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

Updated October, 2009

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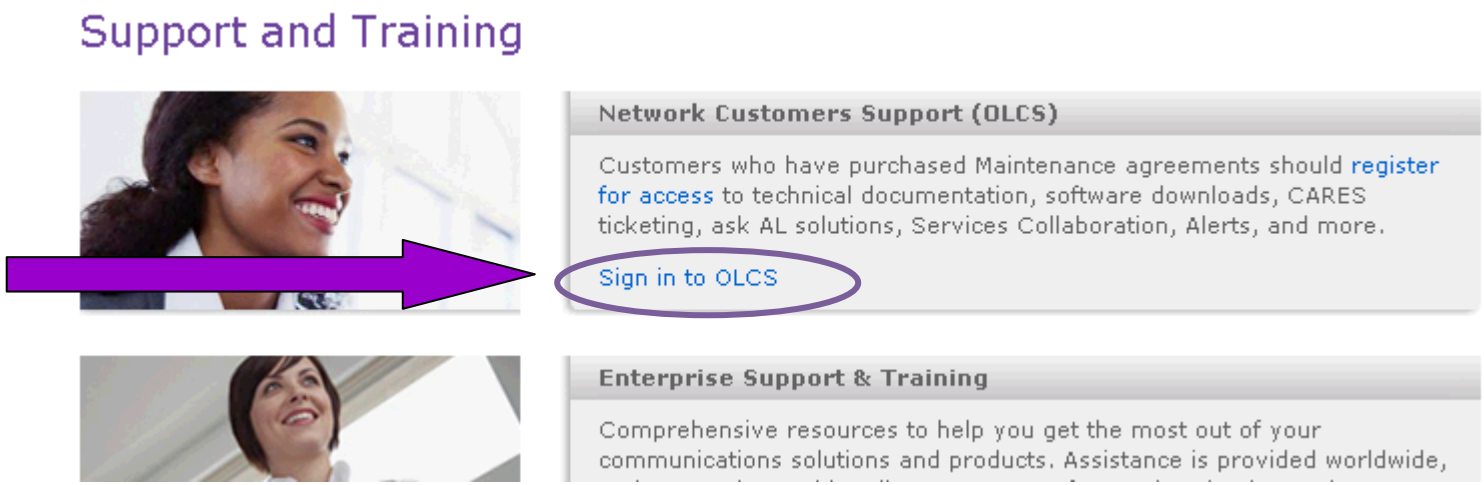
Step One – Access Alcatel-Lucent Support site

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.

Click on Alcatel-Lucent Support - OLCS



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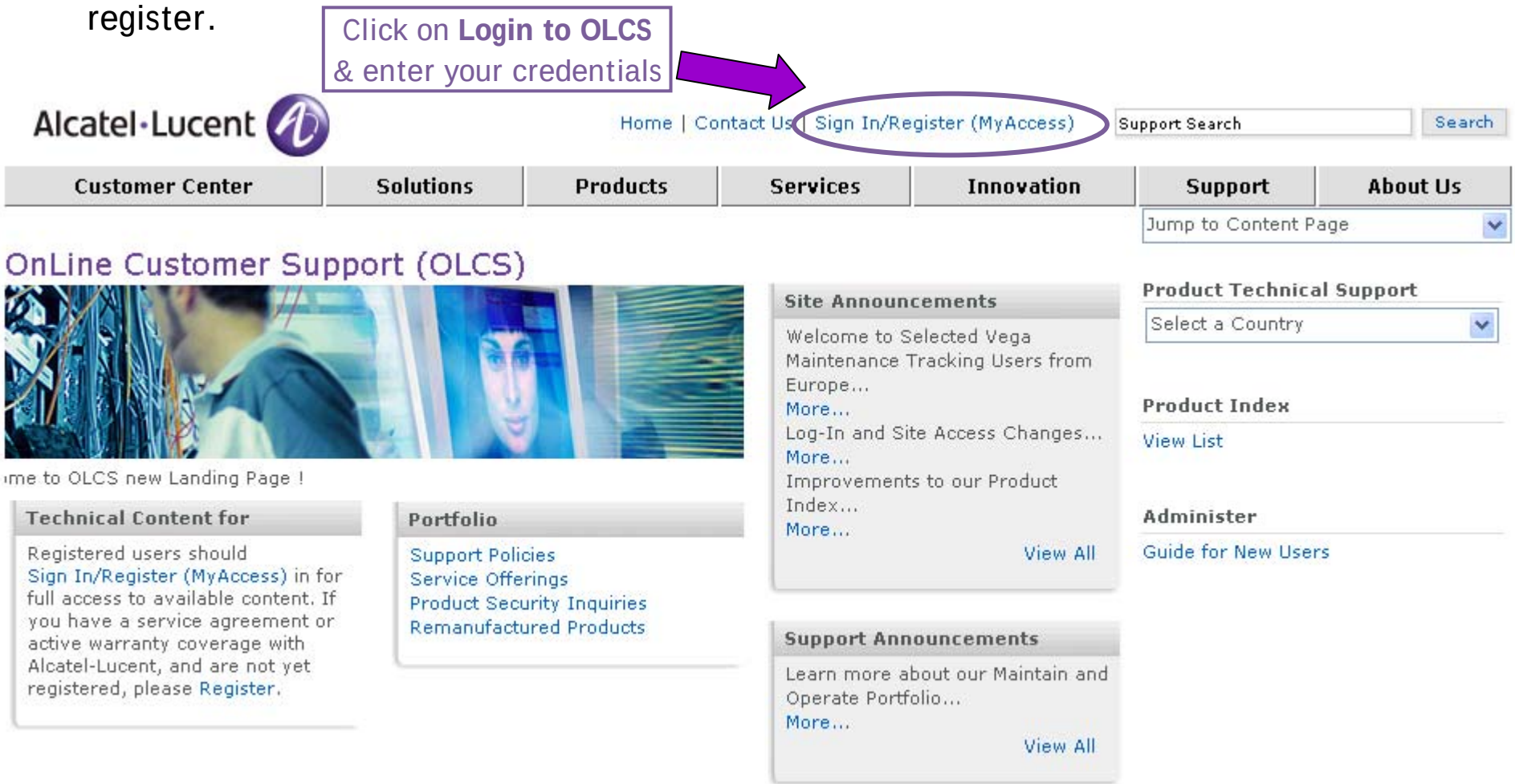
Step Two – Select Sign In/Register

- 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.



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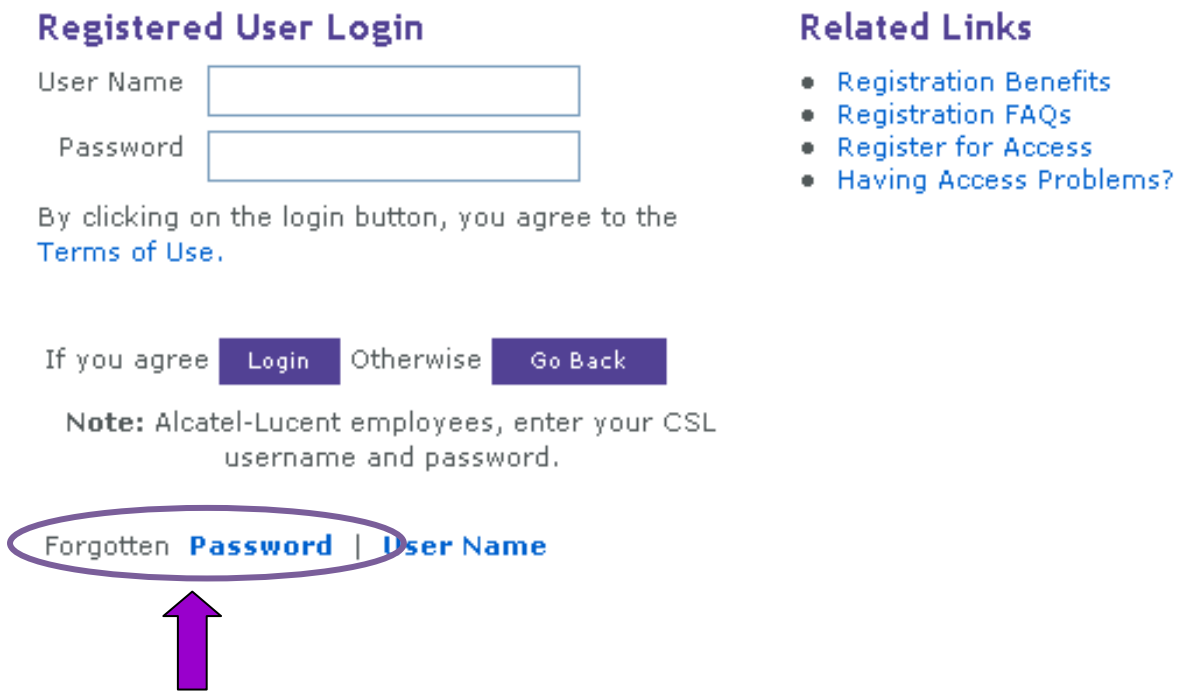
Step Three – Select Forgot your password?



Click on **Forgotten password?**

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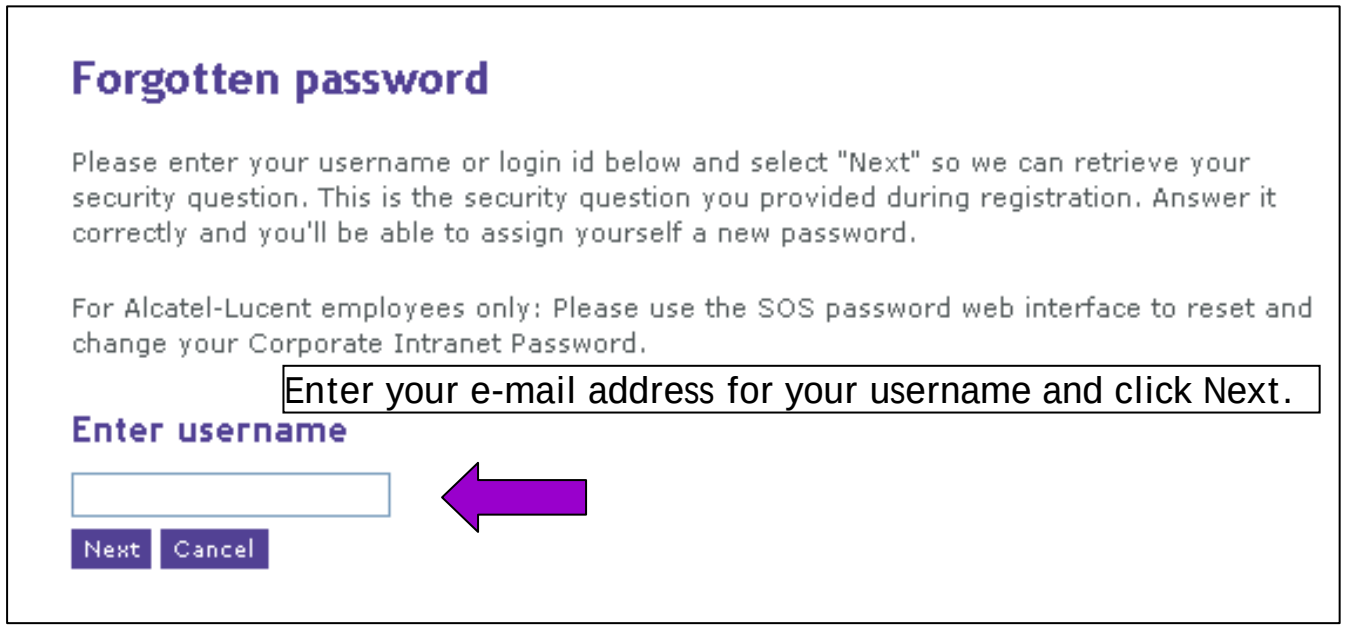
Step Four - Enter your Username



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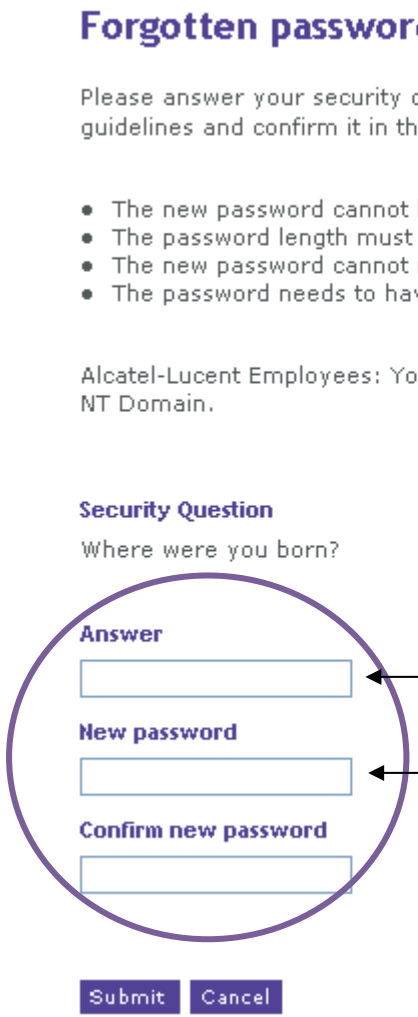
Step Five - Enter Security Answer and New Password



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.

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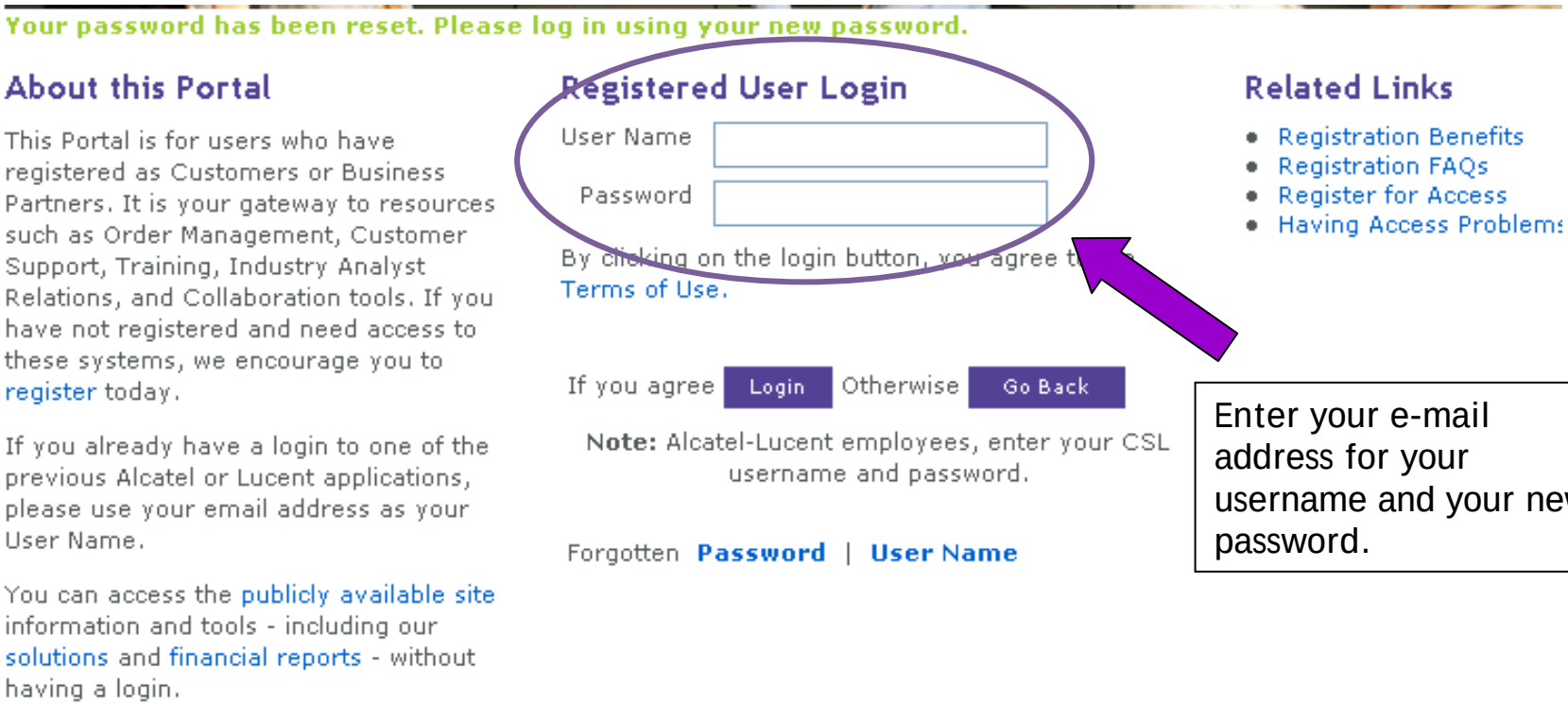
Step Six – Login to OLCS



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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

My Products

CARES Requests

CARES Home
Create a Request
Find a Request

Enter AR, PR, FSR#

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...
More...

View All

My Support

My Products
My Entitlements
My Extranet

Product Technical Support

Select a Country

Product Index

View List

Administer

Customize Page Layout
Upgrade Registration
Select Default Home Page
Guide for New Users
My Site Map

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