



Last Updated: April 2022

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

**(For All Wireline & Wireless Non-Portal Users e.g., Verizon Enterprise Center or My Business)**

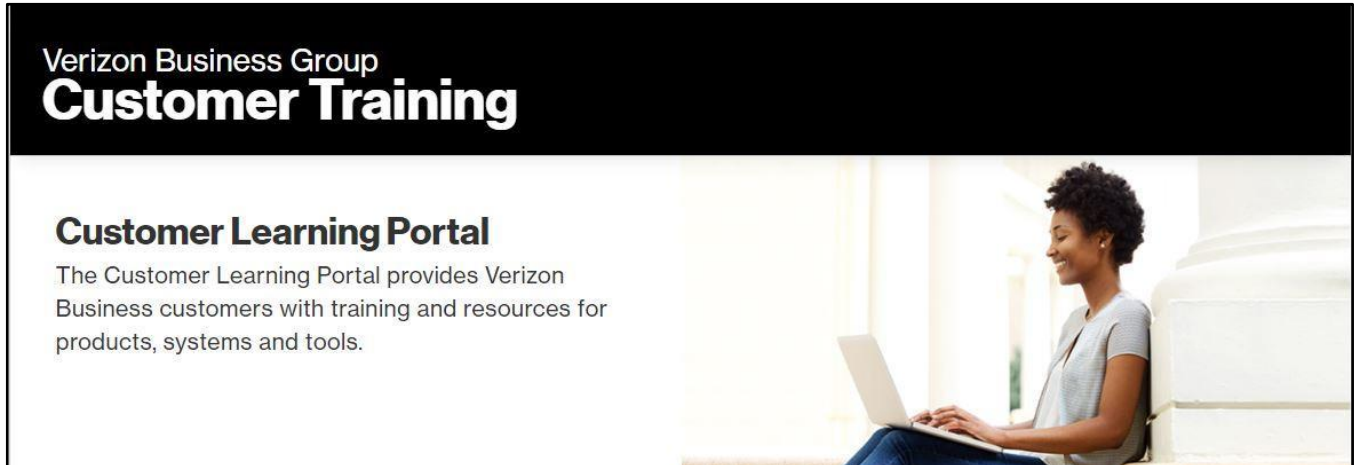
## **Introduction**

Use this document to create a new account in the Customer Learning Portal for all Verizon Wireline and Wireless customers who are not using a Verizon portal.

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 **All Verizon Non-Portal Customers** 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" 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 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".

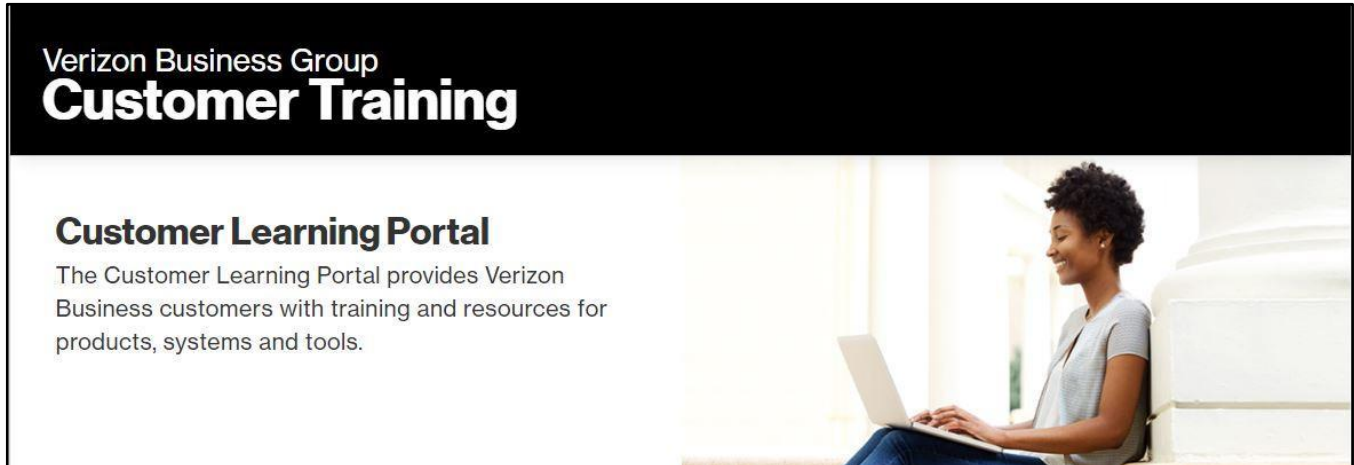
- Enter the Access Code that was provided to you by your Verizon sales or support contact.
  - If you do not have an access code, reach out to your Verizon Sales or Service team member for the access code. If you do not have a Verizon contact, complete this [form](#). Please allow 24-72 hours for a response.
  - **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 **All Verizon Non-Portal Customers** 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. The form is set against a light gray background. At the top, there are two tabs: "Sign In" and "Create an Account". The "Sign In" tab is highlighted with a red rectangular border. 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 text input box with the placeholder text "Business Email". Below the "Password" field is a text input box with the placeholder text "Password". At the bottom of the form, there is a blue button labeled "Sign In" and a link labeled "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.