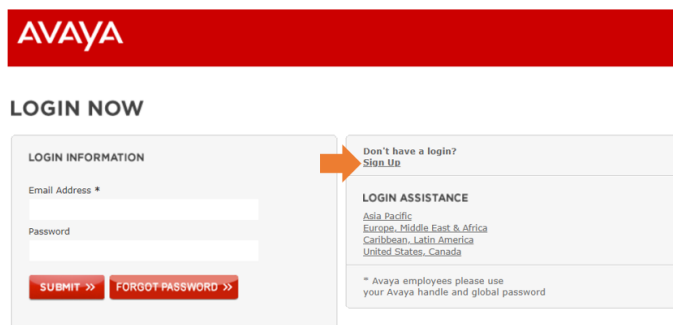


This document outlines the steps to request an Avaya Single Sign On account.

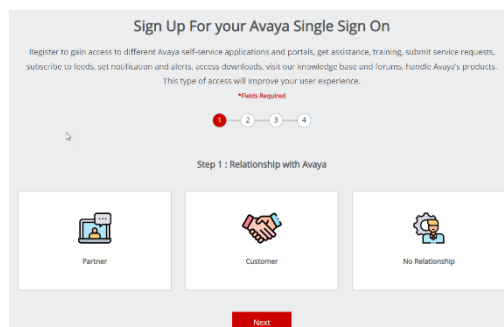
Users who still don't have you Avaya Single Sign On (a.k.a. SSO) will need to create it [here](#). Click the "Sign Up" link.



REQUESTING AN AVAYA SSO ACCOUNT

Once you click the "Sign up" link, you will be directed to the Avaya SSO landing page. SSO login is for *individual use* and **shall NOT be shared**.

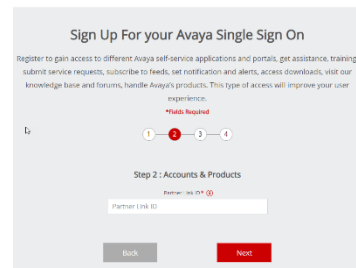
- If you are an Avaya Partner, Reseller, or Distributor, please select the option **PARTNER**
- Avaya Customers should use the **CUSTOMER** option.
- Users who are not yet Avaya Customers or Partners, should select **NO RELATIONSHIP**. This login type allows basic access to a limited set of Avaya tools and portals.
- The user's identity needs to be verified, so please use your own First and Last Name when submitting the request.
- The First/Last Name must contain English only characters. Non-English characters are not allowed.
- Distribution lists, shared mailboxes, or anonymous/generic emails (i.e. support@xxx.xxx, it@xxx.xxx or services@xxx.xxx) cannot be used. Avaya could deactivate and terminate such logins once detected, without any advanced notice.
- Avaya Partner and Customer users need to create SSSO logins using their **CORPORATE email address**.
- Users can find additional information about SSO login [here](#).
- Any issues concerning Avaya tools and websites, included but not limited to SSO login, need to be reported at [OneCare Portal](#).



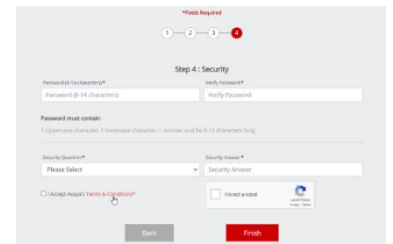
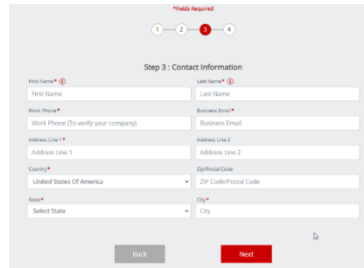
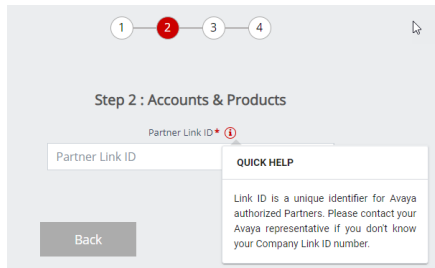
PARTNER SSO ACCOUNT

To request a **PARTNER** SSO Account, select the **Partner Icon** and select NEXT.

- Enter your **Partner Link ID** in the field and click Next.
- **QUICK HELP:** Link ID is a unique identifier for Avaya authorized Partners. Please contact your Avaya representative if you don't know your Company Link Id Number.
- Step Three will ask for **personal information**. Please note that all fields marked with a 'red star' are mandatory fields and must be populated. Click Next.



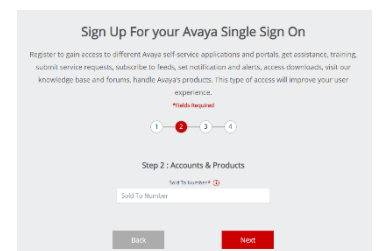
- The **final step** is to set your password, pick a “security question” and answer for password recovery, and READ and accept site Terms & Conditions. Click the **FINISH** button once complete.
- You will receive an automatic email confirming the receipt of your registration. A second email will be sent once registration has been approved.



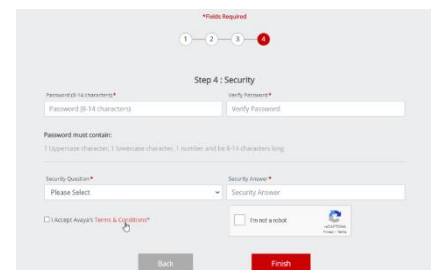
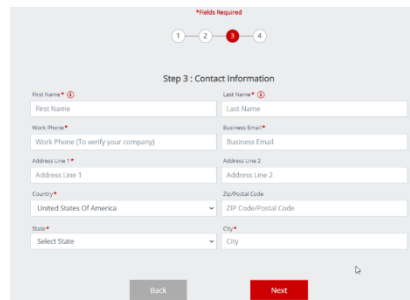
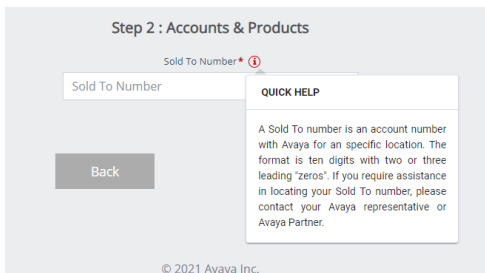
CUSTOMER SSO ACCOUNT

To request a **CUSTOMER SSO** Account, select the **Customer Icon** and select NEXT.

- Enter your companies **SOLD TO** in the field and click NEXT.
- Clicking on the **INFORMATION** icon will provide additional information regarding the number format and how to get this data. It is generally found on a service agreement or monthly invoice.
 - *QUICK HELP: A Sold To number is an account number with Avaya for a specific location. The format is ten digits with two or three leading “zeros”. If you require assistance in locating your Sold To number, please contact your Avaya Representative or Avaya Partner.*



- Step Three will ask for **personal information**. Please note that all fields marked with a ‘red star’ are mandatory fields and must be populated. Click NEXT when done.
- The final step is to set your password, pick a “security question” and answer for password recovery, and READ and accept site Terms & Conditions. Click the **FINISH** button once complete.
- You will receive an automatic email confirming the receipt of your registration. A second email will be sent once registration has been approved.



NO RELATIONSHIP SSO ACCOUNT

To request a **NO RELATIONSHIP** SSO Account, select the **No Relationship icon** and select NEXT.

- Users selecting the No Relationship option will only be asked to set their own personal data and their company name. Complete the information and click Next.
- The final step is to set your password, pick a “security question” and answer for password recovery, and READ and accept site Terms & Conditions.
- Click the **FINISH** button once complete.

- You will receive an automatic email confirming the receipt of your registration.

The screenshot shows a registration form titled "Step 2: Contact Information". At the top, there are three numbered steps: 1, 2 (highlighted in red), and 3. The form includes fields for "First Name", "Last Name", "Company Name", "Work Phone", "Business Email", "Address Line 1", "Address Line 2", "Country", "State", "City", and "ZIP/Postal Code". There are "Back" and "Next" buttons at the bottom.

The screenshot shows a registration form titled "Step 3: Security". At the top, there are three numbered steps: 1, 2, and 3 (highlighted in red). The form includes fields for "Password" and "Verify Password", both with character requirements. Below these is a "Password must contain:" section with a list of requirements: "1 Uppercase character, 1 lowercase character, 1 number and be 8-14 characters long". There are also "Security Question" and "Security Answer" fields. At the bottom, there is a checkbox for "I Accept Avaya's Terms & Conditions" and a "I'm not a robot" checkbox with a CAPTCHA image. There are "Back" and "Finish" buttons at the bottom.

For information on managing your SSO Profile, including password resets, [click here](#).

All issues for Avaya tools and websites, included but not limited to SSO login, need to be reported at [OneCare portal](#)