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

(All Verizon Partner Solutions Customer Training and Pre-Sales Demos)

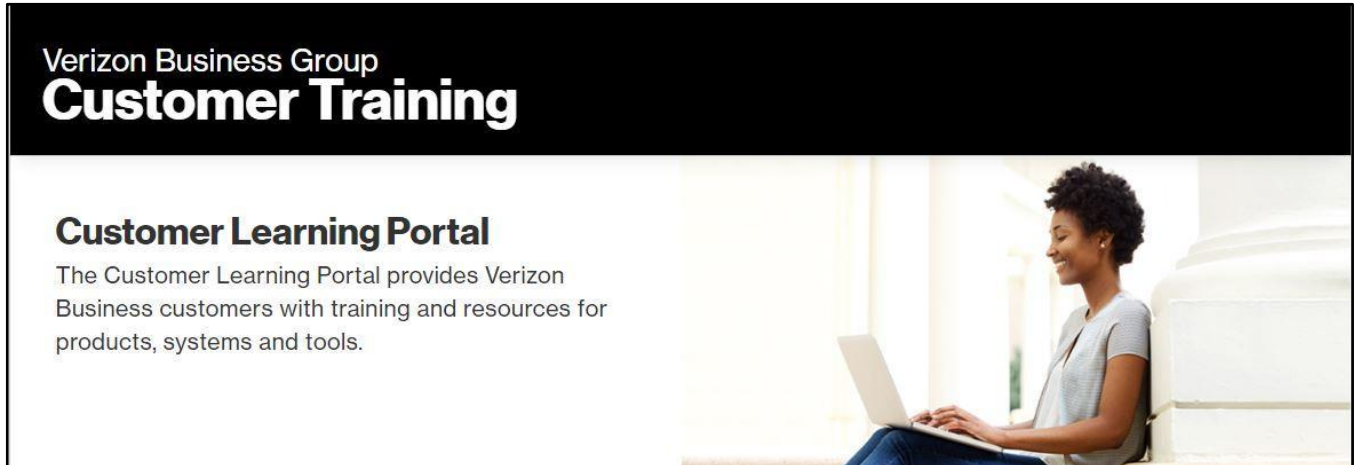
Introduction

Use this document to create a new account in the Customer Learning Portal for Verizon Partner Solutions customers.

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 **Verizon Partner Solutions** 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 page. At the top, there are two buttons: "Sign In" and "Create an Account". The "Create an Account" button is highlighted with a red rectangular box. Below the buttons, 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 "Sign In" button and a blue "Forgot Password?" link.

- 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 the left. The form is set against a light gray background. It contains the following fields from top to bottom: "Access Code" (a single wide text box), "First Name" and "Last Name" (two side-by-side text boxes), "Business Name" (a single wide text box), "Business Email" (a single wide text box), "Business Number" (a single wide text box), "Password" (a single wide text box), and "Password (Again)" (a single wide text box). At the bottom center of the form is a blue button with the text "Create an Account".

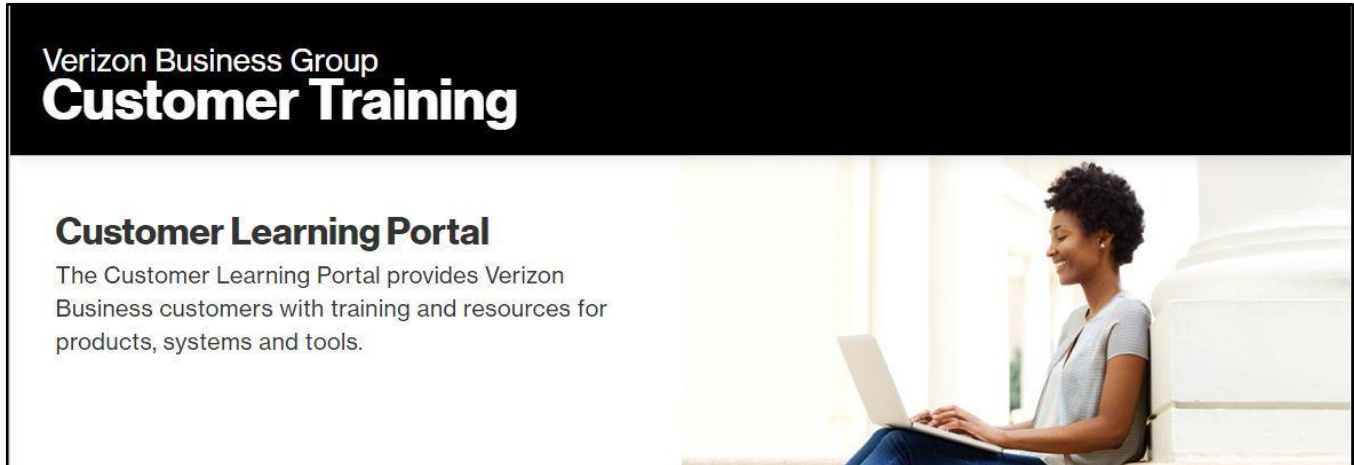
- Enter the Access Code that was provided to you by your Verizon sales or support contact.
 - If you do not have an access code, reach out to your Verizon Sales or Service team member for the access code. If you do not have a Verizon contact, complete this [form](#). Please allow 24-72 hours for a response.
 - **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 **Verizon Partner Solutions** 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 page. The page has a white background with a light gray sidebar on the left. At the top of the sidebar, there are two buttons: "Sign In" (highlighted with a red box) and "Create an Account" (in blue). Below the sidebar, the main content area has a light gray background. It starts with the text "Sign in with your existing account." followed by two input fields: "Business Email" and "Password". Below the input fields is a blue "Sign In" button and a blue link "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.