Help Document

Login Flows
for Verizon Small
Business Digital Ready

1. Registration Flow:
   - Click the registration link in your welcome email from VZWMail@ecrmemail.verizonwireless.com
   - The welcome email will contain a link to register.
   - Click on the link to complete the registration process by:
     - Selecting a username
       - Usernames must have at least 6 characters, and can't be all numbers.
     - Selecting a password for your profile
       - Passwords must be at least 8 characters long, with at least 1 uppercase letter, 1 lowercase letter and 1 number.
     - Selecting a secret security question
       - Answers are not case sensitive, must be 3-40 characters, and can only consist of letters, numbers, spaces and periods.
     - Check the box and accept the Terms and Conditions & Privacy Policy
     - Click 'Continue'.

You've successfully completed registration, and will be redirected to the Sign-in page.
2.Forgot PW Flow:

- Click on ‘Forgot your info’ on the sign-in page
- Enter your userID on the screen and click ‘Continue’
- You will get a pop-up window with, “An email was successfully sent to the (email address) with instructions for (username) to reset your password.”
- Follow the instructions in the email to reset your password.
3. UserID Retrieval Flow:

- Click on ‘Forgot your info’ on the sign-in page
- Click on ‘Forgot your User ID’
- Enter your email address and click ‘Continue’
- You will get a pop-up window with, “An email was successfully sent to the (email address) with your user ID.”
4. Edit Profile Flow:

- Click on ‘edit profile’ under My Account in your Verizon Small Business Digital Ready dashboard
- On the following screen, you can edit your name, security question and your password. Note: email address cannot be updated at this time.
- Click on ‘edit’ next to the field you want to update

**Edit Name:**
- Edit name and click on ‘update’
- An update confirmation email will be sent to your email address

**Manage Security Question**
- Edit the security question and answer on your profile and click on ‘update’
- An update confirmation email will be sent to your email address

**Manage Password:**
- Set a new password and click on ‘update’
- Passwords must be at least 8 characters long, with at least 1 uppercase letter, 1 lowercase letter and 1 number.
- You will get a pop-up window with ‘Your password has been updated successfully’. An update confirmation email will also be sent to your email address.