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.

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Sign in to Verizon Small Business Digital Ready

Access educational resources, coaching, community networking and marketplace of a specially curated tools, products and services for your business.

Username

Password

Sign in   Register

Forgot your info?

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Welcome to Verizon Small Business Digital Ready

Register your account

Register now! Whether you're a new business or growing your existing business sign up for Verizon Small Business Digital Ready to access educational resources, coaching, community networking, and a marketplace of specially curated tools, products and services for your business.

Email address ⓘ

[Enter your Email address]

Continue

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✉

We have sent an email to **B*****Y@VERIZON.COM**
Just check and follow the directions in the mail to validate your security profile.

Resend email

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verizon✓   **Sign In**

You're almost there!

To complete your Verizon Small Business Digital Ready registration, please click the link below.

For your security, this is a temporary token that will expire in 10 minutes.

Register now ›

Thank you for choosing Verizon.

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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.

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Forgot my Verizon Small Business Digital Ready password

Verify your identity to reset your password.

User ID

Enter your User ID

Continue

Forgot your User ID?

To reset your password, just click below.

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Sign In

Reset your Verizon Small Business Digital Ready password.

To reset your password, please click the link below.

For your security, this is a temporary token that will expire in two hours.

Didn't request a password reset? Sign in to get support.

Reset my password >

Thank you for choosing Verizon.

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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."

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**Forgot my Verizon
Small Business
Digital Ready
User ID**

User ID will be sent to your Email address

Email address

Enter Email address

Continue

Forgot your password?

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.

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