3. Click the “Submit” button. You will now be taken to the My Business Account “Overview” page.

Alternative login page

You may also log in by going to the verizonwireless.com business page, or directly to http://b2b.verizonwireless.com/tbmb. Note: We recommend saving this URL as one of your internet browser favorites/bookmarks if you plan to log in regularly.

To log in from the verizonwireless.com Business page:

2. Click on the “Business” tab.
3. Locate the My Business Account pod.
4. Enter your “User Name” and “Password.”

Forgot User Name

If you have forgotten your User Name:

1. Click on the “Forgot User Name?” link.
2. You have the choice of either entering your account number or mobile number. Determine the one you want to enter, and enter your information.
3. Enter your email address in the "Email Address" field. (Note: The email address has to be on file with My Business Account for more than thirty days)

4. Click the “Continue” button. You will now be asked to answer your secret question.

5. Enter the answer for the secret question.

6. Click the “Continue” button. Your User Name will be displayed.

Forgot Password

1. Click on the “Forgot Password?” link.

2. Enter your user name and email address in the appropriate fields and click Continue.
3. A confirmation page appears indicating you will receive an email to complete the password reset.

4. Once you receive the password reset email, click the link embedded within the message.
5. Enter your username and click the “Continue” button.

6. Enter your reference number
Your reference number can be found in the first step of the reset password email.

My Business Account Forgot Password Request
Verizon Wireless [CUSTOMERSERVICEB2B@VERIZONWIRELESS.COM]

You have requested to reset your My Business Account password. This email contains:

1. A Reference Number 16 characters in length. 24913201720895
2. A link to an encrypted token that contains the User ID, Reference Number and Date and Time of the forgot password request. Please click on the link above to reset your password. Upon clicking this link, you will have the opportunity to reset your password in the following steps:

1. Enter your My Business Account User ID
2. Enter the Reference Number in this email (REFERENCE NUMBER)
3. Answer your Secret Question
4. Enter your new password

7. Enter your secret question and click Continue.
8. Enter your new password in the “New Password” field, and enter it again in the “Confirm Password” field. Note: Passwords will require 8 characters and must include 1 uppercase, 1 lowercase and 1 numeric value. Your new password cannot be one the previous 8 used. Click the “Continue” button.

9. The confirmation screen will appear. You may now log in using your new password.

Note: The Primary Contact assigned to an account has the ability to reset their user’s passwords if the user is unsuccessful at creating a new password using the Forgot Password...