

# How to Select Your Business Segment on the Verizon Customer Learning Portal

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## Introduction

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Business Segments are used to provide customized training content to the correct users. Users select their Business Segment only once, during the initial login to the Verizon Customer Learning Portal.

***All customers should only access the Verizon Customer Learning Portal for their business segment domain!***

## Existing Verizon Customers

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The Customer Learning Portal has business segments in order for us to group our customers to provide the best learning experience, as well as for legal requirements. These are the Business Segments that Verizon Customer Training supports on the Customer Learning Portal.

User the information below to determine which Business Segment to select to login to the Verizon Customer Learning Portal.

### Wireline Enterprise & Medium Business (Verizon Enterprise Center Portal Users):

This business segment is for all wireline customers who have products and services that are managed via the Verizon Enterprise Center portal. Included in this business segment are Enterprise, Medium Business, System Integrators and Resellers customers.

- Select your business segment: **Wireline Enterprise & Medium Business (Verizon Enterprise Center Portal Users)**.
  - Active Verizon Enterprise Center portal users will then be routed to the login page for Verizon Enterprise Center.
  - Inactive Verizon Enterprise Center portal users will also be routed to the login page for Verizon Enterprise Center where they would select the **Register for an account** hyperlink.
- Once logged in to Verizon Enterprise Center, hover over Support at the top of the page and click on the Customer Learning Portal from the drop-down menu to access training.

### Wireline & Wireless Public Sector (Federal, State, Local Government & Education):

This business segment is for all Federal and SLED (State and Local Government and Education) customers who have products and services that are managed by any of the following portals: Verizon Enterprise Center, EIS Verizon Enterprise Center, Networkx Universal Customer Center, Networkx Enterprise Customer Center, Schedule 70 Verizon Enterprise Center, of the My Business portal.

- Select your business segment: **Wireline & Wireless Public Sector (Federal, State, Local Government & Education)**.
- Sign into the Verizon Customer Learning Portal using your email address and password.

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### Wireless Enterprise, Small & Medium Business (My Business Portal Users):

This business segment is for all wireless customers who have products and services that are managed via the My Business Portal.

- Select your business segment: **Wireless Enterprise, Small & Medium Business.**
  - Active My Business portal users will be routed to the login page for My Business.
  - Inactive My Business portal users will be routed to the login page for My Business where they would select the **Register for an account** hyperlink.
- Once logged in to My Business, hover over Support at the top of the page and click on the Customer Learning Portal from the drop-down menu to access training.

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

This business segment is for our Verizon Partner Solutions, or Wholesale customers, and contains all training content and Pre-Sales, demos for these customers.

- Select your business segment: **Verizon Partner Solutions.**
- Sign into the Customer Learning Portal using your email address and password.

### All Verizon Non-Portal Customers:

This business segment is for all of our wireline and wireless customers that have Verizon products and services that are NOT managed via a Verizon customer portal, such as Verizon Enterprise Center or My Business.

- Select your business segment: **All Verizon Non-Portal Customers.**
- Sign into the Customer Learning Portal using your email address and password.

## Prospective/Potential Verizon Customers

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Verizon Customer Training also offers Product, Tool & Service Demonstrations to our prospective, or potential customers. These demonstrations are for specific products and services and by invitation only.

### Verizon Products, Tools & Service Pre-Sales Demos:

This domain is for all prospective customers who are interested in purchasing Verizon wireline or wireless products and services, and would like a demonstration or video of the product, system or tool.

- Select your business segment: **Verizon Products, Tools & Services Pre-Sales Demos. (All Wireline and Wireless Pre-Sales Demos).**

Sign into the Customer Learning Portal using your email address and password.