

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.

Registration overview

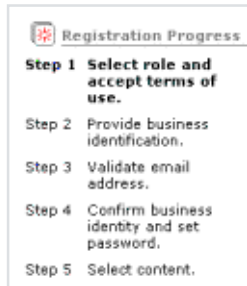
1. Click 'New user?' on <https://market.alcatel-lucent.com>



2. Or Select 'Register for access' on <https://support.alcatel-lucent.com/portal/web/support>

Login/register
Login to account >
Register for access >

3. Follow registration progress steps:



You will be asked to enter an authentication code that will be emailed to you.

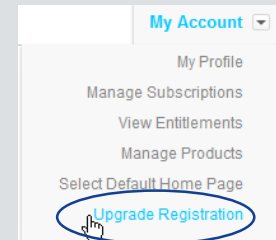
4. Receive email confirmation of your registration and site access privileges within two business days or less.

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.

Select
Customer

- 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 (SCPportal)
- 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
and click
'Next' to
proceed

Accept terms of use

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

Yes, I accept the Terms of use.

NEXT

CANCEL

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.

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.

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 Nokia, 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

Please provide your contact numbers. Do not enter your country code, as system will populate this for you. Examples: 630 218 7688, 20 755 9191

CC Number Extension

* Phone

Fax

Mobile number

You will be given the opportunity to review your registration information, so please do not hit the Back button after proceeding to the next page. Using the browser Back button after selecting "Next" may cause an error in your registration.

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

NEXT CANCEL

Mandatory fields are marked with an asterisk (*)



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 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.

Validate email address

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

Validate email address

Enter your authentication code below to continue with your registration:

Authentication Code

NEXT

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 forgot 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.

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 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.

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** Marge
* **Middle name**
* **Last name** Dady
* **Job title** Customer support
* **Job function** Customer service / Support

E-mail address mdady@alcatel-lucent.com
User Id mdady@alcatel-lucent.com
* **Phone** 630-224-2090
* **Fax**
Mobile number

* **Company** Test Company
* **Address 1** 2701 Enterprise Dr
Address 2
Address 3
Address 4
* **City** lisle
* **State/Province** IL
* **Zip/Postal code** 60532

* **Country** United States of America

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.

Set password

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

* **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 "Favorite childhood pet".

* **Security question**
* **Security answer**
(case sensitive)

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

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

NEXT **EDIT** **CANCEL**

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.

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.

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 Progress

- Step 1 Select role and accept terms of use.
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 - Step 4 Confirm business identity and set password.**
 - * Step 5 Select content.
- St

Click 'Next' to proceed.

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 *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.

Sign into OLCS and select 'Upgrade Registration' under My Account:



OR go to: My Profile > Customer Support > Customer Support Registration

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