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. Fill out 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: 

* Work phone: 

Continue Cancel

Please use your business email address when registering. An email confirmation will be sent to that account.
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: 6Xzp2v18
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 the Registration Process

**Type of Relationships**

- **Customer:** For customers who have active contracts, service agreements, warranties and other business arrangements for sales or services.

- **Partner:** For system integrators, value added resellers, distributors and service providers acting as resellers who have an active Partner Agreement or other legal agreement with Nokia and who need access to the relevant knowledge resource and tools regarding the Partnership.

- **Supplier:** For suppliers requiring access to invoicing, inventory and demand reports, inventory rebalancing, claims and other features. Includes access for Supply Chain Portal (SCPortal)

- **Subcontractor:** For users who are performing work on behalf of Nokia using applications like IPM, Siteforge, Cover/EEPT, etc.

- **Independent Contractor:** For anyone performing support on Nokia products or services without an agreement with Nokia, or individuals requiring training and are not one of the previous relationships. Basic access is available with this relationship.

**Account Request Form**

Please enter details to proceed with new Nokia online account. Fields marked with * are mandatory.

**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:** Please select your relationship with Nokia

**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:** Please select

**Contact Person at Nokia**

**Email Address:**

*For faster processing of registration please provide your NOKIA CONTACT details*

**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**

**Time zone:** Please select
Complete the Registration Process

4. (for Customer and Partners)

a. Indicate your relationship with Nokia to ensure that your Support portal account is processed properly

b. Indicate whether or not you need access to Nokia’s training portal (for Partners, this registration is processed automatically)

c. Company name:
If the Support portal recognizes your email domain, it will display a list of relevant company names.

Select your company name if the drop-down list does not include your company name, select ‘Other’ and input your company name

If the Support portal does not recognize your email domain, input your company name

d. If you manually enter a company name, the Nokia Contact field will become mandatory to assist us in processing your request.
Complete the Registration Process

4. (for Subcontractors & Suppliers)

a. Indicate your relationship with Nokia to ensure that your Support portal account is processed, but approval could take up to 5 days.

b. Provide the application that you will be accessing via support portal. For Suppliers, please indicate whether you need SC Portal access (separate question).

c. Indicate whether or not you need access to Nokia’s training portal.

d. Company name
   - If the Support portal recognises your email domain, it will display a list of relevant company names.
   - Select your company name. If the drop-down list does not include your company name, select ‘Other’ and input your company name.
   - If the Support portal does not recognise your email domain, input your company name.

e. If you manually entered a company name, the Nokia Contact field will become mandatory to assist us in processing your request.

f. Enter your personal information

Account Request Form
Please enter details to proceed with new Nokia online account. Fields marked with * are mandatory.

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: Supplier

*Do you require access to the Supply Chain Portal (SCPortal)?
Yes No

Primary Application
IPM Siteforge IPM+Siteforge Cover/EEPT Other

*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: Please select

Contact Person at Nokia
Email Address:
For faster processing of registration please provide your NOKIA CONTACT details.

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

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Complete the Registration Process

4. (for Independent Contractors)

a. Indicate your relationship with Nokia to ensure that your Support portal account is processed but the approval could take up to 5 days

b. Indicate whether or not you need access to Nokia’s training portal

c. Enter your company name

d. If applicable, enter a Nokia contact person

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**Account Request Form**

Please enter details to proceed with new Nokia online account. Fields marked with * are mandatory.

**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: [Supplier]

**Do you require access to the Supply Chain Portal (SCPortal)?**

- [ ] Yes
- [ ] No

**Primary Application**

- IPM
- Siteforge
- IPM+Siteforge
- Cover/EEPT
- Other

**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: [Please select]  

**Contact Person at Nokia**

Email Address: [ ]

For faster processing of registration please provide your NOKIA CONTACT details

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**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
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 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 portal.support@Nokia.com

Best Regards,

Nokia portal support
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”.

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.

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

Your password must follow these criteria:

- 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

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

Now you can log in by clicking this button

Access Here

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