



# User ID Management Job Aid

## Things to Know

### What's Changing:

1. The Login Screen for ALL VPS related portals
2. Username and Password will be displayed on a separate page
3. Secret question and answer will be replaced by an email verification link

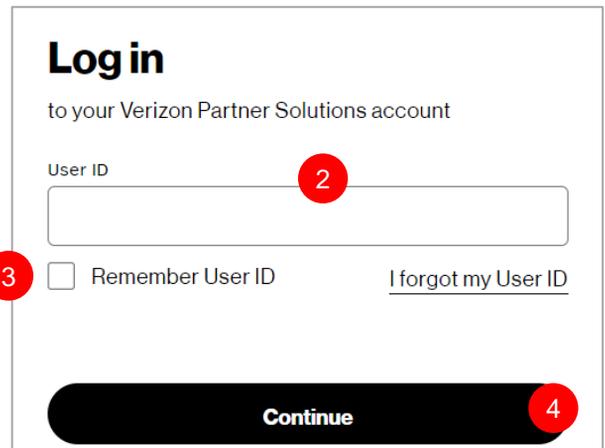
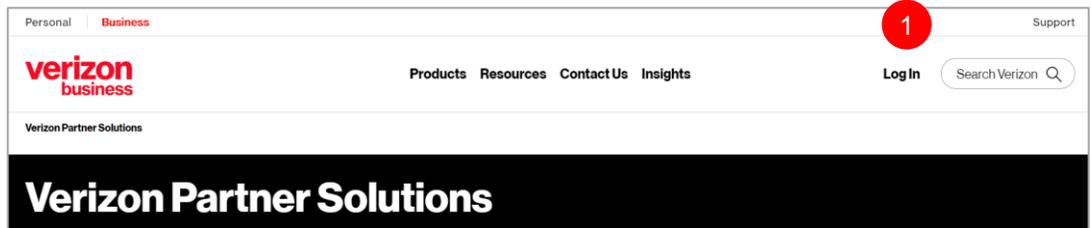
### What's NOT Changing:

1. Existing user credentials

## Account Login

From the **Verizon Partner Solutions Homepage**:

1. Click [Login](#)
2. Enter your **User ID**
3. Select **Remember User ID** (optional)
4. Click **Continue**





# User ID Management Job Aid

## Account Login (continued)

From the **Login Page**:

1. Enter the **Password**
2. Click **“Show”** to display the password entered (optional)
3. Select **“Make this my default login method”** (optional)
4. Select **Change User ID** (optional)
5. Click **Login**

**Log in**

User ID **ATCS** 4 [Change](#)

Password 1  2 [Show](#)

[I forgot my password](#)

3 Make this my default log in method.

**Login** 5

## Account Verification

1. Select **login preference**
2. Choose the **account verification delivery method** (default method is email)
3. Check or Uncheck **“Remember this Device”** (optional)
4. Click **Continue**
5. Check email to access the **Verification link to allow or deny access** (first time login or unrecognized device)
6. Select **resend verification link** (if needed)
7. Change the selected **email address** (optional)

**How do you want to log in?**

User ID **ATCS** [Change](#)

Verify with email 1 →  
Use your email address to confirm it's you.

Log in with my password →  
Enter your password to access your account.

**Verify with email**

User ID **ATCS** [Change](#)

How do you want to verify your account?

Delivery method 2  
 ▼

3 Make this my default log in method.

**Continue** 4

Review details on your Verizon Business account verification.

**Verify it is you to continue.**

There has been a request to Login. Please allow or deny. A Verizon representative will never call you to allow this request.

**Allow or deny** 5

Thanks for choosing Verizon

**Your verification link was sent**

User ID **ATCS** [Change](#)

Check your email and use the verification link to continue logging in to your account.  
d\*\*\*s@v\*\*\* [Change](#) 7  
This link will expire in 12 minutes.

**Resend verification link** 6

[I didn't receive a verification link](#)



# User ID Management Job Aid

## Forgot My User ID

From the **Login Page**:

1. Select **"I forgot my User ID"**
2. Enter the **email address** associated to the User ID (any issues, contact: connectivity.management.team@one.verizon.com)
3. Enter **"Captcha"** based on the image displayed
4. Click **refresh image** (if needed)
5. Click **Continue**

6. Select the **User ID** (if applicable)
7. Click **Continue**

8. Access your email to **retrieve User ID details**
9. Click **Login**



# User ID Management Job Aid

## Forgot My Password

From the **Login Page:**

1. Enter **"User ID"**
2. Click **Continue**
3. Select **"I forgot my password"**
4. Enter **Captcha**
5. Click **Continue**

**Login**  
to your Verizon Partner Solutions account

User ID  
ATCS 1

Remember User ID [I forgot my User ID](#)

**Continue** 2

**Login**

User ID  
ATCS [Change](#)

Password  
 3

[I forgot my password](#)

Make this my default log in method.

**Login**

**Let's reset your password**  
Enter your User ID and complete the captcha to begin resetting your password.

User ID  
ATCS

X 3 L M S 7  
Refresh Image

Type the characters from the above image  
X3LMS7 4

**Continue** 5 **Cancel**

1. Choose the **account verification delivery method** (default method is email)
2. Check email to access the **Verification link to allow or deny access** (first time login or unrecognized device)
3. Select **resend verification link** (if needed)
4. Enter password reset details
5. Enter Login credentials

**Let's reset your password**

How would you like to verify your account?  
We'll send a verification link so you can verify your identity.

Delivery method  
Email s\*\*\*a@v\*\*\* 1

**Verify**

**Verify it is you to continue.**

There has been a request to Reset your password. Please allow or deny. A Verizon representative will never call you to allow this request.

**Allow or deny** 2

**Your verification link was sent.**

Check your email and use your verification link to continue logging in to your account.

This verification link will expire in 15 minutes.

**Resend verification link** 3 [I didn't receive a verification link](#)

**Let's reset your password**  
Keep in mind. You can't use your previous passwords or your User ID

New password  
\*\*\*\*\* [Show](#)

Password strength: Strong

Re-enter password  
\*\*\*\*\* [Show](#)

Password match: Yes

**Reset password** **Cancel**

**Login**  
to your Verizon Partner Solutions account

User ID  
ATCS 5

Remember User ID [I forgot my User ID](#)

**Continue**