Online customer support (OLCS) registration

online customer support portal registration steps
10-02-2016
Register to gain full online customer support benefits

• OnLine Customer Support provides 24x7 access to support information & tools to assist you in managing and maintaining your network.

• Access to information & tools is governed by your business relationship with Nokia

• Content will vary based on product and availability.
1. Click ‘New user?’ on https://market.alcatel-lucent.com
   Or Select ‘Register for access’ https://support.alcatel-lucent.com/portal/web/support
2. Follow registration progress steps:
3. Receive email confirmation of your registration and site access privileges within two business days or less.

Need Help while registering?
- From within the US: 1 (866) 582-3688, prompt 7.
- From outside the US: 1 (630) 224-9000.
- Contact your regional Global Welcome Center and select prompt 7.
- Email: icare@nokia.com or use the site’s Contact Us form.
- Use this contact information for OLCS registration questions, access issues, password resets, navigation inquiries etc.

Your registration profile data will be used to pre-populate forms and customize your web view.

We will automatically grant access across the full spectrum of service agreements to which you are entitled. If you believe we have overlooked something, you can select Upgrade Registration.
Registration process steps
Step 1: select role and accept terms of use

Select role

Which term best describes your business relationship with Nokia.

- **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.

- **Supplier**: For supplier requiring access to invoicing, inventory and demand reports, inventory rebalancing, claims and other features of Supply Chain Portal (SCPortal)

- **Training**: For use if you have no other business arrangements with Nokia. 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 Nokia.

Accept terms of use

Do you acknowledge that you have read and accept our “Terms of use”?

- Yes, I accept the Terms of use.

Accept terms of use and click ‘Next’ to proceed.

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.

Note: Because you are required to validate your email address and select your own password and security question & answer, self-registration is required.

Your sales representative or company contact is not able to register for you.
Step 2: provide business identification

Enter business identification information and click ‘Next’ to proceed.

Your individual E-mail address will be your User ID. Please use your corporate e-mail address.

Based on your corporate email domain, a list of possible companies may appear in the Company pulldown for your selection.

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Registrations from ISPs (yahoo, hotmail, etc.) will not be accepted for corporate customers. This is for the protection of your company’s sensitive network and support information.

Mandatory fields are marked with an asterisk (*)
Step 3: validate email address

As a security precaution, Nokia will send a validation email for your response to the e-mail address you provided in Step 2.

To prevent others from misusing your email address, an email containing an authentication code has been sent to you at kenneth.tester@testcomp.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.

You will be asked to validate that the email address you provided is valid. Enter the Authentication Code from the email and click 'Next' to proceed.

Nokia will store your pending registration for five days.
• If someone used your email without your knowledge, take no action; registration will expire in 5 days.
• If you intended to register but forget to authenticate your code, registration will expire in 5 days and you will need to start the registration process over.
• You will receive a reminder if you do not authenticate.
Step 4: Confirm Business Identify and Set Password

After you validate your authentication code, you will be asked to confirm your business identification entries from Step 2. You will also be asked to set your password and select a security question.

The security question and answer you provide can be used later to reset your own password online.

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 5: select content

Select Customer Support (OLCS) content.

You will be automatically subscribed to Alerts and Site Announcements. If you don’t wish to receive either of these, uncheck the box.

Click ‘Next’ to proceed.

NOTE: ‘Subscribe me to Alerts’ will conveniently enter your Alerts subscription. We will subscribe you to all Alert types and urgencies for your entitled products. Types of Alerts include Maintenance, Informational, Life Cycle, Security, PCN and Documentation. Alert Urgencies include: High, Medium and Low. You can modify your Alert selections at any time via the Alerts page on OLCS or from ‘My Subscriptions’ on the “My Customer Support” home page. Your region will be defaulted based on the country entered in the registration process.
Registration acknowledgement and assistance

Your registration request will be acknowledged:

**Acknowledgement**

Thank you for registering with the Nokia Customer/Partner Center.

If you registered for General Access, you are able to log into the Nokia Portals immediately. For all other registrations, the turnaround time for approval is two business days or less. You will receive an email confirmation when your registration is approved and your account is available for log in. If you registered for different areas of the Customer Center, you may receive multiple approval emails.

Please record your login id, password and security answer from your registration form. Note that your password is case sensitive.

If you have questions, please Contact Us for assistance.

The Nokia Customer Center Team

Within two business days, you will receive email confirmation from Nokia of your registration approval and site access privileges.

If you require registration assistance:

- From within the US: 1 (866) 582-3688, prompt 7
- From outside the US: 1 (630) 224-9000
- Contact your regional Global Welcome Center and select prompt 7
- Email: icare@nokia.com or use the site's Contact Us form

Use this contact information for OLCS registration questions, access issues, password resets, navigation inquiries etc.
How to Request Additional Entitlements

We will automatically grant access across the full spectrum of service agreements you have with Nokia. If you feel our records have missed something, please select ‘Upgrade Registration’.

Also, to add additional product(s) under warranty for which you have \textit{not purchased} a service agreement, please select ‘Upgrade Registration’.

How to Add OLCS to Existing ‘Extranet’ Account

If you have an Nokia ‘Extranet’ account (Partner, Supply Chain, My Extranet) and would like to add OLCS, do not request a new account.

- OLCS permissions can be added to your existing account.
  - Log in with your existing account and select ‘Upgrade Registration’ on the OLCS home page https://support.alcatel-lucent.com
  - Complete brief registration process.