Nokia Learning & Development Hub

Support Portal Log-In Instructions

NokiaEDU
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 ➤
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.
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

Dear Requester,

Your One Time Password is 6Xp2v18

Please enter this in the One Time Password field.

If you need assistance with your Nokia portal account, please contact Nokia portal support at portal.support@Nokia.com

Best Regards,
Nokia portal support

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.
**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
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

From: support.portal@nokia.com
Dear User,
Your new account request under company: ‘North Star Enterprise’ has been registered with Nokia Portal. Your request will be processed within a maximum of 5 business days.
However you can still access Nokia Portal. Please login with your email address and password that you will receive shortly in separate email.
You can access portal using link – https://customer.nokia.com/portal
If you need assistance with your Nokia portal account, please contact Nokia portal support at portal.support@Nokia.com
Best Regards,
Nokia portal support

The second email provides your Username

From: support.portal@nokia.com
Dear User,
Welcome to Nokia Portal!
Below you will find your Nokia portal username. To ensure account security and confidentiality, you will receive your Nokia portal password in a separate email message. After logging in to the Nokia portal, you will be required to change your password and should verify your contact information.
Nokia portal username: ask68662@ienom.com
If you do not receive your password shortly or require other account assistance, please contact the Nokia portal support desk at portal.support@Nokia.com
If you have further questions about the Nokia portal, please contact us.
Best Regards,
Nokia portal support desk

The third email provides your temporary password

From: support.portal@nokia.com
Dear Nokia portal user,
Thank you for registering for the Nokia portal!
Below you will find your temporary Nokia portal password. Your user id will be your email ID.
Nokia portal password: C7HAF1H7
Your password is case sensitive. You can change your password at any time by clicking the ‘change password’ option next to your name in the portal header.
If you do not receive your username shortly or require other account assistance, please contact the Nokia portal support desk at portal.support@Nokia.com
Best Regards,
Nokia portal support desk
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”.

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

Now you can log in by clicking this button