



Last Updated: April 2022

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

## **(For Wireline & Wireless Pre-Sales Demos)**

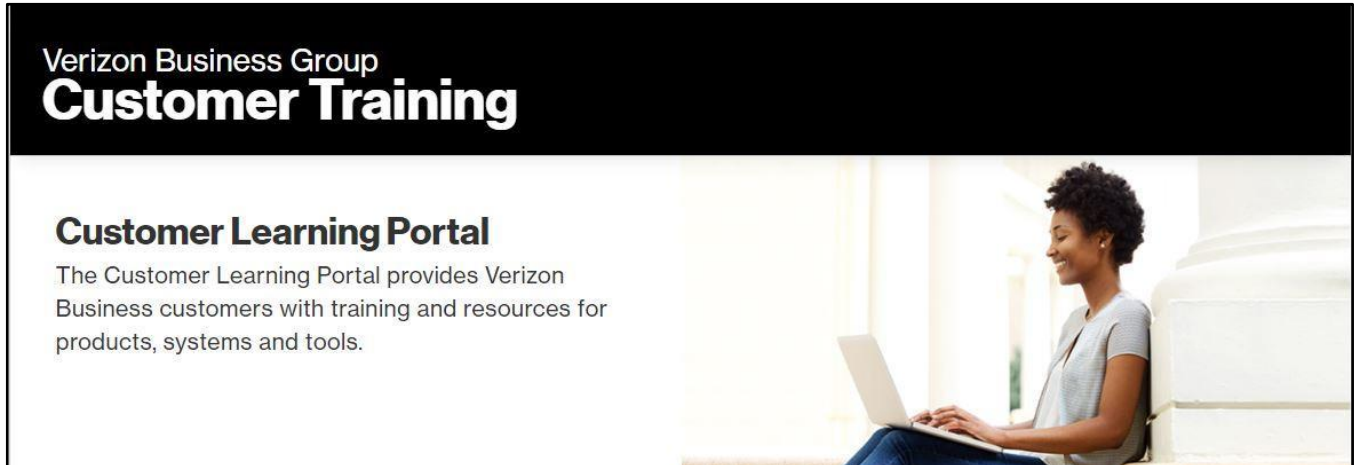
### **Introduction**

Use this document to create a new account in the Customer Learning Portal for Wireline and Wireless Pre-Sales demos for Verizon Products, Tools, & Services.

In addition, use this document to sign in to the Verizon 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 Products, Tools & Services Pre-Sales Demos** 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 "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 the left. The form is set against a light gray background. It contains the following fields from top to bottom: "Access Code" (a single text box), "First Name" and "Last Name" (two side-by-side text boxes), "Business Name" (a single text box), "Business Email" (a single text box), "Business Number" (a single text box), "Password" (a single text box), and "Password (Again)" (a single text box). At the bottom center of the form is a blue button with the text "Create an Account".

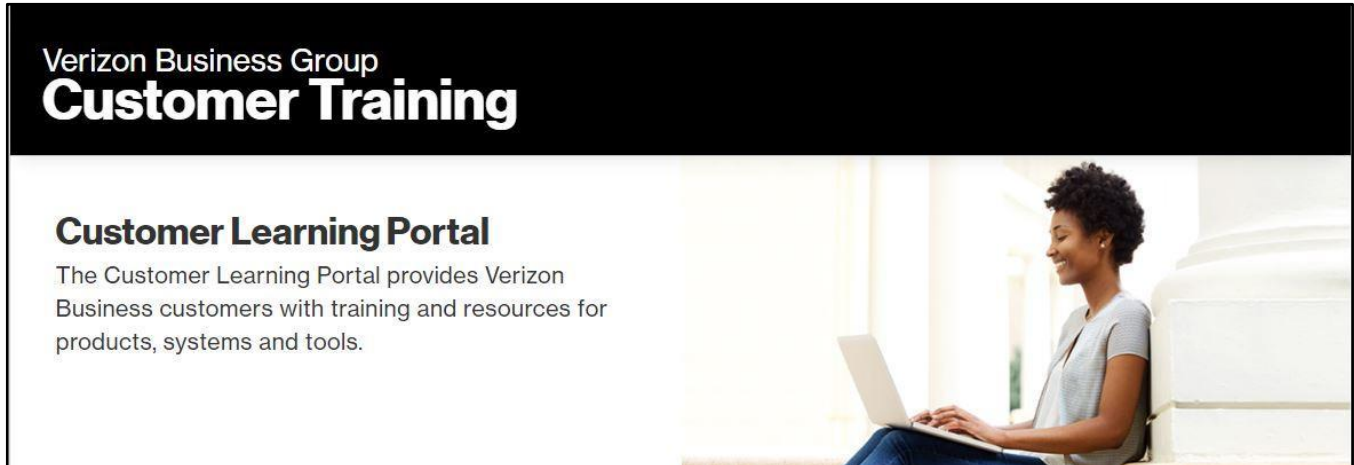
- Enter the Access Code that was provided to you by your Verizon sales or support contact.
  - If you do not have an access code, reach out to your Verizon Sales or Service team member for the access code. If you do not have a Verizon contact, complete this [form](#). Please allow 24-72 hours for a response.
  - **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 Products, Tools & Services Pre-Sales Demos** 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 header with two buttons: "Sign In" (highlighted with a red box) and "Create an Account" (in blue). Below the header, there is a section titled "Sign in with your existing account." with 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.