

How to Create an Account and Sign in to the Verizon Customer Learning Portal - All Verizon Non-Portal Customers (Wireline & Wireless Non-Portal Users)

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Version 1.0

Introduction

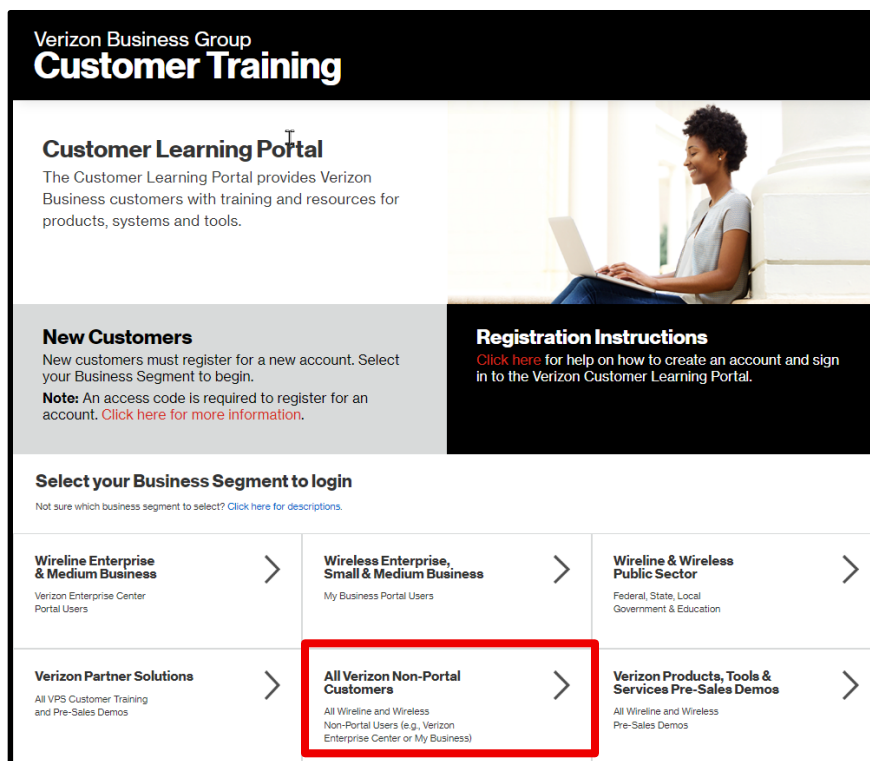
Use this document to create a new account in the Verizon Customer Learning Portal for all **Verizon Non-Portal customers** both wireline and wireless.

In addition, use this document to sign in to the Verizon Customer Learning Portal after the initial account creation.

Initial Login – Create an Account

Begin my accessing the Verizon Customer Learning Portal at: <https://customertraining.verizon.com>.

As this is your initial login make sure your Verizon sales or support contact has given you an access code that is needed with your initial account creation. More information regarding access codes can be located using the “Click here for more information” hyperlink under the New Customers section of the Verizon Customer Training landing page.



Select **Verizon Non-Portal Customers** as your business segment. If unsure of your business segment select the hyperlink under Select your Business Segment to login.

The login page displays. As this is our initial access request select Create an Account.

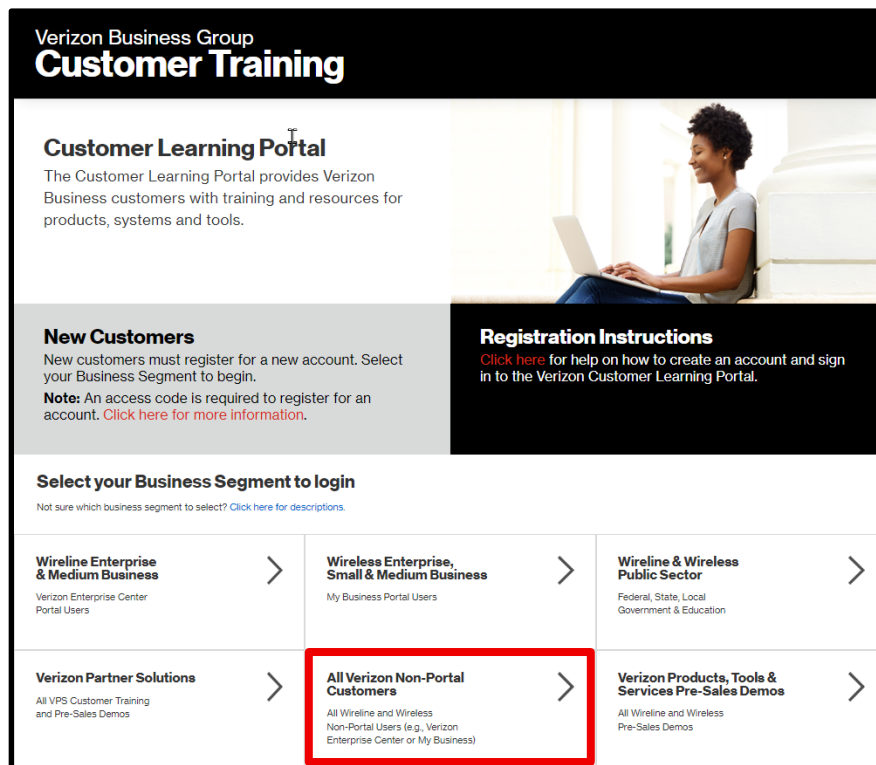
Complete all fields

- Enter your one-time Access Code that was provided by your Verizon sales or support contact. All fields are required and must be completed to create your account.
 - If you do not have an access code, reach out to your Verizon sales or support contact. If you don't have a Verizon contact, complete this **form**. Please allow 24-72 hours for a response.
 - 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 address. (Cannot use public domain emails (i.e., @yahoo.com or @gmail.com, etc.).
 - Enter your business phone number.
 - Create a password.
 - Confirm your password.
 - Click Create an Account at the bottom of the screen.

This takes you to the landing page where you can search for training content, register for training, access user guides, etc.

All Logins after the Initial Login – Sign In

Begin my accessing the Verizon Customer Learning Portal at: <https://customertraining.verizon.com>.



Select **All Verizon Non-Portal Customers** as your business segment. Additional information available under Select your Business Segment to login area using the “click here for descriptions” hyperlink.

The login page displays. The Sign In tab is the default.

The screenshot shows a sign-in interface for Verizon Business. At the top, there are two options: 'Sign In' (highlighted with a red box) and 'Create an Account'. Below this, the text reads 'Sign in with your existing account.' There are two input fields: 'Business Email' and 'Password'. At the bottom, there is a blue 'Sign In' button and a link for 'Forgot Password?'.

- 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 training, access user guides, etc.