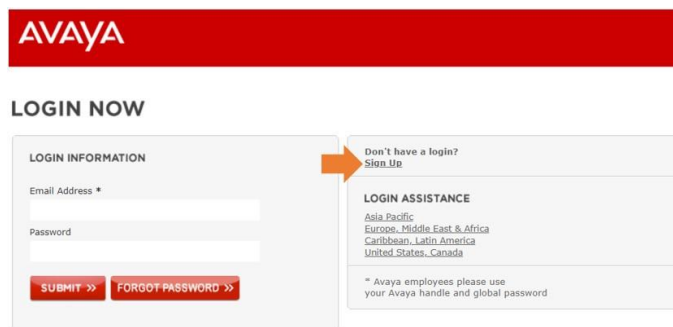


## This document outlines the steps to request an Avaya Single Sign On account.

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

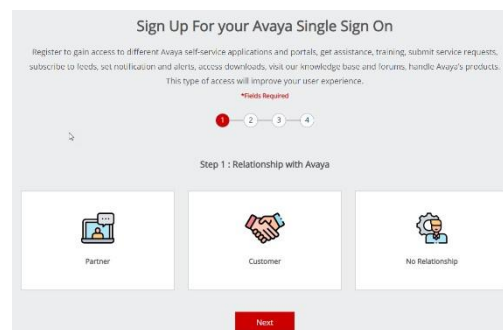


The image shows the Avaya LOGIN NOW page. At the top is the Avaya logo in a red box. Below it is the text "LOGIN NOW". The page is divided into two main sections. The left section is titled "LOGIN INFORMATION" and contains fields for "Email Address \*" and "Password". Below these fields are two buttons: "SUBMIT >>" and "FORGOT PASSWORD >>". The right section is titled "Don't have a login? Sign Up" and contains a link "Sign Up". Below this link is a section titled "LOGIN ASSISTANCE" with links for "Asia Pacific", "Europe, Middle East & Africa", "Caribbean, Latin America", and "United States - Canada". At the bottom of the right section is a note: "\* Avaya employees please use your Avaya handle and global password".

### 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@xxxx.xxx](#), [it@xxxx.xxx](#) or [services@xxxx.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](#)



The image shows the "Sign Up For your Avaya Single Sign On" page. At the top is the title "Sign Up For your Avaya Single Sign On". Below it is a paragraph: "Register to gain access to different Avaya self-service applications and portals, get assistance, training, submit service requests, subscribe to feeds, set notification and alerts, access downloads, visit our knowledge base and forums, handle Avaya's products. This type of access will improve your user experience." Below this is a progress bar with four steps: 1, 2, 3, and 4. Step 1 is highlighted. Below the progress bar is the text "Step 1 : Relationship with Avaya". There are three options: "Partner" (with a laptop icon), "Customer" (with a handshake icon), and "No Relationship" (with a gear icon). Below these options is a "Next" button.

## 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.

Step 2 : Accounts & Products

Partner Link ID \*

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.

Back

Step 3 : Contact Information

First Name \* Last Name \*

Work Phone \* Business Email \*

Address Line 1 \* Address Line 2 \*

Country \* ZIP Code/Postal Code \*

State \* City \*

Back

Next

Step 4 : Security

Personal Information \*

Password (8-14 characters) \* Verify Password \*

Security Question \*

Security Answer \*

Accept Avaya Terms & Conditions \*

Back

Finish

## 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.

Step 2 : Accounts & Products

Sold To Number \*

Back

Next

**Step 2 : Accounts & Products**

Sold To Number \* ❶

**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.

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**Step 3 : Contact Information**

First Name \* ❶ Last Name \* ❷

Work Phone \* Business Email \*

Address Line 1 \* Address Line 2 \*

Country \* ZIP Code/Postal Code \*

State \* City \*

Select State City

Back Next

**Step 4 : Security**

Password (8-14 characters) \* Verify Password \*

**Password must contain:**  
1 Uppercase character, 1 lowercase character, 1 number and be 8-14 characters long

Security Question \* Security Answer \*

Please Select Security Answer

☐ I Accept Avaya's Terms & Conditions

☐ I'm not a robot

Back Finish

## **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.

**Step 2 : Contact Information**

First Name \* Last Name \*

Business Email \*

Address Line 1 \* Address Line 2 \*

Country \* ZIP Code/Postal Code \*

State \* City \*

Select State City

Back Next

**Step 3 : Security**

Password (8-14 characters) \* Verify Password \*

**Password must contain:**  
1 Uppercase character, 1 lowercase character, 1 number and be 8-14 characters long

Security Question \* Security Answer \*

Please Select Security Answer

☐ I Accept Avaya's Terms & Conditions

☐ I'm not a robot

Back Finish

**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](#)**