How to Create an Account and Sign in to the Verizon Customer Learning Portal –
Verizon Products, Tools & Services
Pre-Sales Demos

(All Wireline & Wireless Pre-Sales Demos)

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Introduction

Use this document first to create a new account in the Verizon Customer Learning Portal for Verizon Products, Tools & Services Pre-Sales Demos. This is for users who are potential customers who wish to learn more about Verizon Products, Tools, and Services.

Then, use this document to sign in to the Verizon Customer Learning Portal every time after the initial account creation.

Initial Login – Create an Account

Users must create an account the very first time they login to the Customer Learning Portal. This is done only during the initial login.

- To create an account, access the Verizon Customer Learning Portal at: https://customertraining.verizon.com.
Select Verizon Products, Tools & Services Pre-Sales Demos as the business segment.

The login page appears next.

- This screen defaults to the Sign In tab.
- Since this is the initial access to the Customer Learning Portal, select Create an Account.

Next, complete the fields on this screen.

- Effective 10/20/23, Access Codes are no longer required to register for Pre-Sales Demos.
All fields are required and must be completed to create an account. Users should:

- 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.
- Click Create an Account at the bottom of the screen.

This takes you to the Pre-Sales landing page where you can search for training content, register for training, access user guides, etc.
All Logins after the Initial Login – Sign In

Once users have created an account during the initial login to the Customer Learning Portal, they will simply login whenever they access the Customer Learning Portal from this point forward.

- To sign in, access the Verizon Customer Learning Portal at the same URL listed above: https://customertraining.verizon.com.
- Again, select **Verizon Products, Tools & Services Pre-Sales Demos** as the business segment.
The login page appears next.

- This screen defaults to the Sign In tab.

![Sign In and Create an Account](image)

- Complete the fields on this screen. Users should:
  - Enter your business email address.
  - Enter your password.
  - Click Sign In at the bottom of the screen.

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

**Pre-Sales Demos**

**Register and Search**

To register for a specific Pre-Sales Demo:

- Follow the steps provided by the Verizon Rep to select and register for the Pre-Sales Demo that was requested. (The Customer Training Delivery Manager provides this information to the Verizon Rep.)

To search through the list of available Pre-Sales Demos:

- Review the tiles listed that provide information about the Pre-Sales Demos available in each category.