There may be times when you need to reset your password if you forgot it or entered it incorrectly too many times and are locked out.


2. Click PASSWORD. The Forgot Password screen appears.
3. Enter your User ID.

4. Enter the E-mail Address associated to your user ID.

5. For extra security, enter the special characters shown on the screen. The text is not case sensitive.

6. Click Validate. You are required to answer one secret question correctly to authenticate your identity.
7. Provide the answer to your secret question.

8. Click **Answer**. The *Request One Time Passcode* screen appears. You will receive an email or text depending on how you configured your security options.

9. Click **Get one time passcode**. A one-time passcode is sent via email or text and an option appears on the screen for you to enter it.
10. Enter your one time passcode.

11. Click **Continue**. The *Forgot Password* screen appears and you can change your password.
12. Enter a new Password.

13. Re-enter the password.

14. Click Submit. The Business Sign In screen reappears where you can now log in using your new password.
Resources

Customer Support

Contact customer support for any Verizon Enterprise Center issues. They can assist you with product and general platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.

- Call toll-free at 1-800-569-8799
- LiveChat with questions or issues
- Email vec_support@verizon.com

Training

Go to https://customertraining.verizon.com to enroll in training and/or download user and reference guides.