



Last Updated: April 2022

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

(For Customers Using the My Business Portal)

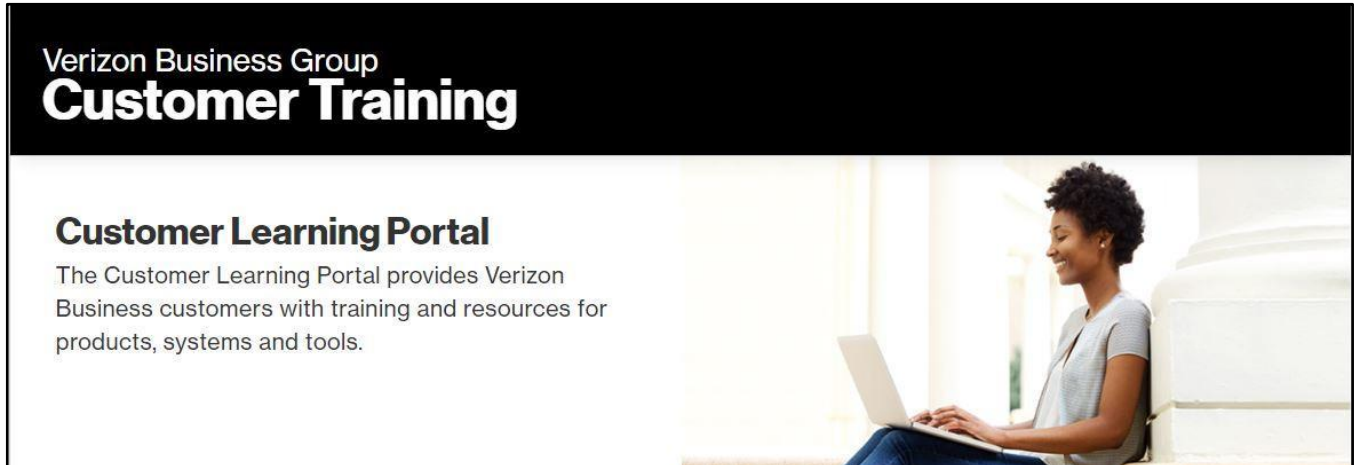
Introduction

Use this document to create a new account in the Customer Learning Portal for My Business Portal users.

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

Initial Login – Create an Account

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



- Select **Wireless Enterprise, Small & Medium Business, and Public Sector** as the business segment.
- Refer to the "How to Select Your Business Segment on the Verizon Customer Learning Portal" job aid for additional assistance, if needed.

A screenshot of the Verizon Customer Learning Portal login and account creation interface. At the top, there are 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 input fields, there is a blue "Sign In" button and a link for "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-line text input field.
- First Name:** A single-line text input field.
- Last Name:** A single-line text input field.
- Business Name:** A single-line text input field.
- Business Email:** A single-line text input field.
- Business Number:** A single-line text input field.
- Password:** A single-line text input field.
- Password (Again):** A single-line text input field.

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

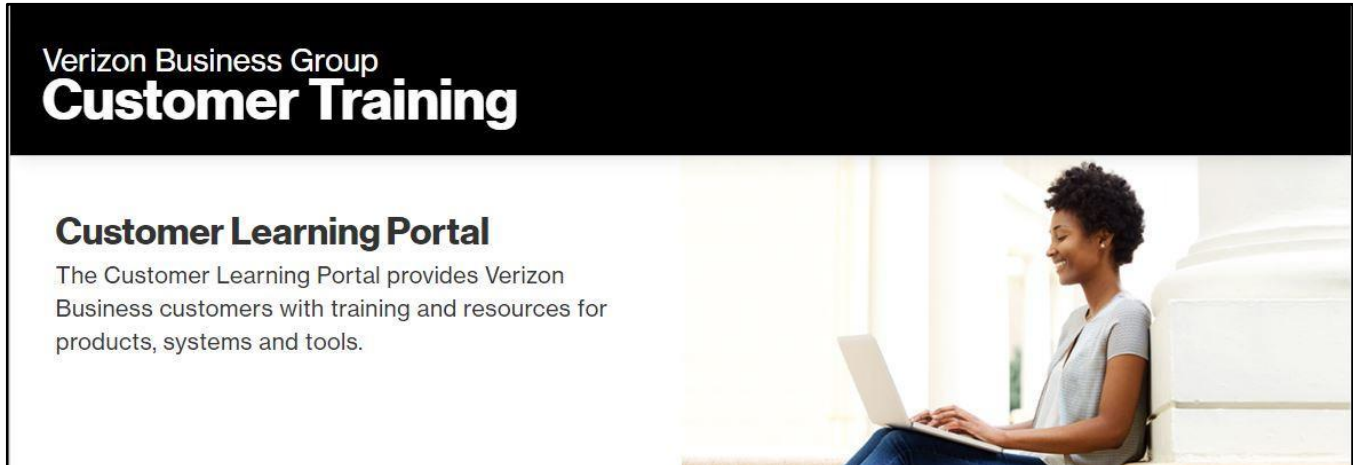
- Enter the Access Code that was provided to you by your Verizon sales or support contact.
 - If you do not have an access code, reach out to your Verizon Sales or Service team member for the access code. If you do not have a Verizon contact, complete this [form](#). Please allow 24-72 hours for a response.
 - **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. (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).

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

All Logins after the Initial Login – Sign In

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



- Select **Wireless Enterprise, Small & Medium Business, and Public Sector** as the business segment.
- Refer to the "How to Select Your Business Segment on the Verizon Customer Learning Portal" job aid for additional assistance, if needed.

A screenshot of the Verizon Customer Learning Portal sign-in form. At the top, there are two tabs: "Sign In" and "Create an Account". The "Sign In" 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 "Password" field, there is a blue "Sign In" button and a link for "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.

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