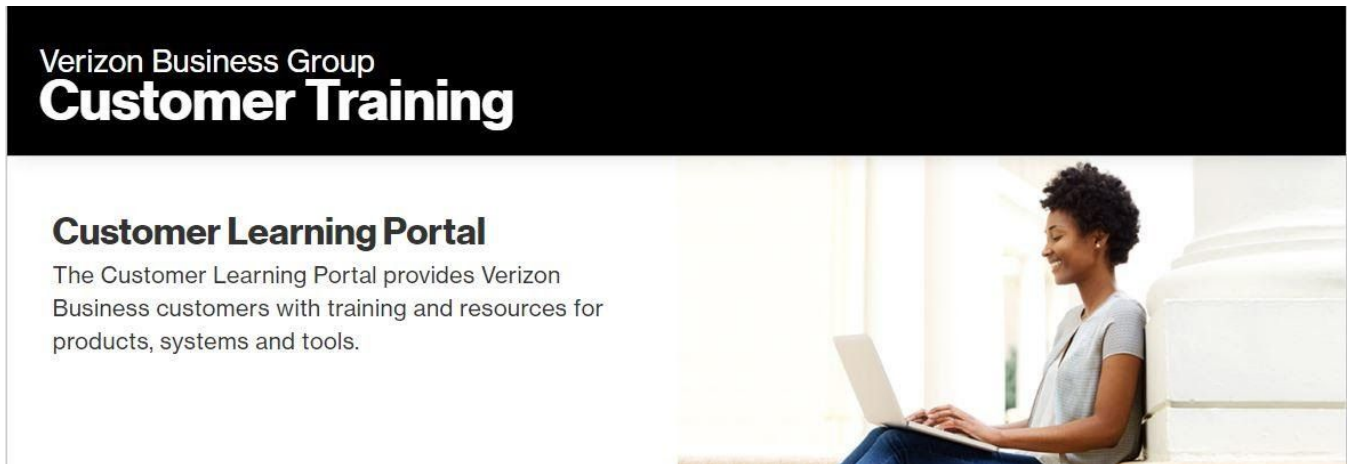
Introduction

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". 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 **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 and contains the following fields:

- Access Code:** A single text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Business Name:** A text input field.
- Business Email:** A text input field.
- Business Number:** A text input field.
- Password:** A text input field.
- Password (Again):** A text input field.

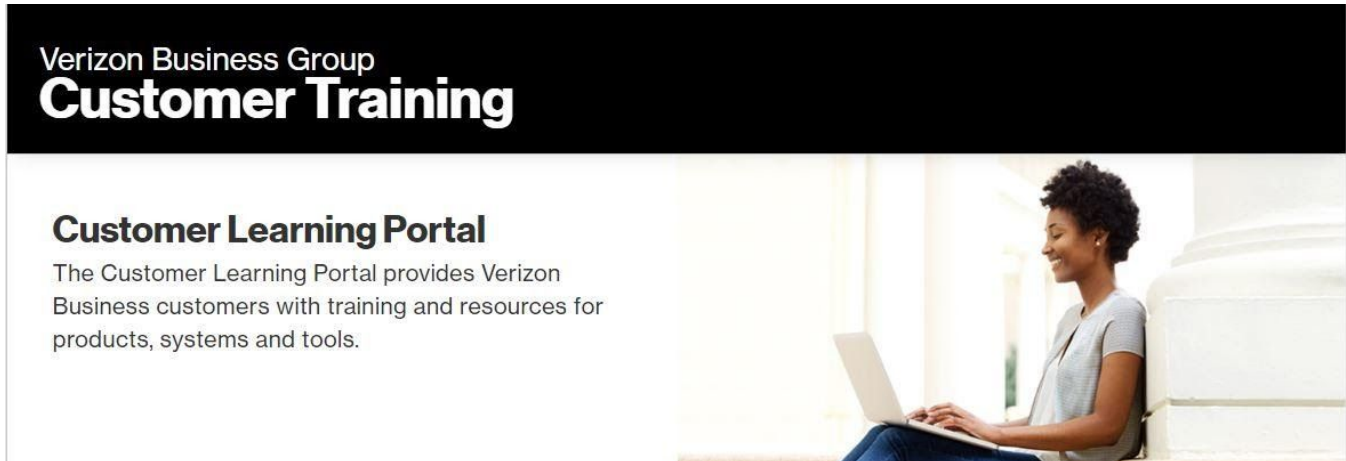
At the bottom center of the form is a blue button labeled "Create an Account".

- 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.

A screenshot of the Verizon Customer Learning Portal sign-in form. The form is set against a light gray background. 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". The "Business Email" field contains the placeholder text "Business Email". Below the "Password" field, there is a blue button labeled "Sign In" and 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