Registration for MyExtranet

Alcatel-Lucent.com
July 27th 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 - having a login.

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.

Registered User Login
User Name
Password
By clicking on the login button, you agree to the Terms of Use.

If you agree
Login
Otherwise
Go Back

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
• Help with Problems?

Click on Register for Access
Click on ‘Customer’ and ‘Yes, I accept the Terms of use.’
Registration

Provide business identification

Required fields are marked with an asterisk (*).

First name: John
Middle name:
Last name: Public
Job title: Engineering

Job function: Engineering

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

E-mail address: john.public@company

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

Phone: +1-630-555-1212
Fax:
Mobile number:

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

I am a residential customer

Company: Company Name

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

Address 1: 123 Company Address
Address 2: 
Address 3: 
Address 4: 
City: Company City
State/Province: 
Zip/Postal code: XXXXX

Country: United States of America

Remember to use your company’s corporate email address

Remember to use your company name – Not initials, abbreviations, etc.
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.
Validation Hyperlink

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/SPValSoftV=3rNghzTAvHTcoxMvF5Q0F5MU0

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

683502570239AA254

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: | +1-830-655-1212 |
| 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
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.
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

E-mail address maureen@mnn.com
User ID maureen@mnn.com
* Phone +1-630-555-1212
Fax
Mobile number

* 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

Set password

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

* Password
* Confirm password

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."
Password:
1) Case sensitive
2) Must be at least 8 characters
3) Must use both alpha and numeric characters
4) Must use one 'special' character (example: !@#$%^&)

Create your security question and answer. REMEMBER THIS IS NOT A HINT TO YOUR PASSWORD. It is a means in which to validate yourself.

NOTE: Your security answer IS CASE SENSITIVE.
Note: The back button on the browser has been disabled during registration to prevent errors. Where appropriate use the Previous/Next 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.

- 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 SWIS, OLCS, and Maintenance Tracking have been moved here.)

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

If you are satisfied with your choices, click Submit
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.

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
Questions?
Please call or email:
olcshelp@alcatel-lucent.com
866-582-3688 option 7
630-218-7688