

**NOKIA**

# Nokia Learning & Development Hub

[Support Portal](#) Log-In Instructions

NokiaEDU



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# Nokia's Support Portal

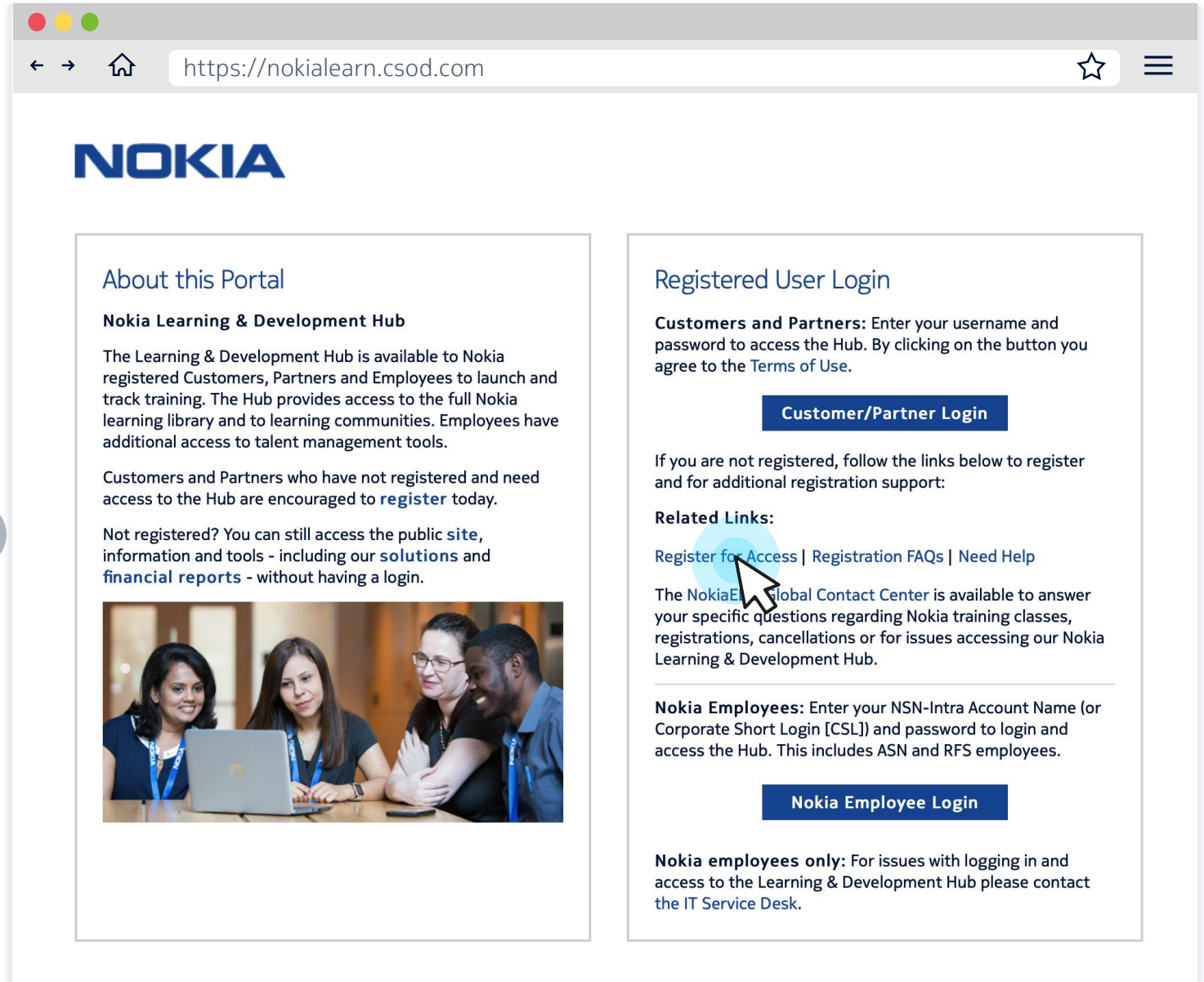
The Support Portal is the database and validation system that allows external users, after registration and approval, access to Nokia's Learning & Development Hub.

1.

Go to the Nokia Learning & Development Hub and Register for Access under the Related Links section.

Access the NLDH here 

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## NOKIA


### About this Portal

#### Nokia Learning & Development Hub

The Learning & Development Hub is available to Nokia registered Customers, Partners and Employees to launch and track training. The Hub provides access to the full Nokia learning library and to learning communities. Employees have additional access to talent management tools.

Customers and Partners who have not registered and need access to the Hub are encouraged to [register](#) today.

Not registered? You can still access the public [site](#), information and tools - including our [solutions](#) and [financial reports](#) - without having a login.



### Registered User Login

**Customers and Partners:** Enter your username and password to access the Hub. By clicking on the button you agree to the [Terms of Use](#).

[Customer/Partner Login](#)

If you are not registered, follow the links below to register and for additional registration support:

**Related Links:**

[Register for Access](#) | [Registration FAQs](#) | [Need Help](#)

The [NokiaE Global Contact Center](#) is available to answer your specific questions regarding Nokia training classes, registrations, cancellations or for issues accessing our Nokia Learning & Development Hub.

**Nokia Employees:** Enter your NSN-Intra Account Name (or Corporate Short Login [CSL]) and password to login and access the Hub. This includes ASN and RFS employees.

[Nokia Employee Login](#)

**Nokia employees only:** For issues with logging in and access to the Learning & Development Hub please contact the IT Service Desk.

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# Use the Support Portal to Register for Access

2.

Click New User and complete the fields on the User Registration Page

- Use your business email address

Then, Click Continue

Log in

Forgot Password? New User? Contact Us

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### User Registration

Please use your business email address when registering. An email confirmation will be sent to that account.

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\* First name:

\* Last name:

\* Email address:

\* Country:

\* Work phone:  *i*

Continue Cancel

> Next

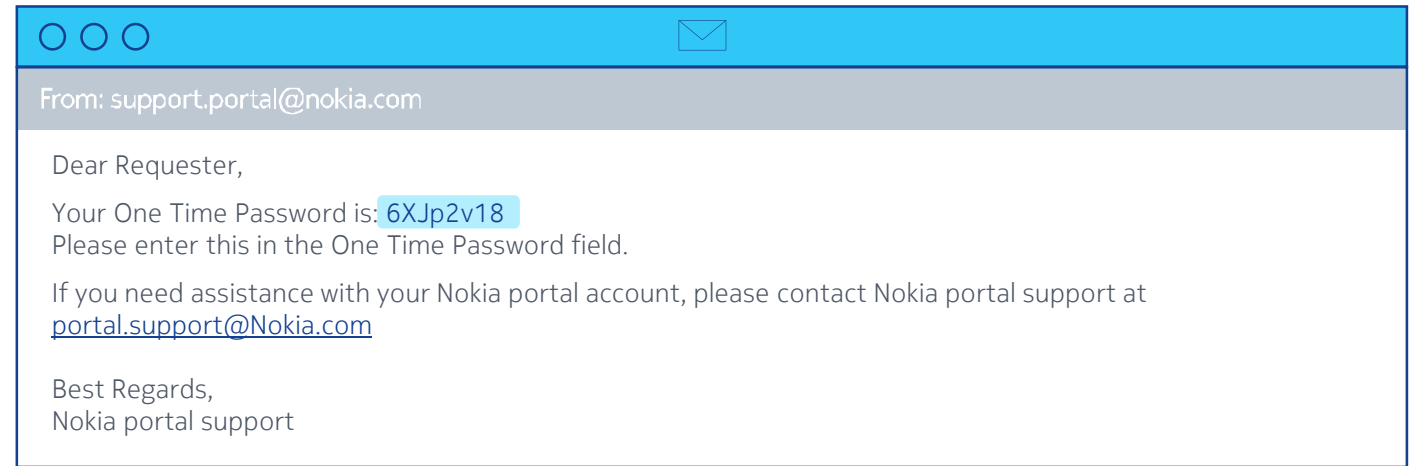
# Temporary Password Access

3.

You will receive an email from portal.support@nokia.com with your One-Time Password

- Copy your One-Time Password from the email
- Paste your One-Time Password into the One-Time Password field

Check your email spam folder if you cannot locate your mail in your inbox



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## New account registration takes place as follows:

- Your email address is verified using a One Time Password (OTP) sent to the email address you have provided.
- If you are an existing user, you will be able to retrieve your account and password.
- If you are new to the portal, you will be asked to provide the required account information in a second registration step and then your account details will be sent to you once created.

## Email verification

- Please enter the verification code received to your email ID and click "Validate".

## One Time Password:



Validate

Cancel

Please Refer to the [user guide](#) for more details

If you do not receive this code in 3 minutes, please [click here](#) to resend it.



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# Complete Account Request Form

4.

Kindly indicate your relationship with Nokia to ensure that your Support Portal account is processed properly.

Select “Yes” under the training portal access section.

## Your Company

The Support Portal may recognize your email domain and display a list of Company names that are already registered on the Support portal.

If the Support Portal does not recognize your email select “Other” and input your Company name.

If the Support portal does not recognize your email domain, it will not be able to display your Company name.

- Input your Company name

\* If you are new to the portal, you will be asked to provide the required account information in a second registration step and then your account details will be sent to you once created.

## Select your relationship with Nokia

Please define your relationship with Nokia. Your account will be created on this basis. If you don't know your relationship, please check with your Nokia contact.

\* Relationship:

## \*Do you require access to the training portal?

☒ Yes ☐ No

## Your company

Please provide your company name. If you don't know under what name your company is registered with Nokia, please check with your Nokia contact.

\* Company name:

## Accept the legal terms

We ask you to read and accept our Legal Terms in order to register you. All data submitted during this registration will be handled according to our privacy policy.

☒ I accept the legal terms of this site ☐ I do not accept the legal terms of this site

## Enter your personal information

Please provide information about yourself. All mandatory fields as indicated by a red asterisk must be completed to continue. Please all the phone numbers with country code in format: +0000000000.

### User details

\* First name:   
\* Last name:   
\* Address:   
\* Country:   
\* State:   
\* City:   
\* Postal code:   
\* Work phone:   
\* Mobile phone:   
\* Email:   
\* Time zone:

Submit

Cancel

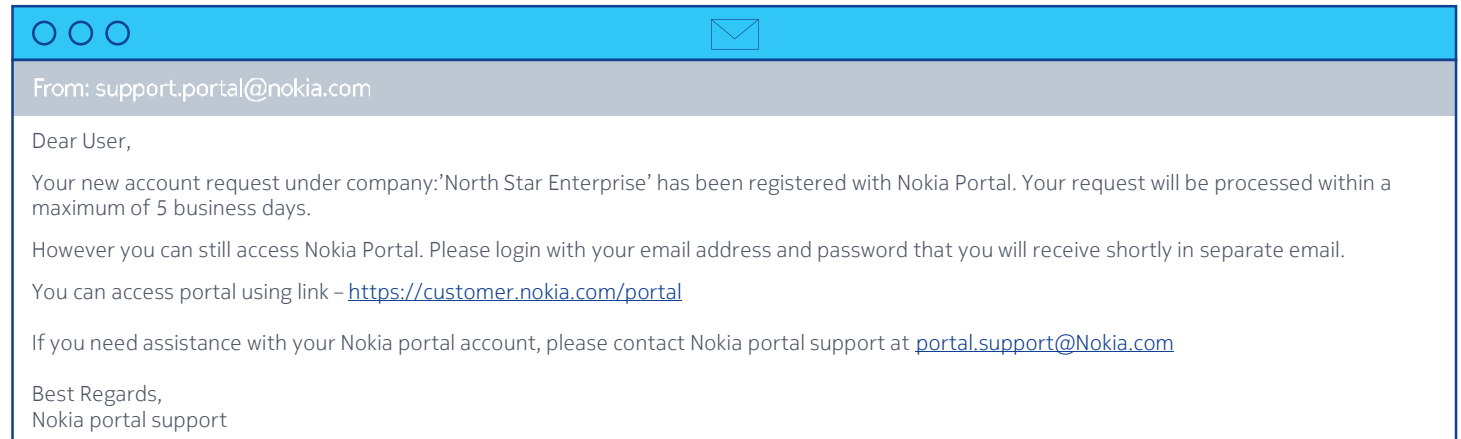
# Completing Access and the Registration Process to the Support Portal

## Emails containing Support Portal URL, Username and Password

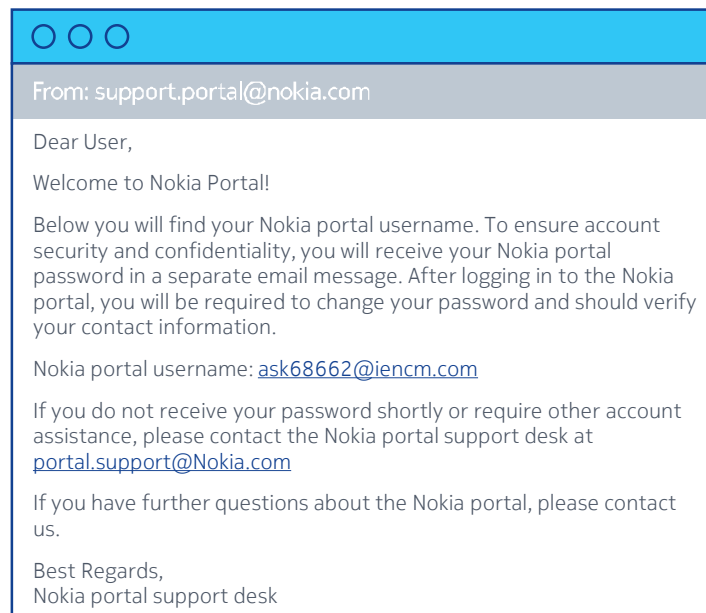


You will receive three emails from support.portal@nokia.com. Carefully read all three emails and follow the instructions that are contained in each email in order to complete your registration process.

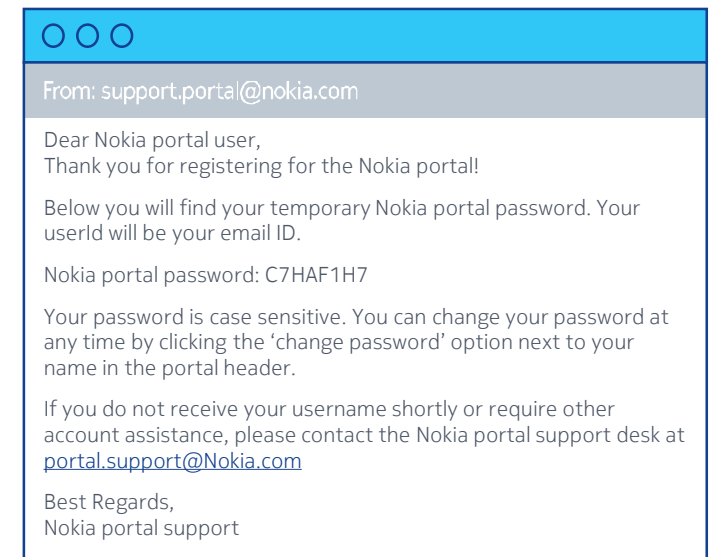
The first email confirms registration and provides a URL to the Support portal login page to continue with setting up your account



The second email provides your Username



The third email provides your temporary password



# Create your own Password to the Support Portal

5.

Input the temporary password from your third email

Create a new password and confirm your new password

Click Change Password to complete your login to the Support portal

Once you enter your new password the system will automatically log you into the Support Portal to synchronize your account into our System.

Please log-out of the Support Portal and return to the Learning & Development Hub and click on “Customer/Partner Login”.

### Password Change Request

**ask68662@iencm.com** please change your current password before continuing.

Old Password\*

New Password\*

Confirm New Password\*

Change Password

Clear this form

Your password must follow these criterias:

- Minimum length 8 characters
- Includes minimum of one letter and non-alphabetic character
- Includes minimum of one number character
- 10 last passwords cannot be used

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Now you can log in by clicking this button

[Access Here](#)

