

# Account Administration

## Password Reset Process



User instructions for how to reset your password for access to the OnLine Customer Support site at:

<http://www.alcatel-lucent.com/support>

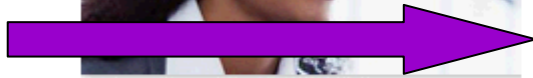
# Step One - Access Alcatel-Lucent Support site

Go to <http://www.alcatel-lucent.com/support>

You will be taken to a landing page with links to Alcatel-Lucent Support and Training. Click on “Alcatel-Lucent Support” to be directed to the former OnLine Customer Support site.

## Support and Training

Click on  
Alcatel-Lucent  
Support - OLCS



### Network Customers Support (OLCS)

Customers who have purchased Maintenance agreements should [register for access](#) to technical documentation, software downloads, CARES ticketing, ask AL solutions, Services Collaboration, Alerts, and more.

[Sign in to OLCS](#)

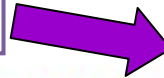
### Enterprise Support & Training

Comprehensive resources to help you get the most out of your communications solutions and products. Assistance is provided worldwide,

# Step Two - Select Sign In/Register

- This snapshot is of the OnLine Customer Support Web Site before you log in.
- Limited content is available without an account, so all customers are encouraged to register.

Click on Login to OLCS  
& enter your credentials



[Home](#) | [Contact Us](#) | [Sign In/Register \(MyAccess\)](#)

Support Search

[Customer Center](#)

[Solutions](#)

[Products](#)

[Services](#)

[Innovation](#)

[Support](#)

[About Us](#)

Jump to Content Page



## OnLine Customer Support (OLCS)



Time to OLCS new Landing Page !

### Technical Content for

Registered users should [Sign In/Register \(MyAccess\)](#) in for full access to available content. If you have a service agreement or active warranty coverage with Alcatel-Lucent, and are not yet registered, please [Register](#).

### Portfolio

[Support Policies](#)  
[Service Offerings](#)  
[Product Security Inquiries](#)  
[Remanufactured Products](#)

### Site Announcements

Welcome to Selected Vega Maintenance Tracking Users from Europe...  
[More...](#)  
Log-In and Site Access Changes...  
[More...](#)  
Improvements to our Product Index...  
[More...](#)

[View All](#)

### Support Announcements

Learn more about our Maintain and Operate Portfolio...  
[More...](#)

[View All](#)

### Product Technical Support

Select a Country



### Product Index

[View List](#)

### Administer

[Guide for New Users](#)

# Step Three - Select Forgot your password?

## Registered User Login

User Name

Password

By clicking on the login button, you agree to the [Terms of Use](#).

If you agree  Otherwise

**Note:** Alcatel-Lucent employees, enter your CSL username and password.

Forgotten [Password](#) | [User Name](#)



Click on Forgotten  
password?

## Related Links

- [Registration Benefits](#)
- [Registration FAQs](#)
- [Register for Access](#)
- [Having Access Problems?](#)

# Step Four - Enter your Username

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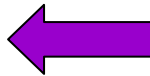
## Forgotten password

Please enter your username or login id below and select "Next" so we can retrieve your security question. This is the security question you provided during registration. Answer it correctly and you'll be able to assign yourself a new password.

For Alcatel-Lucent employees only: Please use the SOS password web interface to reset and change your Corporate Intranet Password.

Enter your e-mail address for your username and click Next.

### Enter username



Next Cancel

# Step Five - Enter Security Answer and New Password

## Forgotten password

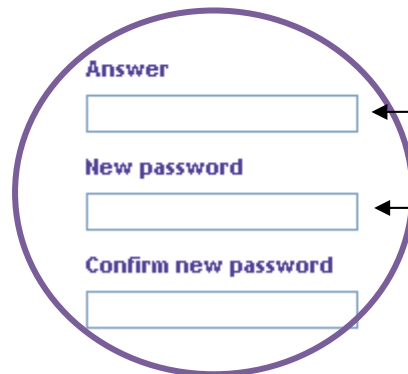
Please answer your security question. You must create a new password following these guidelines and confirm it in the fields below.

- The new password cannot be the same as the current password.
- The password length must be minimum 8 characters.
- The new password cannot match the previous 10 passwords.
- The password needs to have 1 letter and 1 special character (non alphanumeric).

Alcatel-Lucent Employees: You can only change your password from a machine on your local NT Domain.

### Security Question

Where were you born?



**Answer**

**New password**

**Confirm new password**

Enter the answer to your security question which you chose when you registered. Note: Security answers are case sensitive.

Enter a new password twice, following the guidelines listed on the page

Click Submit.

# Step Six - Login to OLCS

Your password has been reset. Please log in using your new password.

## About this Portal

This Portal is for users who have registered as Customers or Business Partners. It is your gateway to resources such as Order Management, Customer Support, Training, Industry Analyst Relations, and Collaboration tools. If you have not registered and need access to these systems, we encourage you to [register](#) today.

If you already have a login to one of the previous Alcatel or Lucent applications, please use your email address as your User Name.

You can access the [publicly available site](#) information and tools - including our [solutions](#) and [financial reports](#) - without having a login.

## Registered User Login

User Name

Password

By clicking on the login button, you agree to [Terms of Use](#).

If you agree  Otherwise

**Note:** Alcatel-Lucent employees, enter your CSL username and password.

Forgotten [Password](#) | [User Name](#)

## Related Links

- [Registration Benefits](#)
- [Registration FAQs](#)
- [Register for Access](#)
- [Having Access Problems](#)

Enter your e-mail address for your username and your new password.

# Step Seven - OnLine Customer Support home page

## OnLine Customer Support (OLCS)



Welcome to OLCS new Landing Page !

### My Status

[Recent Alerts](#)  
[Recent Documentation](#)

### Technical Content for

### CARES Requests

[CARES Home](#)  
[Create a Request](#)  
[Find a Request](#)



### My Service Collaboration Areas

[3G-MSC Manuals](#)  
[5070 SSG Collaboration](#)  
[ALU 9980](#)  
[ALU AMS-Navis Collaboration](#)  
[AMADEUS Project Collaboration](#)

### Site Announcements

Welcome to Vega Maintenance Tracking Users from South & Central...  
[More...](#)

Welcome to Selected Vega Maintenance Tracking Users from Europe...  
[More...](#)

Welcome to Selected Vega Maintenance Tracking Users from Europe...  
[More...](#)

[View All](#)

### Support Announcements

Learn more about our Maintain and Operate Portfolio...  
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### My Support

[My Products](#)  
[My Entitlements](#)  
[My Extranet](#)

### Product Technical Support



### Product Index

[View List](#)

### Administer

[Customize Page Layout](#)  
[Upgrade Registration](#)  
[Select Default Home Page](#)  
[Guide for New Users](#)  
[My Site Map](#)