



Last Updated: April 2022

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

(For Wireline Public Sector Customers)

Introduction

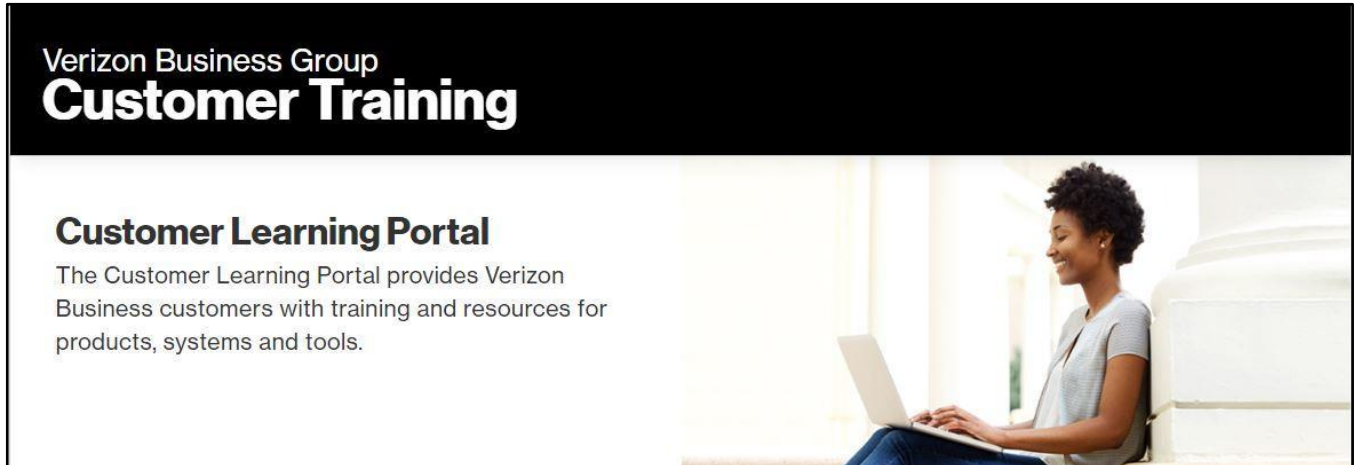
This document is for Public Sector customers only.

Use this document to create a new account in the Verizon Customer Learning Portal.

In addition, use this document to sign in to the Verizon Customer Learning Portal.

Initial Login – Create an Account

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



- Select "**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 page. 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" and 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 and contains the following fields:

- Access Code:** A single text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Business Name:** A text input field.
- Business Email:** A text input field.
- Business Number:** A text input field.
- Password:** A text input field.
- Password (Again):** A text input field.

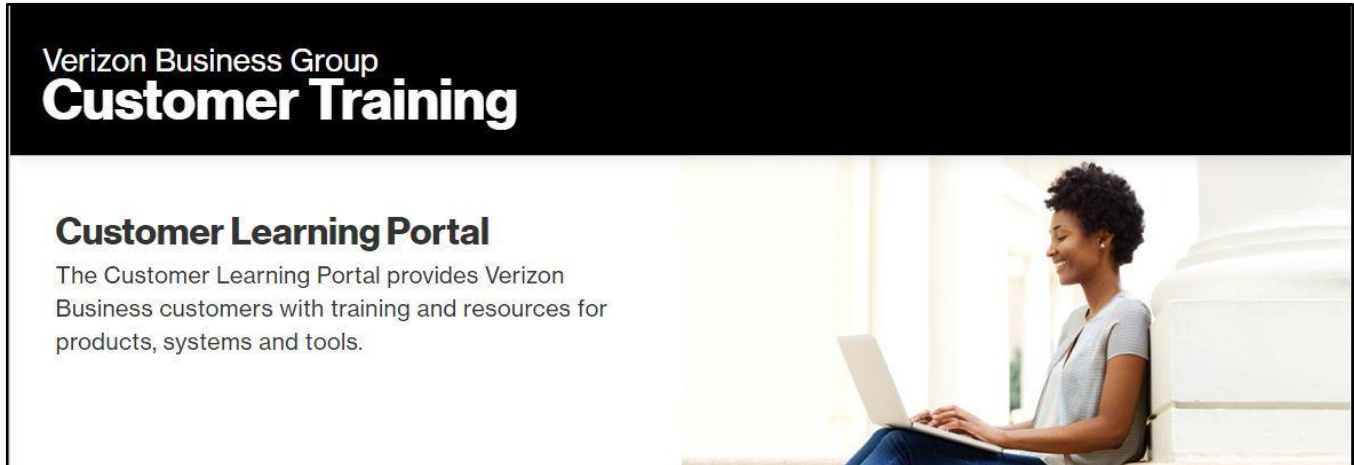
At the bottom center of the form is a blue button labeled "Create an Account".

- 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).

All Logins after the Initial Login – Sign In

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



- Select '**Wireline 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's sign-in page. At the top, there are two buttons: "Sign In" (highlighted with a red box) and "Create an Account" in blue text. Below the buttons, the text "Sign in with your existing account." is displayed. There are two input fields: "Business Email" and "Password", both containing placeholder text. At the bottom, 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.