

Instructions to access Alcatel-Lucent Extranet applications using your Nokia credentials

1. Clear/Delete cookies; browser choice may vary.

Note: Find instructions here: <http://www.wikihow.com/Clear-Cache-and-Cookies>

2. From the [Nokia internet](#), click **Sign in|Extranets -> Sign in to the Alcatel-Lucent Extranet:**

<https://market.alcatel-lucent.com/release/jsp/sso/login.jsp>

3. Follow Nokia employee login instructions -> Click here

NOKIA

Welcome to the Alcatel-Lucent Extranet Portal

Login to access Alcatel-Lucent services and applications such as Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).

Extranet Portal

The Alcatel-Lucent extranet portal provides access to the Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).

Log in

Username: Password: **Log in**

Please note that your password is case sensitive

Nokia employee login: [Click here](#)

- New User?
- Forgot Password?
- Need Help?
- Contact Us
- Nokia Extranets

4. On the **Employee Extranet Login Page**, follow instructions for **Nokia Employees**.

Click -> **SSO Login** [you will be redirected to the Nokia login page to proceed accordingly.]

If you require assistance, click **Need help?**

NOKIA

Need help?

Extranet Login Page

Nokia Employees:

Please click the SSO Login button to be redirected to the Nokia login page:

SSO Login

Note: At this time your access to extranet applications is available via the intranet only.

Former Alcatel-Lucent employees:

Please enter your Corporate Short Login (CSL) and Password:

CSL:

Password:

Login

5. The first time you login with Nokia credentials, you will be required to repeat the login steps a second time.

Follow instructions at the top of the page -> **CLICK HERE** and proceed accordingly.

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TO COMPLETE YOUR PROFILE SETUP, CLICK HERE TO REPEAT LOGIN STEPS A SECOND TIME. THIS IS A REQUIRED, ONE TIME ACTION.

Username: Password: **Log in**

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Nokia employee login: [Click here](#)

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6. Select the default home page to which you will be directed when you log in and click **Submit**.
- Your default home page will open and your extranet application access will match that of an employee.

Note: Support Portal (for OnLine Customer Support) is the typical default page for those who are primarily interested in technical support. You may change your default selection at any time.

Select default home page

Please select a default homepage. You will be directed to the selected page when you "Submit" your selection. You may change your default selection at any time.

Support Portal (for OnLine Customer Support)
Provides access to technical support information and tools based on your active agreements with Alcatel-Lucent. For example:

- Technical Documentation (e.g. Manuals and Guides, Technical Notes, Release Information and Alerts)
- Software Downloads (Alcatel-Lucent Electronic Delivery)
- CARES Assistance Requests, Parts Requests, and Field Service Requests
- ask AL Solutions Knowledgebase
- Return, Online Repair Material Authorization (RMA) form and Repair contact information
- Product Change Notices
- Software License Keys
- Data Drop Box

This page should be the default homepage for users who are primarily interested in post-sale technical support.

My Alcatel-Lucent
Provides access to Order Management, Pricing, Technical Support and Collaboration Workspace tools based on user for Customers and Partners.

Partner
Provides access to the Partner Home Page for:

- Products and solutions insights
- Product and price catalogues
- Marketing, Pre-Sales and Post-Sales Support
- Training overview and accreditation
- Other useful resources for partners

Supply Chain Portal
Provides access to Supply Chain Portal (SCPortal) home page.

[Note: On initial login, bookmarks and deep links are not supported at this time.]