

Avaya Learning Center

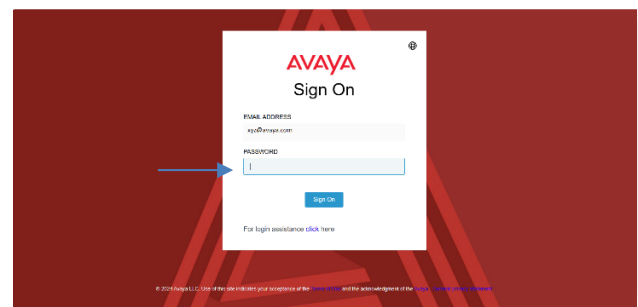
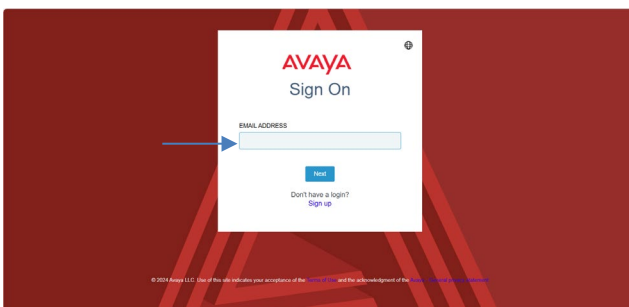
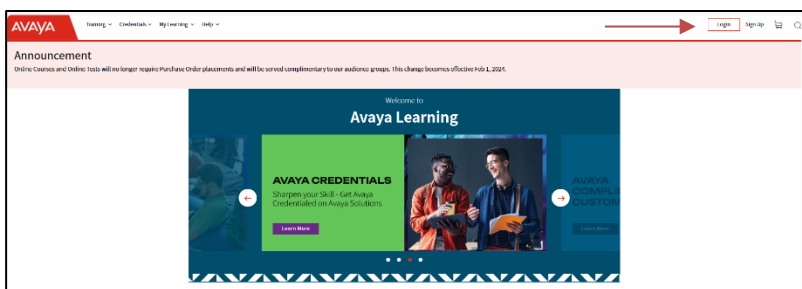


End user Guide – Single Sign On (SSO)

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, Avaya Learning Support, and Contact Information. Avaya SSO credentials are required to view personal profiles, and 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 the Avaya Learning Center, use the following URL, <https://www.avaya-learning.com>. The Avaya Learning Center home page will be displayed. **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 **Login** at the top of the page. If you do not have an SSO account, click **New User** to get started. Once you click **Login**, you will be directed to the Avaya Single Sign On Login screen.



Avaya Business Partners, Associates, and Customers will log in using their existing Avaya SSO credentials (email address and password) and click **Sign On**.

*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, it@xxxx.xxx, or 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, including but not limited to SSO login, need to be reported at the [OneCare Portal](#).

The screenshot shows the Avaya SSO Sign Up page. At the top left is the AVAYA logo. At the top right, there is a language dropdown set to 'English' and a link 'Have an Account? [Sign In](#)'. The main heading is 'Sign Up For your Avaya Single Sign On'. Below this is a paragraph: 'Register to gain access to different Avaya self-service applications and portals, get assistance, training, submit service requests, subscribe to feeds, set notification and alerts, access downloads, visit our knowledge base and forums, handle Avaya's products. This type of access will improve your user experience.' Below the paragraph is a red asterisk and the text '*Fields Required'. There is a progress indicator with four steps: 1 (highlighted in red), 2, 3, and 4. Below the progress indicator is the text 'Step 1: Relationship with Avaya'. There are three selectable options, each with an icon and a label: 'Partner' (with a person and laptop icon), 'Customer' (with a handshake icon), and 'Other (e.g. DevConnect) or No Relationship' (with a gear and person icon). At the bottom center is a red 'Next' button.

Partner SSO Account

- To request a **PARTNER** SSO Account, select the **Partner** icon and click **Next**.

The screenshot shows the 'Sign Up For your Avaya Single Sign On' page. At the top, there's a language dropdown set to 'English' and a link 'Have an Account? Sign In'. Below the title, a registration description is provided. A progress indicator shows four steps, with the first step '1' highlighted. The current step is 'Step 1: Relationship with Avaya'. Three options are presented: 'Partner' (highlighted with a red box), 'Customer', and 'Other (e.g. DevConnect) or No Relationship'. A 'Next' button is located at the bottom center.

- Enter your **Partner Link ID** in the field and click **Next**. Click the **Information** icon to get additional information on Partner Link ID.

The screenshot shows 'Step 2: Accounts & Products'. A text input field labeled 'Partner Link ID' is highlighted with a red box. Below the field are 'Back' and 'Next' buttons. At the bottom, there is a copyright notice: '© 2024 Avaya LLC. About Avaya Contacts Careers Site Map Terms of Use Privacy Statement'.

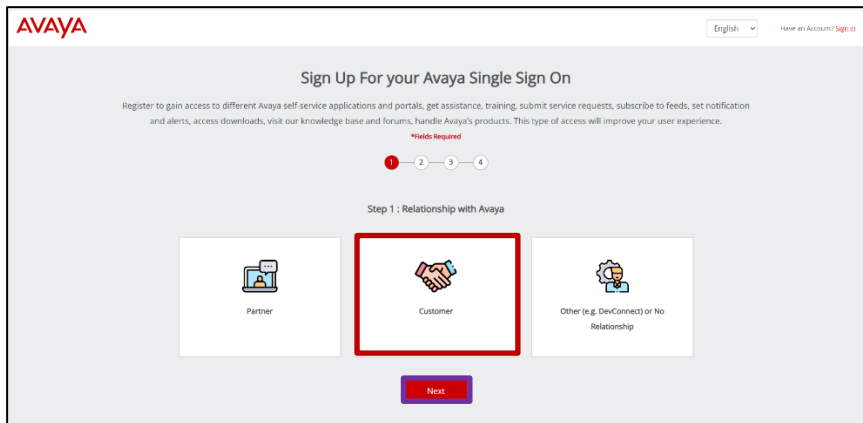
- Enter all the requested information in this field and click **Next**. **Note**: that all fields marked with an asterisk are mandatory fields and must be populated.
- The final step is to set your password, pick a **Security Question** and **Answer** for password recovery, and read and accept the site's **Terms & Conditions**. Click the **Finish** button once complete.
- An automatic email confirming the receipt of your registration will be sent. A second email will be sent once registration has been approved.

The screenshot shows 'Step 3: Contact Information'. The form includes fields for: First Name*, Last Name*, Work Phone*, Business Email*, Address Line 1*, Address Line 2*, Country* (United States Of America), Zip/Postal Code*, State* (Select State), and City*. A 'Next' button is highlighted in red.

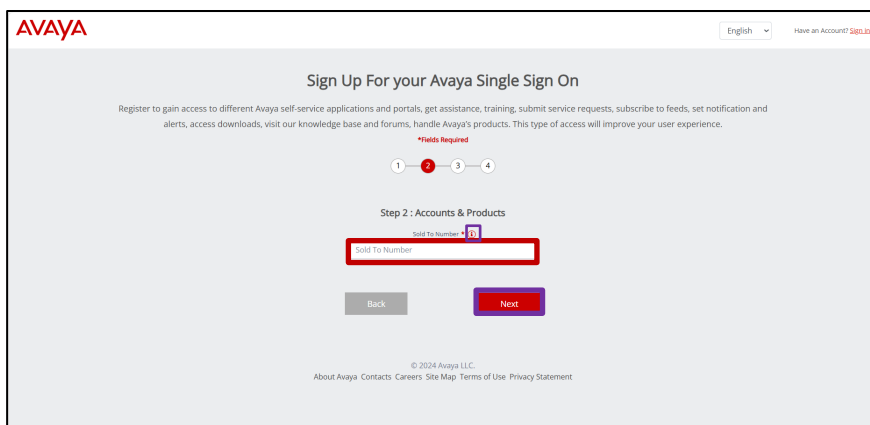
The screenshot shows 'Step 4: Security'. The form includes fields for: Password* (14 characters), Password (8-14 characters), Verify Password*, and Security Answer*. Below these are instructions: 'Password must contain: 1 uppercase character, 1 lowercase character, 1 number and be 8-14 characters long'. There is a 'Security Question*' dropdown and a 'Security Answer*' field. At the bottom, there is a checkbox 'Accept Avaya's Terms & Conditions*' and a 'Finish' button.

Customer SSO Account

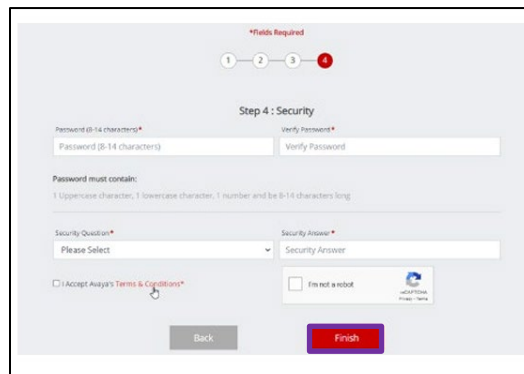
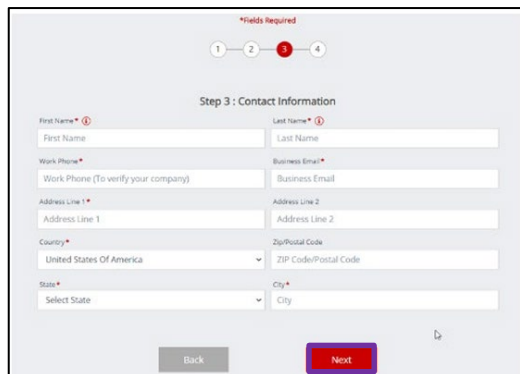
- To request a **CUSTOMER** SSO Account, select the **Customer** icon and click **Next**.



- Enter your company's **Sold To Number** in the field and click **Next**. Click the **Information** icon to get additional information on Sold TO Number.



- Enter all the requested information in this field and click **Next**. **Note**: that all fields marked with an asterisk are mandatory fields and must be populated.
- The final step is to set your password, pick a **Security Question** and **Answer** for password recovery, and read and accept the site's **Terms & Conditions**. Click the **Finish** button once complete.
- An automatic email confirming the receipt of your registration will be sent. 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 click **Next**. Users selecting the No Relationship option will only be asked to set their 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 the site's **Terms & Conditions**. Click the **Finish** button once complete.
- An automatic email confirming the receipt of your registration will be sent. A second email will be sent once registration has been approved.

Step 2 : Contact Information

First Name*

Last Name*

Company Name*

Work Phone* Business Email*

Address Line 1* Address Line 2*

Country* ZIP/Postal Code*

State* City*

Step 3 : Security

Password (8-14 characters)* Verify Password*

Password must contain:
1 Uppercase character, 1 lowercase character, 1 number and be 8-14 characters long

Security Question* Security Answer*

I Accept Avaya's Terms & Conditions* I'm not a robot

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