

Users of the Avaya Learning Center may access certain features without having to log into the site using Avaya Single Sign On (SSO) credentials. These features include the Home Page overview, Finding/Searching for Training, Credential Program, Smart Track Learning Maps and Avaya Learning Support and Contact Information. Avaya SSO credentials are required to view personal profile, training transcript information and to purchase/access training content. This document outlines how to log into the Avaya Learning Center using your Avaya Single Sign On (SSO) ID and password and steps to request an Avaya Single Sign On account.

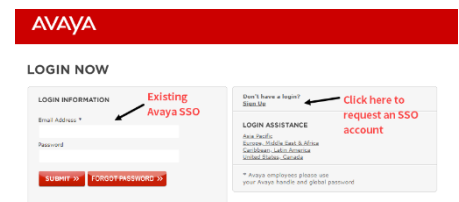
## ACCESSING THE AVAYA LEARNING CENTER

To access to the Avaya Learning Center, use the following URL, <https://www.avaya-learning.com>. The Avaya Learning Center home page will appear. NOTE: You **WILL NOT** be logged into the site.



The home page provides the ability to “look around” and explore the Avaya Learning Center. Remember – when you are not logged in, the site does not know who you are, so you will see list prices and other items that may not be available to you once you log in. When you are ready to log in, click on “login” at the top of the page. If you do not have an SSO account, you can click on “New User” to get started.

Once you have selected “Login”, you will be directed to the Avaya Single Sign On Login screen. Avaya Partners and Customers will log in using their existing Avaya SSO credentials (**email address and password**) and Avaya associates will log in using their global login (**Avaya handle and password**) and click **Submit**.

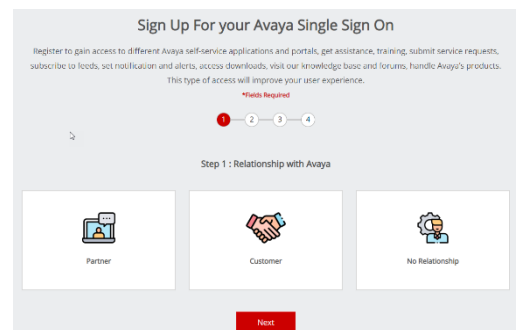


*If you do not have SSO login credentials you will need to create an SSO account. Click the “Sign Up” link.*

## REQUESTING AN AVAYA SSO ACCOUNT

Once you click the “Sign up” link, you will be directed to the Avaya SSO landing page. SSO login is for *individual use* and **shall NOT be shared**.

- If you are an Avaya Partner, Reseller, or Distributor, please select the option **PARTNER**
- Avaya Customers should use the **CUSTOMER** option.
- Users who are not yet Avaya Customers or Partners, should select **NO RELATIONSHIP**. This login type allows basic access to a limited set of Avaya tools and portals.
- The user’s identity needs to be verified, so please use your own first and last name when submitting the request.
- The First/Last Name must contain English only characters. Non-English characters are not allowed.
- Distribution lists, shared mailboxes, or anonymous/generic emails (i.e. [support@xxxx.xxx](mailto:support@xxxx.xxx), [it@xxxx.xxx](mailto:it@xxxx.xxx) or [services@xxxx.xxx](mailto:services@xxxx.xxx)) cannot be used. Avaya could deactivate and terminate such logins once detected, without any advanced notice.
- Avaya Partner and Customer users need to create SSO logins using their **CORPORATE email address**.
- Users can find additional information about SSO login [here](#).
- Any issues concerning Avaya tools and websites, included but not limited to SSO login, need to be reported at [OneCare Portal](#).



## PARTNER SSO ACCOUNT

To request a **PARTNER SSO Account**, select the **Partner Icon** and select NEXT.

- Enter your **Partner Link ID** in the field and click Next.
- Clicking on the **INFORMATION** icon will provide additional information regarding how to get this data.
- **QUICK HELP:** *Link ID is a unique identifier for Avaya authorized Partners. Please contact your Avaya representative if you don't know your Company Link Id Number.*
- Step Three will ask for **personal information**. Please note that all fields marked with a 'red star' are mandatory fields and must be populated. Click Next.
- The **final step** is to set your password, pick a "security question" and answer for password recovery, and READ and accept site Terms & Conditions. Click the **FINISH** button once complete.
- You will receive an automatic email confirming the receipt of your registration. A second email will be sent once registration has been approved.

## CUSTOMER SSO ACCOUNT

To request a **CUSTOMER SSO Account**, select the **Customer Icon** and select NEXT.

- Enter your companies **SOLD TO** in the field and click NEXT.
- Clicking on the **INFORMATION** icon will provide additional information regarding the number format and how to get this data. It is generally found on a service agreement or monthly invoice.
  - **QUICK HELP:** *A Sold To number is an account number with Avaya for a specific location. The format is ten digits with two or three leading "zeros". If you require assistance in locating your Sold To number, please contact your Avaya Representative or Avaya Partner.*
- Step Three will ask for **personal information**. Please note that all fields marked with a 'red star' are mandatory fields and must be populated. Click NEXT when done.
- The final step is to set your password, pick a "security question" and answer for password recovery, and READ and accept site Terms & Conditions. Click the **FINISH** button once complete.
- You will receive an automatic email confirming the receipt of your registration. A second email will be sent once registration has been approved.

## **NO RELATIONSHIP SSO ACCOUNT**

To request a **NO RELATIONSHIP** SSO Account, select the **No Relationship icon** and select NEXT.

- Users selecting the No Relationship option will only be asked to set their own personal data and their company name. Complete the information and click next.
- The final step is to set your password, pick a “security question” and answer for password recovery, and READ and accept site Terms & Conditions.
- Click the **FINISH** button once complete.
- You will receive an automatic email confirming the receipt of your registration.

The screenshot shows a registration form titled "Step 2: Contact Information". At the top, there is a progress indicator with three steps: 1 (Completed), 2 (Current), and 3 (Next). The form fields include: "First Name" and "Last Name" (with a "Surname" label above "Last Name"), "Company Name", "Work Phone" (with a note "Work phone (to verify your company)"), "Business Email", "Address Line 1" and "Address Line 2", "Country" (with a dropdown menu), "United States Of America" (with a dropdown menu), "ZIP Code/Postal Code", "State" (with a dropdown menu), and "City". At the bottom, there are "Back" and "Next" buttons.

The screenshot shows a registration form titled "Step 3: Security". At the top, there is a progress indicator with three steps: 1 (Completed), 2 (Completed), and 3 (Current). The form fields include: "Password (8-14 characters)" and "Verify Password", "Security Question" (with a dropdown menu labeled "Please Select") and "Security Answer", and a checkbox for "I Accept Avaya's Terms & Conditions". There is also a "I'm not a robot" checkbox with a CAPTCHA image. At the bottom, there are "Back" and "Finish" buttons.

**For information on managing your SSO Profile, including password resets, [click here](#).**