Verizon Enterprise Center
Registration/Login User Guide

It is best to have an invitation code prior to beginning enrollment. You can find your invitation code on your monthly invoice. If you do not have your monthly invoice, you can also get your invitation code from your account team, by phone, or in the mail. You need a billing account number and the zip code for the billing address to request an invitation code.

Wireline Registration


2. Click Register. The Business Self Registration screen opens in another browser window.
Have Invitation Code

Your Invitation Code can be found on your invoice.

1. Enter your Invitation Code.
2. Click GO. The accounts to which you have access are listed.

3. Click Continue with Registration. The Create Your Profile screen appears.
   You can add additional invitation codes after you register and log in.
When you enter an Invitation Code and register, the system automatically displays the billing address of the account associated to the Invitation Code and adds it to the user profile so you do not have to enter it. You can update the address information later in *My Profile* after you sign in.

4. Enter your name, email, and phone number. **Note:** Do not include the country code when entering an international number.

5. Create a user ID and password.

6. Click **Continue**. The *Registration Complete* screen appears. An email containing a verification code is sent to the email address you entered.
7. Leave this window open and access the registration email containing a verification code that was sent to the email address you entered on the Create Profile screen.

8. Copy and paste the verification code from your confirmation email to the Registration Complete screen.

9. Click Verify. The sign in page reappears and you can now sign in and begin using the Verizon Enterprise Center.

**Note:** If you are creating a new account you are required to set up your security profile first. Refer to the Verizon Enhanced Security Authentication Reference Guide for help, if needed.
Do Not Have Invitation Code

You can still register if you cannot locate your invitation code.

![Business Self Registration](image)

**Figure 5 Enter Account Information**

1. Enter an account number, telephone number, or circuit ID.
2. Click **GO**. An option appears at the bottom of the screen for you to choose the method in which you want to receive your invitation code.
3. Selected **Automated Phone Call** and enter the phone number on the account to receive an automated phone call that provides your Invitation Code (U.S. only). The *Request for Invitation Code* pop-up appears indicating that the number is being dialed (next page).

-OR-

Select **Postal Mail** to have the Invitation Code mailed to the address listed on the invoice.
4. Answer and receive the automated message that delivers your invitation code.
5. Enter your Invitation Code.
6. Click GO.
7. Follow steps 3 - 9 on pages 2 - 4 to complete registration.
Simplified PIN (U.S. only)

There is another option if you do not have an invitation code or cannot access it. Call the Verizon Enterprise Center Help Desk at 1-800-569-8799 to receive a PIN number instead of an invitation code. Be sure to call from a phone number that is on record for the account. The help desk will get your information and then call you back on that number to verify your identity and phone number. You must be the person who answers the call when they call back. Once verification is complete, the Verizon agent will provide your 4-digit PIN over the phone and send you a registration email.

![Registration Email for PIN](image)

**Figure 8 Registration Email for PIN**

1. **Click Access Your Verizon Account Online.** The *Business Self Registration* screen appears where you can enter your PIN.
2. Enter the 4-digit PIN the Verizon agent provided to you over the phone.

3. Select **Create new online profile for this account** if you do not already have a Verizon Enterprise Center login. The *User Information* section appears and you can create a user name and password.

4. Create your user name and password and click **Submit**.

   -OR-

   Select **Add this account to my existing online profile** if you already have an account and are adding an account to your profile.

   Click **Proceed to authenticate your profile**. The *Business Sign In* screen appears where you can sign in using your existing user name and password.
Register as a Guest User

If you don’t know your Invitation Code or account information, or if you want to submit an access request for a specific tool you can register as a guest user.

Figure 10 Business Self Registration

1. Click **Register as a Guest User** at the bottom of the screen. The **Create your Profile** screen appears.

**NOTE:** The Guest User function is not available at this time due to a system upgrade.
2. Complete the *User Information*.
3. Create a *User ID* and *Password*.
4. Click **Continue**. The *Registration Complete* screen appears. An email containing a verification code is sent to the email address you entered.
5. Leave this window open and access the registration email containing a verification code that was sent to the email address you entered on the Create your Profile screen.

6. Copy and paste the verification code from your confirmation email to the Registration Complete screen.

7. Click Verify. The sign in page reappears and you can now sign in and begin using the Verizon Enterprise Center.
Wireless Registration


![Business Sign In](image)

Figure 13 Business Sign In

2. Click Register. The Business Self Registration screen opens in another browser window.
1. Enter an account number, telephone number, or circuit ID.
2. Click GO. The User Registration section displays allowing you to register as the primary contact or as a non-primary contact user.

Figure 14 Register as Primary Contact

3. Click Continue. The Create Your Profile screen appears.
Register as Primary Contact User

4. Complete the User Information fields.

5. Scroll to complete the Company Information fields.
6. Select **Continue without selecting a Role** to not allow self-registration.

-OR-

Click **Select a Role** to determine the roles other users in your company will have when they self-register. The **Select Auto Enrollment Role** pop-up appears.
7. Select a default role for end users who self-register.

8. Click **Select**. The **Select Auto Enrollment Role** pop-up closes and the **Create Your Profile** screen reappears.

9. Click **Continue**. The **Business Self Registration Enrollment Submitted** screen appears. You will receive an email confirmation with a verification code and instructions for completing registration.
Register as Non-Primary Contact User

1. Select No, Please register me as a non-Primary Contact User.
2. Complete at least two fields to continue with registration: Work Phone, Home Phone, and/or Email Address.
3. Click Continue. The Create Your Profile screen appears.
4. Enter your User Information.

5. Create a user ID and password.

6. Click Continue. The Registration Complete screen appears. An email containing a verification code is sent to the email address you entered.
7. Leave this window open and access the registration email containing a verification code that was sent to the email address you entered on the Create Profile screen.

8. Copy and paste the verification code from your confirmation email to the Registration Complete screen.

9. Click Verify. The sign in page reappears and you can now sign in and begin using the Verizon Enterprise Center.
Log In


![Business Sign In](image)

Figure 22 Business Sign In

2. Enter your user name.

3. Click Sign In. The password screen appears.
4. Enter your password.
5. Click **Continue**. The Verizon Enterprise Center home page appears.
The Verizon Enterprise Center enables you to manage your Verizon services, streamline business processes, and control critical business functions and costs. Supported by a host of powerful, comprehensive self-service capabilities, the portal is available 24 hours a day, seven days a week and provides you the ability to track and customize Verizon products to make them work for your business.

Access to the Verizon Enterprise Center functions is divided into task-oriented groups accessed through Manage Account: Billing, Service, Orders, Repairs & Troubleshooting, and Product Tools.

Figure 24 Verizon Enterprise Center Home
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.
- Use Live Chat for technical questions.
- Send an e-mail for technical questions or to inquire about purchasing products or services.

Training

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