



# How to Create, Manage & Reset your Avaya **SSO** (Secure Sign On)

Step-by-step presentation – Americas Region

## CREATING YOUR SSO

# Avaya SSO (Secure Sign On) ID

## What is an Avaya SSO account?

This is Avaya's security application that allows you to establish a secure ID and password and gain immediate access to important Avaya applications, such as:

- ▶ **Avaya Partner Portal** – Access sales tools, ondemand webinars and collateral materials.
- ▶ **SALESFORCE (SFDC)** – Upload and track your business opportunities, business plan and manage your account settings.
- ▶ **Avaya Learning** – Access the one-stop for certifying and be authorized to sell Avaya Solutions.
- ▶ **Avaya's Product Licensing and Delivery System (PLDS)** – Manage product licenses and software downloads.
- ▶ **EZ Quote** – Product configurator for solution designs and price quotes.
- ▶ **Partner Marketing Central** – Find pre-designed, editable and co-brandable marketing materials for all Avaya Solutions.

# Create Your SSO

Launch the SSO home page: <https://sso.avaya.com>

AVAYA

**LOGIN NOW**

**LOGIN INFORMATION**

Email Address \*

Password [Forgot Password?](#)

**SUBMIT >>**

Don't have a login?  
[Sign Up](#)

**LOGIN ASSISTANCE**

[Asia Pacific](#)  
[Europe, Middle East & Africa](#)  
[Caribbean, Latin America](#)  
[United States, Canada](#)

\* Avaya employees please use your NT login and password.

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Select the link:  
Don't have a login?

Sing up

**Note:** Be sure to have your Company **Link ID** on hand before you begin\*\*

\*\*Check for your Link ID on your Welcome Kit e-mail. If you did not get or need assistance contact: [americasbp@avaya.com](mailto:americasbp@avaya.com)

# Complete the Online Registration Form

Sign Up For Your Avaya Support Account

Register now for your Avaya Single Sign On Login. Improve response times for any service issues you have going forward and receive higher priority service when you submit an online service request.

My Relationship with Avaya:  \*

**ACCOUNTS & PRODUCTS**

Partner Link ID:  \*

**CONTACT INFORMATION**

First Name:  \*

Last Name:  \*

Work Phone:  \*

Business Email:  \*

Country:

Address Line 1:  \*

Address Line 2:

City:

State:

## TIPS FOR COMPLETING THE FORM:

- In the “Relationship with Avaya” field, select **Partner**.
- Enter your company’s Link ID.
- Complete all fields on the form.
- Required fields are noted with an asterisk “\*”.

# Registration is complete!

<https://sso.avaya.com/cxp/portal/SelfRegistration.portal;CSSSESSIONID=n2T4TphGLLBrlw1CM5Qj1YTWpyhWJ6k9JfySpt1kdh3gGH8GNsn!->

## Your Support registration has been received!

Your registration request has been sent to your Company Administrator for your Sold To account(s) for review and approval.

Prior to receiving that approval, you can log on to the Support Website and view all Public content and documentation.

Once your request for a logon ID has been approved, you will have 7x24 access to all of the features and benefits of the Support Website.

You will receive a confirmation message when your logon ID has been approved.

Thank you for doing business with Avaya.

- ▶ You can login to the Information and Toolbox area at any time to make changes to your profile by going to <https://sso.avaya.com>

# MANAGING YOUR SSO ACCOUNT DETAILS

## Now: Update your Contact Information & Permissions in Toolbox section

Login to: <https://sso.avaya.com>

Use the “Toolbox” section to:

The screenshot shows the Avaya SSO user profile page. At the top, there is a navigation bar with the Avaya logo, a 'Select an Application' dropdown, and links for HOME, LOG-OUT, and HELP. Below this is a secondary navigation bar with tabs for 'HI, CAROL TORRANCE', 'INFORMATION' (highlighted with a red circle), 'ADD TO NUMBERS', and 'E-NOTIFICATIONS'. The main content area is divided into two columns. The left column, titled 'INFORMATION', displays user details such as Name, Company, Work Phone, Location, User Name, User Id, User Type, Avaya Relationship, and Joined date. The right column, titled 'TOOLBOX', contains a list of actions: Edit Contact Information, Edit Address Information, View/Request Roles, Request User Type, Request User Access Type, Change Password, Change Security Question, Enroll for Applications, Edit Preference, and Accepted EULA. A red arrow points from the 'TOOLBOX' section to the list of actions on the right.

- Edit Contact/Address Information
  - Edit Password & Security Question
  - View/Request Roles – For EZ Quote and/or PLDS access
  - Request User or Company Administrator Roles – Basic User is default (no need to change)
  - Change Password
  - Change Security Question
  - Enroll for Applications
  - Edit Preference – Change settings for number formats and language
- **Note:** A message is displayed once you update your info that states whether the change requires approval; if yes, you will receive an approval e-mail when processed.

# RESET YOUR SSO PASSWORD

# Reset Your SSO Password

## OPTION A : Do it yourself!

- ▶ Select the link “Forgot Password?” to reset your password
- ▶ The “Avaya Password Recovery” steps are displayed:
  - Step 1: Enter your e-mail address and click “Submit”
  - Step 2: Answer your security question and click “Submit”
- ▶ You will receive an e-mail with a temporary link to establish a new password, click the “Change Password” link from the e-mail

### Avaya Password Recovery

Step 1

Step 2

**Note: This link is only valid for 24 hours**

**OPTION B: Contact Avaya Help Desk at +1 720 444 5800 or at [partnerhelp@avaya.com](mailto:partnerhelp@avaya.com)**