



# Registration for MyExtranet

Alcatel-Lucent.com  
July 27<sup>th</sup> 2009

## Alcatel-Lucent Customer and Business Partner Portals



### About this Portal

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

If you already have a login to one of the previous Alcatel or Lucent applications, please use your email address as your User Name.

You can access the publicly available site information and tools - including 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 CSL username and password.

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

### Related Links

- ◆ Account Benefits
- ◆ Customers
- ◆ Business Partners
- ◆ Registration FAQs
- ◆ Register for Access
- ◆ Having Access Problems?

**Click on Register for Access**

**IMPORTANT: DO NOT CLICK ON THE BACK BUTTON OR GO BACK DURING THIS PROCESS.**

**You will have a chance to change mistakes during the process. OR after you complete the process, you are welcome to contact the OLCS support desk for assistance should you have the need.**

Alcatel-Lucent - Registrant Types - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://market.alcatel-lucent.com/release/SPRegistrantTypeSvlt> Search Print

Home Bookmarks

## Registration for access to Alcatel-Lucent Customer and Business Partner Portals

### Do you need to register ?

Our [Product Catalog](#) is available without registration. For help purchasing Alcatel-Lucent products and services, [Contact us](#).

Former [Alcatel Business Partners](#) should access the extranet for their respective program. Customers who need support on former Alcatel products should use the [Alcatel Global Support](#) site.

› Please choose North American Business Partner option if you are a current North America Business Partner (Distributor, System Integrator or reseller with a signed Channel contract).

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 company's relationship with Alcatel-Lucent.

- Customer**  
For customers who have active warranties, contracts, agreements or other business arrangements for sales or services.
- North American Business Partner**  
The North America Business partner Program is exclusive to the North America Region (do not register here if you are not a resident of the U.S. and Canada).
- Global Business Partner**  
For distributors, system integrators, resellers and service providers as resellers. Requires an active [Advantage Business Partner](#) contract or other legal agreement.
- Industry Analysts**  
Industry analysts perform and publish research on the trends, technologies, products, regulatory issues, and end-user needs and behaviors within the telecommunications/networking industry. Analysts who evaluate the investment potential of technologies or companies in the telecommunications/networking industry are considered financial analysts and should refer to the publicly available information on the Investor Relations webpage.
- Training and Other**  
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.

### Accept terms of use

Do you acknowledge that you have read and accept our "[Terms of use](#)"?

**Yes, I accept the [Terms of use](#).**

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Click on 'Customer' and 'Yes, I accept the Terms of use.'

#### 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.

Alcatel-Lucent - Authentication Form - SeaMonkey

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Back Forward Reload Stop <https://market.alcatel-lucent.com/release/SPAAuthenticationFormSvlt> Search Print

Home Bookmarks

## Registration

### Provide business identification

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

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

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Your individual email address will be your user ID. (User ID information)

\* E-mail address  **Remember to use your company's corporate email address**

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Please provide your contact numbers with your country code, e.g. +1 630 218 7688 +44 20 755 9191

\* Phone   
Fax   
Mobile number

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

I am a residential customer.

\* Company  **Remember to use your company name – Not initials, abbreviations, etc.**

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

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



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.

Alcatel-Lucent - eMail Authentication - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://market.alcatel-lucent.com/release/SPEmailConfirmationSvlt> Search Print

Home Bookmarks

Alcatel-Lucent  Worldwide [Change] | English - Français 

Home | Contact Us  Search

Solutions Products Services Innovation Support About Us

**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 [john.public@company.com](mailto:john.public@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.

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

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

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**You will now receive an email with your Validate Code in it (see following slide). Click on the hyperlink OR copy the link to your internet browser, then input your validation code to complete your registration.**

**IF you do not receive your validation email, check your spam filter and with your Email Admin to see if it was caught in the filter.**

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.

Done

-----Original Message-----

From: Alcatel-Lucent.com [mailto:[iCare@alcatel-lucent.com](mailto:iCare@alcatel-lucent.com)]  
Sent: Monday, July 27, 2009 12:06 PM  
To: maureen@emns.com  
Subject: Second Attempt: Your Alcatel-Lucent.com Registration

John Public,

You began a registration at Alcatel-Lucent.com. This is our second email to let you know that to complete your registration, you must verify that you did register for Alcatel-Lucent.com by logging in to the URL listed below:

<https://market.alcatel-lucent.com/release/SPValSvit?u=NigzNTAyNTcwMjM5QUFBMjU0> ←

**Validation Hyperlink**

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

683502570239AAA254 ←

**Validation Code**

After you have completed this step, 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. If you attempted this before, it was unsuccessful. Please try again.

If you need assistance, please call us.

The following information was provided during registration:

| Surname: Public  
| Given name: John  
| Phone number: +1-630-555-1212  
| Company: Company Name  
| Address: 123 Company Address  
| City: Company City  
| State/Province: IL  
| Country: US

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 and you will receive a cancellation notice.

If you need assistance, please call us.

Thank you,

Alcatel-Lucent Support

Inside the United States: 1 (877) 894-4647



Outside the United States: +1 (314) 909 5465

Alcatel-Lucent - Validate Authentication - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://market.alcatel-lucent.com/release/SPValSvit?u=NjgzNTAyNTcwMjM5QUFBMjU0> Search Print

Home Bookmarks

Alcatel-Lucent  Worldwide [Change] | English - Français 


Home | Contact Us  Search

Solutions Products Services Innovation Support About Us

## Registration

### Validate email address

Enter your authentication code below to continue with your registration:

Authentication Code   **Enter Validation Code from email here**

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

[Next](#)

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.

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Alcatel-Lucent - Registration Form - SeaMonkey

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Back Forward Reload Stop <https://market.alcatel-lucent.com/release/SFRRegistrationFormSvlt> Search Print

Home Bookmarks

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## 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** John  
**Middle name**  
\* **Last name** Public  
**Job title** Engineering  
\* **Job function** Engineering

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**E-mail address** maureen@emns.com  
**User Id** maureen@emns.com  
\* **Phone** +1-630-555-1212  
**Fax**  
**Mobile number**

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\* **Company** Company Name  
\* **Address 1** 123 Company Address  
**Address 2**  
**Address 3**  
**Address 4**  
\* **City** Company City  
\* **State/Province** IL  
\* **Zip/Postal code** 00000  
  
\* **Country** United States of America

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### Set password

Choose a password 8-30 characters and containing at least one number or symbol.

\* **Password**   
\* **Confirm password**

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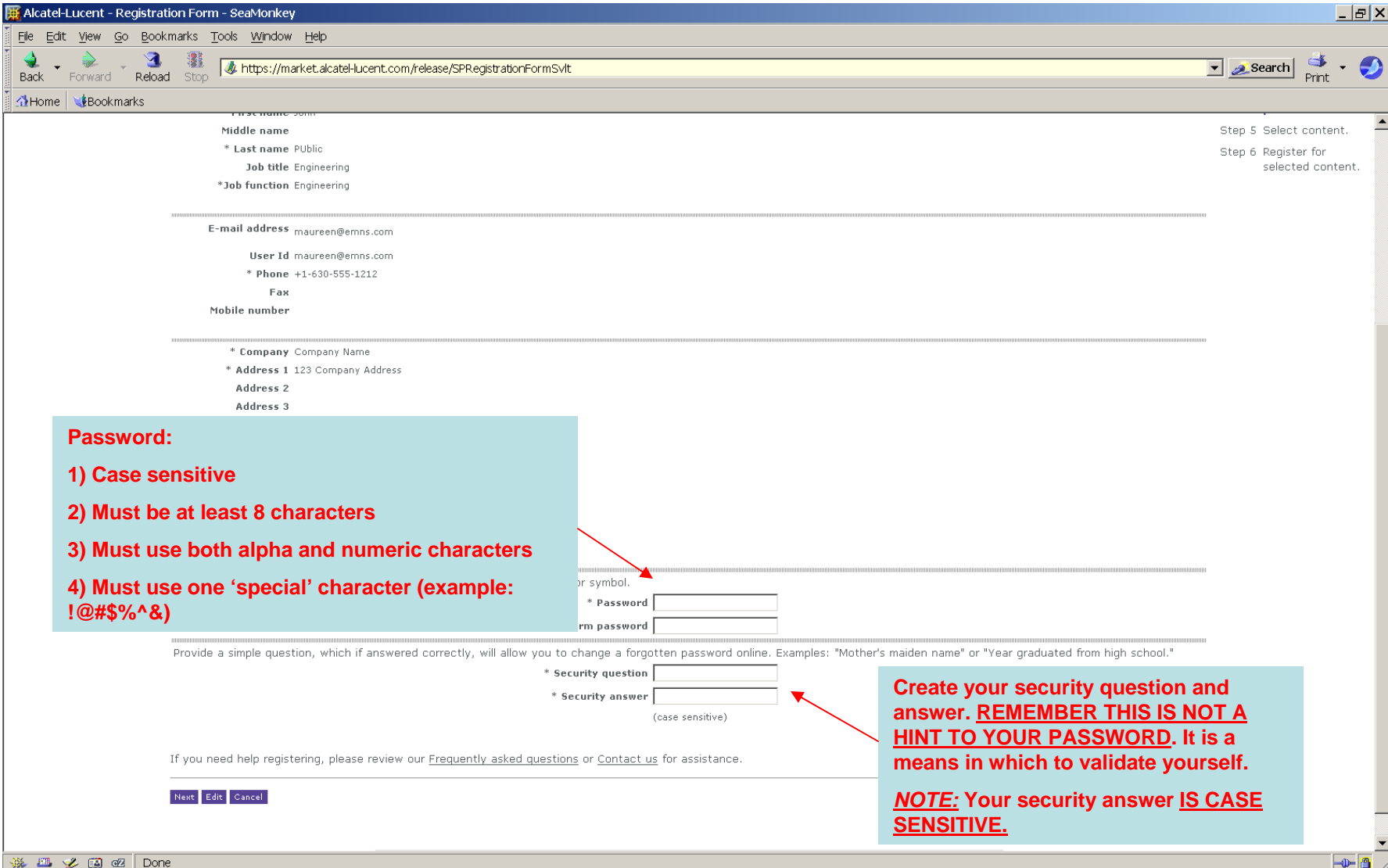
Provide a simple question, which if answered correctly, will allow you to change a forgotten password online. Examples: "Mother's maiden name" or "Year graduated from high school."

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.

Done







- Solutions
- Products
- Services
- Innovation
- Support
- About Us

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## 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.

- 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.*
- Customer support (OLCS)**  
For technical support, maintenance and all other services. *Note: Content from SWDS, OSDS, and Maintenance Tracking have been moved here.*
- MyExtranet** ← **Click on this for MyExtranet**  
For access to such services as US Repair and Return, North America Business Partner Product and Pricing catalog, Canada Repair and Return, Canada Order Status and Nebula Configurator.

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 identify and set password.
- Step 5 Select content.**
- Step 6 Register for selected content.

**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.

### MyExtranet preferences

**ATTENTION:**  
If you have not consulted with your Alcatel-Lucent Representative do not choose any additional services. **Additional services can be added after completing the registration.**

Please select for access to the MyExtranet functions desired for Alcatel-Lucent Products.

- Collaborative Project Management Service  
Please identify the specific collaborative project name
- Repair on former Alcatel products
  - Spare and Repair (Vega) for Alcatel-Lucent Europe
  - Repair Center Service for Alcatel-Lucent Canada
  - Repair and Return for Alcatel-Lucent USA
- Industry Analyst
- Alcatel-Lucent USA - Order Status Service
- Nebula Product Configurator  
Please consult with your Alcatel-Lucent Representative to confirm your need for this access
- Alcatel-Lucent Canada - Order Tracking Service
- Others

**Choose the appropriate services based on your contract, service agreement with Alcatel-Lucent. Should you need assistance with this, contact your Alcatel-Lucent representative BEFORE you begin registration.**

- 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.**

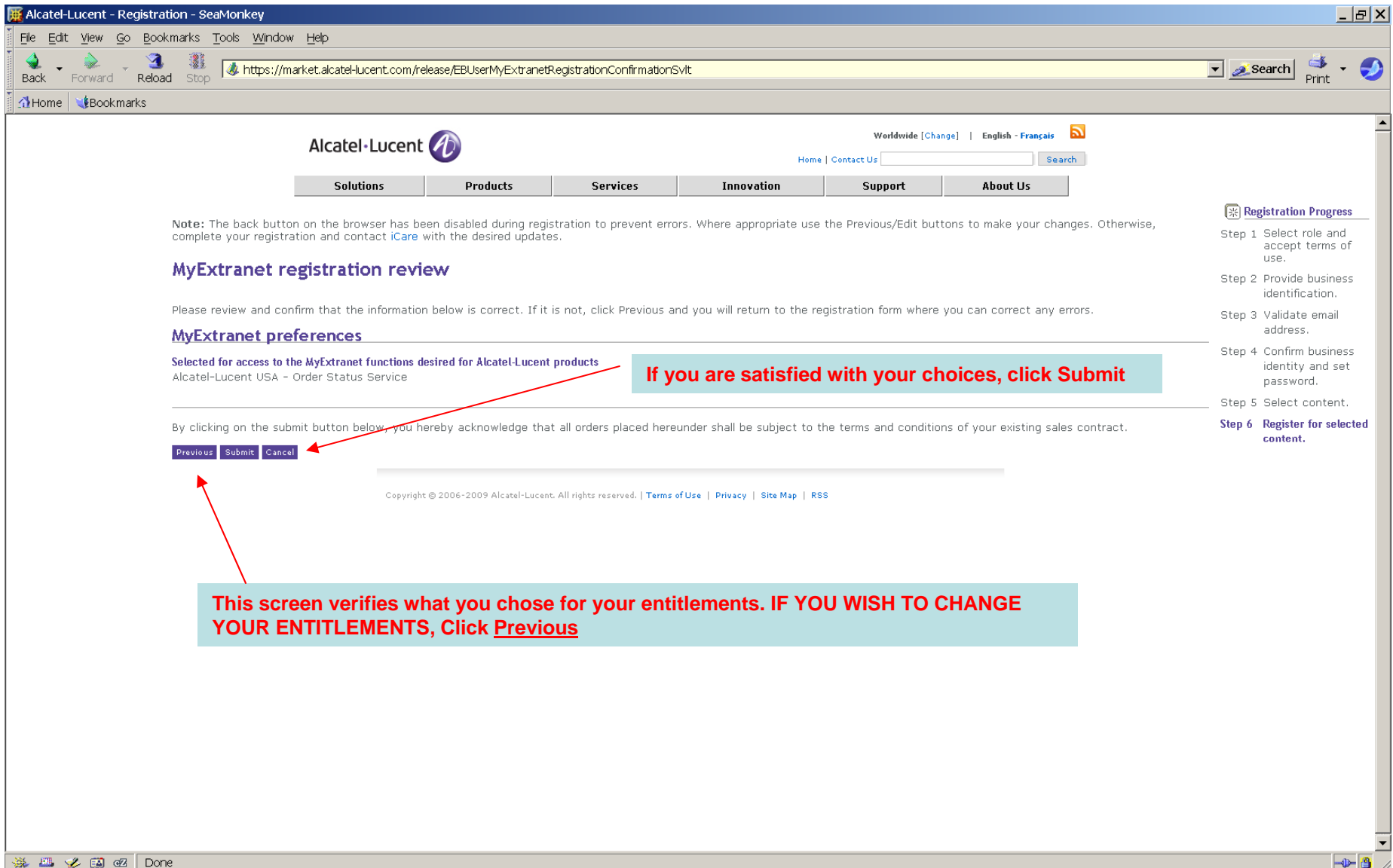
\*Customers who need access to technical documentation, software, ticketing for technical support issues (CARES), or PCNs should register for OnLine Customer Support (OLCS). To return to the menu choices, click cancel and select Customer Support and any additional content you require.

**REMINDER:**  
If you have not consulted with your Alcatel-Lucent Representative do not choose any additional services above. Please submit your request to create your account and additional services can be added after completing the registration.

If you desire additional MyExtranet access, please contact iCare at: 1 (877) 894-4647 or +1 (314) 909 5465 or [iCare@Alcatel-Lucent.com](mailto:iCare@Alcatel-Lucent.com).

You can personalize your MyExtranet access once logged into the Customer/BusinessPartner Center, by accessing My Profile.

If you need help registering, please [Contact us](#) for assistance.



Worldwide [Change] | English - Français

Home | Contact Us  Search

- Solutions
- Products
- Services
- Innovation
- Support
- About Us

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### MyExtranet registration review

Please review and confirm that the information below is correct. If it is not, click Previous and you will return to the registration form where you can correct any errors.

#### MyExtranet preferences

Selected for access to the MyExtranet functions desired for Alcatel-Lucent products  
Alcatel-Lucent USA - Order Status Service

**If you are satisfied with your choices, click Submit**

By clicking on the submit button below, you hereby acknowledge that all orders placed hereunder shall be subject to the terms and conditions of your existing sales contract.

[Previous](#) [Submit](#) [Cancel](#)

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**This screen verifies what you chose for your entitlements. IF YOU WISH TO CHANGE YOUR ENTITLEMENTS, Click Previous**

#### 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.**

Alcatel-Lucent - Registration Acknowledgement - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop [https://market.alcatel-lucent.com/release/SPRegisterStateSVlt?principalId=5021500628SP\\_CACHE\\_ID=82561311248716699426&SP\\_APP\\_ID=10&regType=cu&register\\_status=3](https://market.alcatel-lucent.com/release/SPRegisterStateSVlt?principalId=5021500628SP_CACHE_ID=82561311248716699426&SP_APP_ID=10&regType=cu&register_status=3) Search Print

Home Bookmarks

Alcatel-Lucent  Worldwide [Change] | English - Français 

Home | Contact Us  Search

Solutions Products Services Innovation Support About Us

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## Acknowledgement

Thank you for registering with the Alcatel-Lucent Customer/BusinessPartner Center.

Your request has been received. The standard turnaround time for approval is two business days. If you registered for different areas of the Customer Center, you may receive multiple approval emails.

Please record and secure the login id, password and the security answer from your registration form.

**Note** that the **password** is case sensitive.

If you have questions, [Contact Us](#) for assistance.

The Alcatel-Lucent Customer Center Team

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

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**PLEASE remember, normal turn around is 2 business days for a basic account. Accounts requesting additional entitlements/services may take more depending on what is chosen and who needs to approve/reject the requested entitlements and/or services.**

Done

**Questions?**

**Please call or email:**

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

**866-582-3688 option 7**

**630-218-7688**