Quick Reference Guide (QRG)

How To Register and Login to the Nokia Support Portal and Partner Portal

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How to set up your individual account with Nokia

Register on the Nokia Support Portal

Go to: www.partners.nokia.com/s/

1. Click New User?
2. Fill in the fields on the User Registration page using your business email address
3. Click Continue
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One-Time Password

1. Locate an email from portal.support@nokia.com with your One-Time Password
2. Copy your One-Time Password from the email
3. Paste your One-Time Password into the One-Time Password field

Check your email spam folder if you cannot find this email in your inbox
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Fill in account request form

1. Indicate your relationship with Nokia to ensure that your Support Portal account is processed properly. Select “Partner” otherwise you will not receive access to the Nokia Partner Portal.

2. Company name
   a) If the Support Portal recognises your email domain, it will display a list of company names that are already registered on the Support Portal.
      • Select your company name
      • If the drop-down list does not include your company name, select ‘Other’ and input your company name
   b) If the Support Portal does not recognise your email domain, it will not be able to display your company name.
      • Input your company name

3. Provide your user details

4. Click “Submit”
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Look for emails from Nokia

You will receive three emails from portal.support@nokia.com

1. The first email **confirms registration** and provides a **URL to the Support Portal login page**
2. The second email provides your **Username**
3. The third email provides your **temporary password**

Carefully read these emails and follow the instructions that are contained in each email in order to complete your registration process.
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Reset temporary password

1. Click on the URL in the first email (http://customer.nokia.com)
2. You will be prompted to enter your Username (second email) and your temporary password from the third email
3. You will be requested to change your old (temporary) password
4. Create a new password and confirm your new password (remember this password)
5. Click Change Password to complete registration
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Successful registration

Once you have successfully completed registration and the Support Portal recognized your company and email domain, you will automatically be directed to your Partner Portal home page.

Useful Tip:
Bookmark https://www.partners.nokia.com/s/
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If further research is needed to confirm your account

If the Support Portal did not recognise your company and email domain, you will be redirected to a Partner Portal page that informs you that you have limited access. Based on the information you provided during registration, your account could not be associated to an active Partner company. Nokia is researching your user registration in order to associate the right account and you will be notified by email of the outcome.
How to navigate from Partner Portal to Support Portal and vice versa
Navigate from Partner Portal to Support Portal (1/2)

https://www.partners.nokia.com/s/

From the **Partner Portal**
https://www.partners.nokia.com/s/

1. Click on the tab **Support Portal**
2. Click on the **Services** tab
Navigate from Support Portal to Partner Portal

From the **Support Portal:**

1. Click on the **Services** tab
2. Click on the **Partner Portal** tile which will direct you to the Nokia Partner Portal
Assistance
Technical Assistance

For assistance, send email to: gss.partnersupport@nokia.com

• Your Name (requester)
• Your Phone Number (optional) in case of urgent need
• Full name of Partner company
• Your country of residence
• Clear description of the query or problem (screenshots with URLs if possible/relevant)
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