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

https://nokialearn.csod.com
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

User Registration

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

* First name: 

* Last name: 

* Email address: 

* Country: - Select -

* Work phone: 

Continue Cancel
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 6XJp2y18
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.

If you are a subcontractor or supplier you would need to indicate your Primary Application.

Do you require access to the training portal? Select “Yes”

Your company:
Click on the drop down and select your Company. If you do not see your company name then select “Other”. The system will refresh and you will be able to enter your Company Name.

Contact Person at Nokia.
If you have a Nokia Contact Person you would enter their e-mail address

Accept the legal terms:
Click beside “I accept the legal terms of this side”

Enter your personal information

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.

User details

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

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:

<table>
<thead>
<tr>
<th>From: <a href="mailto:support.portal@nokia.com">support.portal@nokia.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dear User,</td>
</tr>
<tr>
<td>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 – <a href="https://customer.nokia.com/portal">https://customer.nokia.com/portal</a>.</td>
</tr>
<tr>
<td>If you need assistance with your Nokia portal account, please contact Nokia portal support at <a href="mailto:portal.support@Nokia.com">portal.support@Nokia.com</a></td>
</tr>
<tr>
<td>Best Regards,</td>
</tr>
<tr>
<td>Nokia portal support</td>
</tr>
</tbody>
</table>

The second email provides your Username:

<table>
<thead>
<tr>
<th>From: <a href="mailto:support.portal@nokia.com">support.portal@nokia.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>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: <a href="mailto:ask68662@ienom.com">ask68662@ienom.com</a> If you do not receive your password shortly or require other account assistance, please contact the Nokia portal support desk at <a href="mailto:portal.support@Nokia.com">portal.support@Nokia.com</a>. If you have further questions about the Nokia portal, please contact us.</td>
</tr>
<tr>
<td>Best Regards, Nokia portal support desk</td>
</tr>
</tbody>
</table>

The third email provides your temporary password:

<table>
<thead>
<tr>
<th>From: <a href="mailto:support.portal@nokia.com">support.portal@nokia.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dear Nokia portal user, Thank you for registering for the Nokia portal! Below you will find your temporary Nokia portal password. Your userid 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 <a href="mailto:portal.support@Nokia.com">portal.support@Nokia.com</a></td>
</tr>
<tr>
<td>Best Regards, Nokia portal support</td>
</tr>
</tbody>
</table>

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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

Your password must change your current password before continuing.

Old Password
New Password
Confirm New Password

Change Password
Clear this form

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 link below to register and for additional registration support.

Related Links:
Register for Access | Registration FAQs | Need Help

The NokiaEDU 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 ASK 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.