

WELCOME



# ALCATEL-LUCENT GLOBAL PARTNER PROGRAM

## PARTNER PORTAL REGISTRATION GUIDE

February 2015

..... Alcatel-Lucent 

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# WELCOME TO THE PARTNER PROGRAM!

This presentation will guide you through the steps you need to take to register as a user on the Alcatel-Lucent Partner Portal.

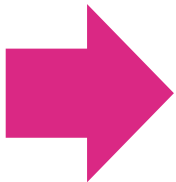
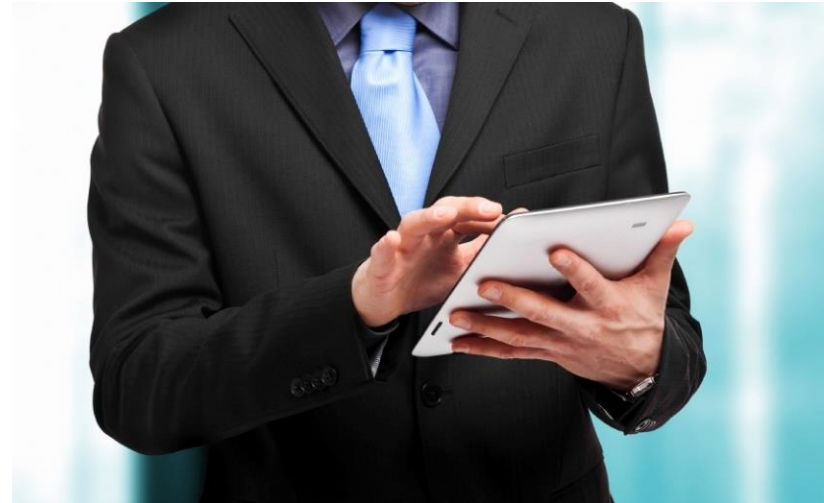


## REGISTERING AS AN ALCATEL-LUCENT PARTNER USER

The Partner Portal has tools and systems designed specifically for our valued partners.

This step-by-step guide will walk you through the process of registering for the portal as a Partner User.

After completing the registration process you will be able to access all the resources that have been created to help you get the most of the Alcatel-Lucent Global Partner Program.



If you have any questions or issues, please contact:

[iCare@alcatel-lucent.com](mailto:iCare@alcatel-lucent.com)

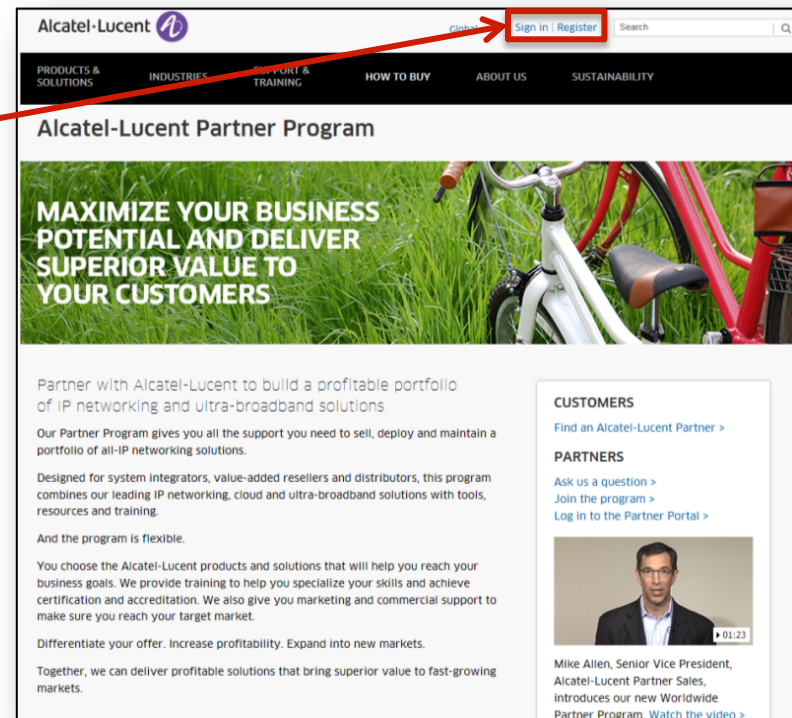
Toll free: 866-582-3688 option 7


International: +1-630-224-9000

# START BY REGISTERING

Go to: <http://www.alcatel-lucent.com/partner-program>

Click on: "Sign in | Register"



Alcatel-Lucent 

PRODUCTS & SOLUTIONS INDUSTRIES SUPPORT & TRAINING HOW TO BUY ABOUT US SUSTAINABILITY

Alcatel-Lucent Partner Program

**MAXIMIZE YOUR BUSINESS POTENTIAL AND DELIVER SUPERIOR VALUE TO YOUR CUSTOMERS**

Partner with Alcatel-Lucent to build a profitable portfolio of IP networking and ultra-broadband solutions

Our Partner Program gives you all the support you need to sell, deploy and maintain a portfolio of all-IP networking solutions.

Designed for system integrators, value-added resellers and distributors, this program combines our leading IP networking, cloud and ultra-broadband solutions with tools, resources and training.

And the program is flexible.


You choose the Alcatel-Lucent products and solutions that will help you reach your business goals. We provide training to help you specialize your skills and achieve certification and accreditation. We also give you marketing and commercial support to make sure you reach your target market.

Differentiate your offer. Increase profitability. Expand into new markets.

Together, we can deliver profitable solutions that bring superior value to fast-growing markets.


**CUSTOMERS**  
[Find an Alcatel-Lucent Partner >](#)


**PARTNERS**  
[Ask us a question >](#)  
[Join the program >](#)  
[Log in to the Partner Portal >](#)

 01:23

Mike Allen, Senior Vice President, Alcatel-Lucent Partner Sales, introduces our new Worldwide Partner Program. [Watch the video >](#)

# SELECT REGISTER FOR ACCESS

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## Alcatel-Lucent Customer and Partner Portals

**Click Register for Access** →

### About this Portal

This Portal is for users who have registered as Customers or Partners. It is your gateway to resources such as Order Management, Customer Support, Training, and Collaboration tools. If you have not registered and need access to these systems, we encourage you to [register](#) today.

You can access the [publicly available site](#) information and tools - including our [solutions](#) and [financial reports](#) - without having a login.

### Registered User Login

User Name

Password

By clicking on the login button, you agree to the [Terms of Use](#).

If you agree  Otherwise

**Note:** Alcatel-Lucent employees, enter your Corporate Short Login (CSL) username and password.

[Forgotten Password](#) | [User Name](#)

### Related Links

- [Register for Access](#)
- [Registration Benefits](#)
- [Registration FAQs](#)
- [Need Help?](#)
- [Login to our secure area for Industry Analysts](#)

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# REGISTER AS A PARTNER: STEP 1

Select role and accept terms of use.

The screenshot shows the Alcatel-Lucent registration page. The page title is "Registration for access to Alcatel-Lucent Customer and Partner Portals". The navigation menu includes Solutions, Products, Services, Innovation, Support, and About Us. The registration progress is shown as a vertical list of steps: Step 1 (selected), Step 2, Step 3, Step 4, Step 5, and Step 6. The main content area has the following sections:

- Do you need to register ?**  
Our [Product Catalog](#) is available without registration. For help purchasing Alcatel-Lucent products and services, [Contact us](#).  
For Employee Access Instructions - [Click here](#)  
If you need help registering, please review our [Frequently asked questions](#) or [Contact us](#) for assistance.
- Select role**  
Which term best describes your business relationship with Alcatel-Lucent.
  - Customer**  
For customers who have active warranties, contracts, agreements or other business arrangements for sales or services.
  - Partner**  
For system integrators, value added resellers, distributors and service providers acting as resellers who have an active Partner Agreement or other legal agreement and who need access to the relevant knowledge resources and tools regarding the Partnership.
  - Training**  
For use if you have no other business arrangements with Alcatel-Lucent. Should be used if you need to register for Training courses and have no other account. It provides limited access to our Web site.
  - General Access**  
General Access is included in all options. Should be used if you only need access to collaboration sites, SRC-related services and other content not available with public access. You are not required to have any business arrangements with Alcatel-Lucent.
- Accept terms of use**  
Do you acknowledge that you have read and accept our "Terms of use"?
  - Yes, I accept the Terms of use.**

At the bottom of the form, there are "Next" and "Cancel" buttons. Red arrows from the text on the left point to the "Partner" radio button, the "Yes, I accept the Terms of use." checkbox, and the "Next" button.

1. Select Partner


2. Read and Accept Terms of Use


3. Click Next to Continue

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# REGISTER AS A PARTNER: STEP 2

Provide business identification.

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**Registration Progress**

- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.**
- Step 3 Validate email address.
- Step 4 Confirm business identity and set password.
- Step 5 Select content.
- Step 6 Register for selected content.

**Registration**

**Provide business identification**

Required fields are marked with an asterisk (\*).

\* First name

Middle name  Entering middle name or initial will help to uniquely identify you

\* Last name

Job title

\* Job function -- Choose a Job Function --

Your individual email address will be your user ID. If you have a business relationship with Alcatel-Lucent, please use your company email address. (User ID information)

\* E-mail address

**Company** --Select Company Name--

Select the checkbox if you are a residential customer, or fill in the name of your company/employer.

I am a residential customer.

Enter the name of your company/employer if not selected above

\* Company

Please provide a business address (residential customers should provide their home address)

\* Country -- Select Country --

\* State/Province --Select State/Province--

\* City -- Select City --

\* Zip/Postal code

\* Address 1

Address 2

Address 3

Address 4

**1. Please complete every field marked with an asterisk (\*)**

**2. You must register with your company e-mail address**

**3. Select your company's name from the drop down list\***

\* If your company's name does not appear in the list, stop the registration process and contact: [iCare@alcatel-lucent.com](mailto:iCare@alcatel-lucent.com)



## REGISTER AS A PARTNER: STEP 3

Your registration is **NOT** complete. You **MUST** check your e-mail and validate it!!

Validate your  
e-mail address.

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**Note:** The back button on the browser has been disabled during registration to prevent errors. Where appropriate use the Previous/Edit buttons to make your changes. Otherwise, complete your registration and contact iCare with the desired updates.

### Registration

#### Validate email address

To prevent others from misusing your email address, an email containing an authentication code has been sent to you at [your@company.com](#). When you receive it, follow the instructions to continue with your registration. If for some reason you do not have access to your email at this time, your pending registration will be stored for five days.

**When you receive your authentication code, you can complete Step 3**

If you need help registering, please review our [Frequently asked questions](#) or [Contact us](#) for assistance.

[back to alcatel-lucent.com.](#)

#### Registration Progress

- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.
- Step 3 Validate email address.**
- Step 4 Confirm business identity and set password.
- Step 5 Select content.
- Step 6 Register for selected content.

## REGISTER AS A PARTNER: STEP 3b

Check your e-mail and follow the instructions.

Dear User,

The first step of your registration at Alcatel-Lucent.com has been completed.

In order to continue your registration, please proceed to the URL listed below:

<https://market.alcatel-lucent.com/release/SPValSvlt?u=NDYzNTAzMjcwMzQxQUFBMTA2>

When you are prompted to enter an authentication code, please enter the following code:

463503270341AAA106

After you have completed this step, which authenticates your email address, you can continue the registration process.

If you do not complete this step within 5 days, your pending registration will be cancelled and you will need to re-register.

The following information was provided during registration:

Surname:	
Given name:	The information you entered when you registered will be shown here.
Phone number:	
Company:	
Address:	If it is incorrect, you will be able to edit the information in the next step.
City:	
State/Province:	
Country:	

If you did not register and someone else is using your email address without your authorization, no action is necessary; the pending registration will expire within 5 days. You will receive one reminder email, and a cancellation notice if you take no action.

If you need assistance, please call us.

Thank you,  
Alcatel-Lucent.com Support  
Inside the United States: 1 877-894-4647  
Outside the United States: 1 630-224-9114

1. Click to follow your unique link

2. Enter your unique code

# REGISTER AS A PARTNER: STEP 3c

Validate your e-mail address.

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Solutions Products Services Innovation Support About Us

**Registration**

**Validate email address**

Enter your authentication code below to continue with your registration:

Authentication Code

**1. Enter your unique code from the email**

**2. Click Next to continue**


If you need help registering, please review our [Frequently asked questions](#) or [Contact us](#) for assistance.


**Registration Progress**

- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.
- Step 3 Validate email address.**
- Step 4 Confirm business identity and set password.
- Step 5 Select content.
- Step 6 Register for selected content.

# REGISTER AS A PARTNER: STEP 4



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**Note:** The back button on the browser has been disabled during registration to prevent errors. Where appropriate use the Previous/Edit buttons to make your changes. Otherwise, complete your registration and contact [iCare](#) with the desired updates.

### Registration

Your email address has been authenticated. Please confirm your identity. If it is correct and complete, select your password and click the Next button. If you need to make changes, click Edit.

#### Confirm business identification

**\* First name**  
**Middle name**  
**\* Last name**  
**Job title**  
**\*Job function**

**E-mail address**  
**User Id**  
**\* Phone**  
**Fax**  
**Mobile number**

**\* Company**  
**\* Address 1**  
**Address 2**  
**Address 3**  
**Address 4**  
**\* City**  
**\* State/Province**  
**\* Zip/Postal code**  
**\* Country**

**1. Confirm the information shown on this page is correct\*.**  
\*If it is NOT correct, click "edit" at the bottom of this page to make corrections.

**2. Scroll to the bottom of the page and create a password.**

**Registration Progress**

- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.
- Step 3 Validate email address.
- Step 4 Confirm business identity and set password.**
- Step 5 Select content.
- Step 6 Register for selected content.

## REGISTER AS A PARTNER: STEP 4b

Create a password and security question.

**Set password**

1. **Create a password** Choose a password at least 8 characters in length and containing at least 1 letter AND 1 special character. Please avoid using spaces. The system does not recognize white spaces. Don't forget that passwords are case sensitive.

\* Password

\* Confirm password

2. **Create a security question** Provide a simple question, which if answered correctly, will allow you to change a forgotten password online. Examples: "Mother's maiden name" or "Year graduated from high school."

\* Security question

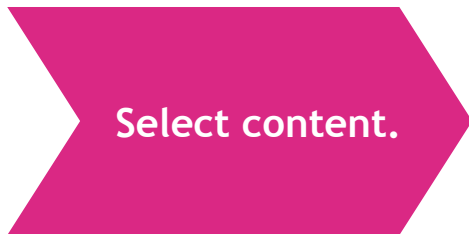
\* Security answer


(case sensitive)


3. **Click Next to continue**

If you need help registering, please review our [Frequently asked questions](#) or [Contact us](#) for assistance.

# REGISTER AS A PARTNER: STEP 5



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**Note:** The back button on the browser has been disabled during registration to prevent errors. Where appropriate use the Previous/Edit buttons to make your changes. Otherwise, complete your registration and contact iCare with the desired updates.

**Registration**

**Select content**  
Please select the type of content on our web site that you would like to use. You must select at least one application.

**Customer support (OLCS)**  
For technical support, repair and other maintenance services. Access to CARES tickets, documentation, software, Alerts and other content under your service agreement. If you have no maintenance contract, you may register for active Warranty access by selecting the checkbox below.  
 Warranty access

**Subscribe me to:**  
 Alerts [More Information](#)  
 Site Announcements [More Information](#)

**MyExtranet**  
For access to such services as North America Business Partner Product and Pricing catalog, Canada Repair and Return, Canada Order Status and Nebula Configurator.

**North America Order Management**  
For pricing, configuring, ordering, and tracking for customers or business partners within the North America region. \*If you are from outside of North America and require Order Management assistance, please contact your Alcatel-Lucent representative in your region.

**Partner Program**  
For centralized access to online knowledge resources and tools regarding the active Partnership.  
If you need help registering, please review our [Frequently asked questions](#) or [Contact us](#) for assistance.

**Registration Progress**

- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.
- Step 3 Validate email address.
- Step 4 Confirm business identity and set password.
- Step 5 Select content.**
- Step 6 Register for selected content.

1. Select Customer Support (OLCS)  
-AND-  
Partner Program

2. Click Next to continue

## CONFIRM REGISTRATION: STEP 6

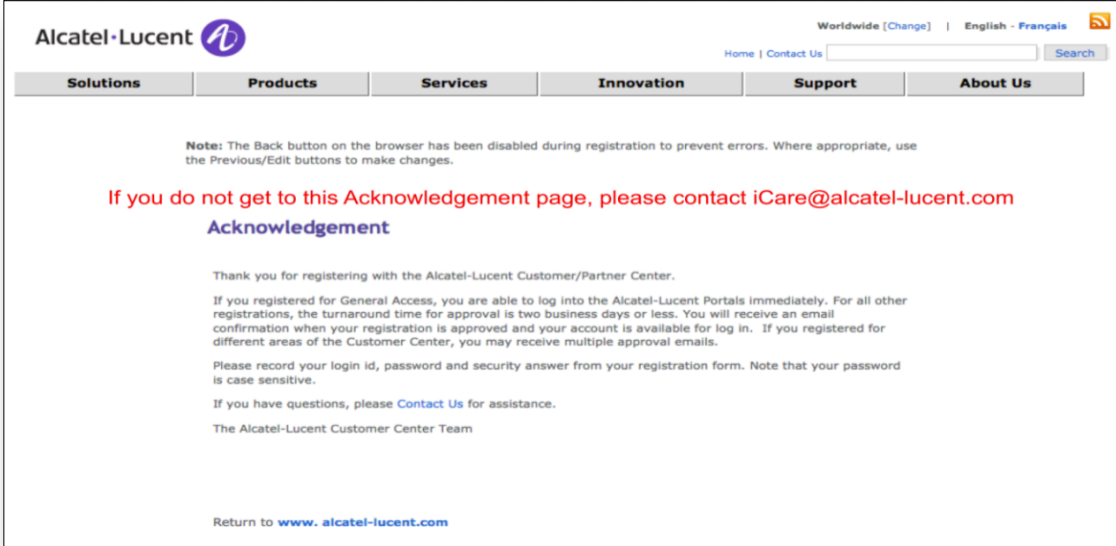
PLEASE WAIT FOR THE PAGE TO LOAD COMPLETELY, THIS COULD TAKE SEVERAL MINUTES.

DURING THIS TIME PLEASE DO NOT:

- CLOSE YOUR BROWSER
- LEAVE THE PAGE
- CLICK “BACK”



Acknowledgement.



The screenshot shows the Alcatel-Lucent website's registration confirmation page. At the top, there is the Alcatel-Lucent logo and navigation links for 'Worldwide [Change]', 'English - Français', 'Home | Contact Us', and a search bar. Below the navigation is a horizontal menu with tabs for 'Solutions', 'Products', 'Services', 'Innovation', 'Support', and 'About Us'. The main content area contains a note about the back button being disabled, a red warning message: 'If you do not get to this Acknowledgement page, please contact iCare@alcatel-lucent.com', and a section titled 'Acknowledgement'. This section includes a thank you message, instructions on how to log in, and contact information for the Customer Center Team. At the bottom, there is a link to return to the Alcatel-Lucent website.

## WHAT HAPPENS NOW, CAN I LOG-IN?

NOT YET, YOUR REGISTRATION IS BEING PROCESSED.



Processing...

After you see the Acknowledgement page, an ALU Service Desk associate will process your registration.

The Service Desk can experience times of high volume.

Please allow 1 - 2 business days before your registration is processed.

Once your registration has been processed you will receive an email from [iCare@alcatel-lucent.com](mailto:iCare@alcatel-lucent.com), saying:

“You’ve been approved.”

When you receive the email, please proceed to page 17.



# YOU ARE ALMOST FINISHED!

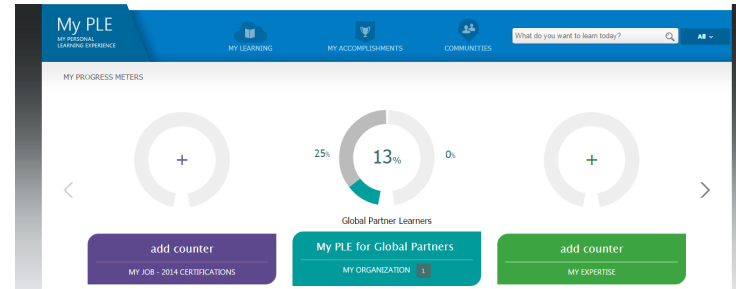
FOLLOW THESE TWO STEPS TO COMPLETE YOUR REGISTRATION

FIRST: Sign in to the Partner Portal <http://www.alcatel-lucent.com/partner-program>

SECOND: Authenticate your User ID in the Learning System <https://myple.alcatel-lucent.com/>



MyPLE will open to your “Dashboard” - which will be set to zero.



- Authentication in Learning is complete and you may log out.
- Training will be assigned by your learning manager.
- You will receive a notice once your curriculum has been assigned.

FOR QUESTIONS & SUPPORT AFTER  
REGISTRATION CONTACT:

[olcshelp@alcatel-lucent.com](mailto:olcshelp@alcatel-lucent.com)

Toll free: 866-582-3688 option 7

International : +1-630-224-9000



# ALCATEL-LUCENT GLOBAL PARTNER PROGRAM

**THANK YOU**

YOU HAVE REGISTERED AS A MEMBER OF THE GLOBAL PARTNER PROGRAM

LOG-IN TO EXPLORE THE GLOBAL PARTNER PROGRAM: [www.alcatel-lucent.com/partner-program](http://www.alcatel-lucent.com/partner-program)

..... Alcatel-Lucent 

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