



User ID Management Job Aid

Things to Know

What's Changing:

1. The Login Screen for ALL VPS related portals
2. Username and Password will be displayed on a separate page
3. Secret question and answer will be replaced by an email verification link

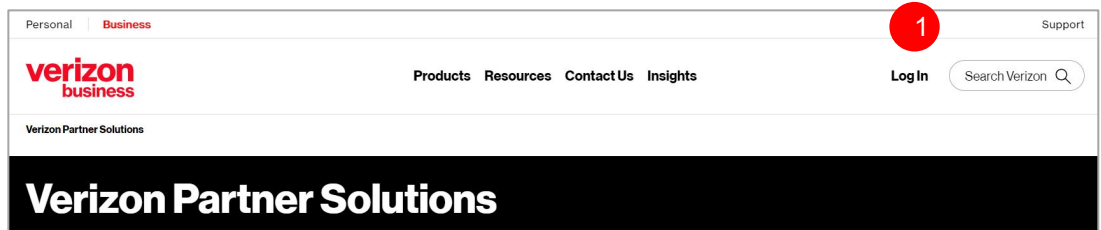
What's NOT Changing:

1. Existing user credentials

Account Login

From the **Verizon Partner Solutions Homepage:**

1. Click Login
2. Enter your **User ID**
3. Select **Remember User ID** (optional)
4. Click **Continue**



Log in

to your Verizon Partner Solutions account

User ID 2

3 ☐ Remember User ID [I forgot my User ID](#)

Continue 4



User ID Management Job Aid

Account Login (continued)

From the **Login Page**:

1. Enter the **Password**
2. Click **"Show"** to display the password entered (optional)
3. Select **"Make this my default login method"** (optional)
4. Select **Change User ID** (optional)
5. Click **Login**

Log in

User ID **ATCS** 4 [Change](#)

Password 1 Show 2

[I forgot my password](#)

☐ 3 Make this my default log in method.

Login 5

Account Verification

1. Select **login preference**
2. Choose the **account verification delivery method** (default method is email)
3. Check or Uncheck **"Remember this Device"** (optional)
4. Click **Continue**
5. Check email to access the **Verification link to allow or deny access** (first time login or unrecognized device)
6. Select **resend verification link** (if needed)
7. Change the selected **email address** (optional)

How do you want to log in?

User ID **ATCS** [Change](#)

Verify with email 1
Use your email address to confirm it's you.

Login with my password
Enter your password to access your account.

Verify with email

User ID **ATCS** [Change](#)

How do you want to verify your account?

Delivery method 2
Email d***s@v*** 3

☐ Make this my default log in method.

Continue 4

Review details on your Verizon Business account verification.

Verify it is you to continue.

There has been a request to Login. Please allow or deny. A Verizon representative will never call you to allow this request.

Allow or deny 5

Thanks for choosing Verizon

Your verification link was sent

User ID **ATCS** [Change](#)

Check your email and use the verification link to continue logging in to your account.
d***s@v*** [Change](#) 7
This link will expire in 12 minutes.

Resend verification link 6

[I didn't receive a verification link](#)



User ID Management Job Aid

Forgot My User ID

From the **Login Page**:

1. Select “**I forgot my User ID**”
2. Enter the **email address** associated to the User ID (any issues, contact: VPS-CARE@verizon.com)

- 3.
3. Enter “**Captcha**” based on the image displayed
4. Click **refresh image** (if needed)
5. Click **Continue**

Login
to your Verizon Partner Solutions account

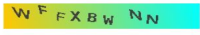
User ID

☐ Remember User ID [I forgot my User ID](#)

Continue

Forgot User ID
Please enter the required information below so we may retrieve your User ID

Email address



Refresh Image

Type the characters from the above image

Continue **Cancel**

6. Select the **User ID** (if applicable)
7. Click **Continue**

Forgot my User ID
User ID will be sent to your Email address

Select a User ID you are trying to retrieve

☐ Axxxxx2
☐ Axxxxx4

You may be asked to select your id if you have more than one

Continue



Your User ID is sent to xxxxxxxxxx@verizon.com
Please continue to Sign-in

Continue

8. Access your email to **retrieve User ID details**
9. Click **Login**

verizon

You are receiving this email because you have initiated a process to identify your Userid to the Verizon Wholesale Portal.

Here is your Userid: AG-BELL2

[LOGIN >](#)

Thank you.

© 2024 Verizon. All Rights Reserved.
Ensure Verizon email reach your inbox by adding verizon.officetools@verizon.com to your "safe" email list. Your email provider can provide instructions on how it works.
Verizon is dedicated to protecting your privacy. Please read our Privacy Policy.
This email has been sent from an auto-notification system that cannot accept incoming email.



User ID Management Job Aid

Forgot My Password

From the **Login Page**:

1. Enter **"User ID"**
2. Click **Continue**
3. Select **"I forgot my password"**
4. Enter **Captcha**
5. Click **Continue**

Login
to your Verizon Partner Solutions account

User ID
ATCS

☐ Remember User ID [I forgot my User ID](#)

Continue

Login

User ID
ATCS [Change](#)

Password

[I forgot my password](#)

☐ Make this my default log in method.

Login

Let's reset your password
Enter your User ID and complete the captcha to begin resetting your password.

User ID
ATCS

X 3 L M S 7

[Refresh Image](#)

Type the characters from the above image
X3LMS7

Continue **Cancel**

1. Choose the **account verification delivery method** (default method is email)
2. Check email to access the **Verification link to allow or deny access** (first time login or unrecognized device)
3. Select **resend verification link** (if needed)
4. Enter password reset details
5. Enter Login credentials

Let's reset your password

How would you like to verify your account?
We'll send a verification link so you can verify your identity.

Delivery method
Email s***a@v***

Verify

Verify it is you to continue.

There has been a request to Reset your password. Please allow or deny. A Verizon representative will never call you to allow this request.

Allow or deny

Your verification link was sent.

Check your email and use your verification link to continue logging in to your account.

This verification link will expire in 15 minutes.

Resend verification link [I didn't receive a verification link](#)

Let's reset your password
Keep in mind. You can't use your previous passwords or your User ID

New password
***** [Show](#)

Password strength: Strong

Re-enter password
***** [Show](#)

Password match: Yes

Reset password **Cancel**

You've successfully reset your password

Login
to your Verizon Partner Solutions account

User ID
ATCS

☐ Remember User ID [I forgot my User ID](#)

Continue