New registration process walkthrough
Explanation of the Applications / Services available for access

Nokia end users are offered access to the different portals/applications based on their needs:

- **Nokia Support Portal** offers easy and secure access to various services such as product documentation, software downloads and case handling along with many others for Nokia Customers.
- **Nokia Partner Portal** provides access to the relevant knowledge resource and tools for system integrators, value-added resellers, distributors, indirect resellers, and service providers acting as resellers who have an active Partner Agreement or other legal agreement with Nokia.
- The Nokia **Supply Chain Portal** is a web-based technical platform that integrates Nokia organizations, trading partners, and eMarket places to create realtime global visibility and decision-making control over the virtual supply chain. The SC Portal is a gateway to information, applications, global data and defines common processes across Nokia's virtual trading community.
- Nokia 'Learning & Development Hub' is a **Training Portal** available to Nokia registered customers, partners and employees to launch and track training.
- **Nokia Deploy (NDPd)** is a deploy application used for Project and Implementation purposes.
- **Cover** and **EEPT** tools are used for business transactions such as orders, order changes, order confirmations, and invoices.
- **TS Helper**
- **EMS Price Management Application tool (EPMA)** is a global tool to support price management for all assembled items purchased. The Portal tool is the web-based application that allows for on-line collaboration of data analysis and approvals with the EMS teams.
Smother navigation and access to support

Support Portal
- Access to the portal login page

Partner Portal
- Access to the portal login page

Training Portal
- Access to the portal login page

General FAQs
- Link to General FAQ

Registration Guide
- Link to Registration QRG

Report an issue
- Link to portal support email

Mechanism introduced to allow user to return to the page where the registration process was initiated.

Easier access to support provided throughout the registration pages.
Start your registration

If you are looking to access Support Portal, Supplier Access or Other Services begin at https://customer.nokia.com/

1. select Support Portal

2. Click Login

3. A) Click New User

If you are looking to access Partner Portal begin at https://www.partners.nokia.com/s/ and start from step

3. A) Click New User

If you are looking to access Training Portal only begin at https://nokialearn.csod.com/ and start from step

3. B) Click Register for Access
Fill in Portal Registration page... 1/2

4. Fill in the fields on the Portal Registration page – use your official work email address

5. Click "Send OTP".
   - This will display additional information on the page and a text field to input the "One Time Password".

Note: Leave the browser window open while you receive the One Time Password via email. If you close your browser before the registration process is complete, you will need to start over.
6. You will receive an email from portal.support@nokia.com containing a One Time Password. If you don’t find the OTP email in your inbox, please check your spam folder – it may have accidentally been sent there. Highlight and copy the OTP from the email and enter it on the Portal Registration page.

7. Click the "Verify and Continue" button for authentication.

Note: If you have not received the OTP or need a new one, choose “Click here” to resend it.
Account request steps differ depending on the Access Selection.

1. Select the Application you need access to

**Note:** In case of "Supplier Access" and "Other Services", additional Service Selection menu is displayed where you will need to further select the service that you require.

After selecting the application/service, you will be prompted (pop-up window) with a short description of the chosen Application. Click "OK" to continue. If the displayed application is not correct, you still have the option to re-select another application.
2. Indicate if you need access to Nokia training portal. Selecting “no” does not stop you from requesting access to the Nokia training portal in the future.

Note exceptions: This step is not visible for users registering to Partner Portal or Training Portal, as training is enabled for these by default, nor for users requesting access to TSHelper or EPMA, as training is not available for these service selections.
3. Select your company name

• If the system can match your email domain to a company name already in the Nokia database, it will display the corresponding company names in the dropdown list.

• If you cannot find your company name from the list, choose the option **Load Others**. Then, choose the country of the company and the name of the company you work with.

• If you still cannot find it in the list, choose **Other**, and a text field will be displayed for you to **input your company name**. In this case, it is also mandatory to add your Nokia contact person email address.

**Note exceptions:** This step is not visible for TSHelper and EPMA as it is not required for these service selections.
4. Add your Nokia Contact Person email address.

5. Accept the terms of use (default selection).

6. Complete the contact information section.
   Provide your business address and make sure all fields have been filled in accurately.

7. Click "Submit".
Emails containing portal URL, Username and Password

You will receive a confirmation Email from portal.support@nokia.com after you have completed registration.

When your account is ready, you will receive emails containing your username and your initial password.

Note: Manual approval may take up to five business days (if auto-approval is not enabled).
Logging on
Reset initial password

Use the URL received by email to login to the portal

1. Enter your username and initial password that you received in separate emails

2. On first login, you must reset your password from the initial password that was assigned by the system. The system will automatically prompt you to do this. Follow the requirements for your new password as shown on the page and click "Change Password"

3. The system will direct you to the portal

Useful Tip: Bookmark the URL received by email in browser