Customer Training



How to Create an Account and Sign in to the Verizon Customer Learning Portal -All Verizon Non-Portal Customers

(Wireline & Wireless Non-Portal Users)

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Version 1.0



Introduction

Use this document to create a new account in the Verizon Customer Learning Portal for all **Verizon Non-Portal customers** both wireline and wireless.

In addition, use this document to sign in to the Verizon Customer Learning Portal after the initial account creation.

Initial Login - Create an Account

Begin my accessing the Verizon Customer Learning Portal at: https://customertraining.verizon.com.

As this is your initial login make sure your Verizon sales or support contact has given you an access code that is needed with your initial account creation. More information regarding access codes can be located using the "Click here for more information" hyperlink under the New Customers section of the Verizon Customer Training landing page.

Verizon Business Group Customer Training				
Customer Learning Ports The Customer Learning Portal provide Business customers with training and products, systems and tools.	es Verizon			
New Customers New customers must register for a new a your Business Segment to begin. Note: An access code is required to regis account. Click here for more information.	account. Select Click here for he in to the Verizon ster for an	n Instructions Ip on how to create an account and sign Customer Learning Portal.		
Select your Business Segment to login Not sure which business segment to select? Click here for descriptions.				
Wireline Enterprise & Medium Business > Verizon Enterprise Center Portal Users	Wireless Enterprise, Small & Medium Business My Business Portal Users	Wireline & Wireless Public Sector Foderal, State, Local Government & Education		
Verizon Partner Solutions	All Verizon Non-Portal Customers	Verizon Products, Tools & Services Pre-Sales Demos All Wireline and Wireless Pre-Sales Demos		

Select **Verizon Non-Portal Customers** as your business segment. If unsure of your business segment select the hyperlink under Select your Business Segment to login.

The login page displays. As this is our initial access request select Create an Account.



Customer Training

Sign In	Create an Account	
Sign in with your exis Business Email	sting account.	
Business Email		
Password		
Password		
Sign In	Forgot Password?	

Complete all fields

Sign In Create an Acc	count	
Access Code		
Access code		
First Name	Last Name	
First 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	

- Enter your one-time Access Code that was provided by your Verizon sales or support contact. All fields are required and must be completed to create your account.
 - If you do not have an access code, reach out to your Verizon sales or support contact. If you don't have a Verizon contact, complete this <u>form</u>. Please allow 24-72 hours for a response.
 - Enter your first and last name.
 - Enter the legal name of your business. (Do not abbreviate or alter the legal name).
 - Enter your business email address. (Cannot use public domain emails (i.e., @yahoo.com or @gmail.com, etc.).
 - Enter your business phone number.
 - Create a password.
 - Confirm your password.
 - o Click Create an Account at the bottom of the screen.



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

All Logins after the Initial Login – Sign In

Begin my accessing the Verizon Customer Learning Portal at: https://customertraining.verizon.com.

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Customer Learning Port The Customer Learning Portal provic Business customers with training and products, systems and tools.	les Verizon			
New Customers New customers must register for a new your Business Segment to begin. Note: An access code is required to reg account. Click here for more information	tion Instructions r help on how to create an account and sign izon Customer Learning Portal.			
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Wireline Enterprise & Medium Business >	Wireless Enterprise, Small & Medium Business My Business Portal Users	Wireline & Wireless Public Sector > Federal State, Local Government & Education >		
Verizon Partner Solutions	All Verizon Non-Portal Customers All Wireline and Wireless Non-Portal Users (e.g., Verizon Enterprise Center or My Business)	Verizon Products, Tools & Services Pre-Sales Demos		

Select **All Verizon Non-Portal Customers** as your business segment. Additional information available under Select your Business Segment to login area using the "click here for descriptions" hyperlink.

The login page displays. The Sign In tab is the default.



Customer Training

Sign In	Create an Account	
Sign in with your existing account. Business Email		
Business Email		
Password		
Password		
Sign In	Forgot Password?	

- Enter your business email address.
- Enter your password.
- Click Sign in at the bottom of the screen.

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