



My Business Account User Guide: Getting Started

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:

1. Go to www.verizonwireless.com.
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.

Notes

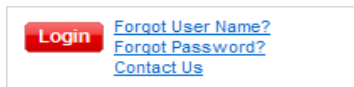


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3. Enter your email address in the “**Email Address**” field. (Note: The e mail address has to be on file with My Business Account for more than thirty days)
4. Click the “**Continue**” button. You will now be asked to answer your secret question.
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 e mail address in the appropriate fields and click **Continue**.

A screenshot of a web form titled "Forgot Password: Enter Username and Email Address". The form is divided into two steps: "Step 1: Enter Username" and "Step 2: Confirmation". Below the title, there is a note: "* Indicates required field". A sub-instruction reads: "Please enter your user name and the email address associated with your user profile." There are two input fields: "Enter Username *" and "Enter Email *". Below the input fields are two buttons: "Cancel" and "Continue". A blue link "Contact Us" is located at the bottom left of the form.

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3. A confirmation page appears indicating you will receive a e mail to complete the password reset.

Step 1: Enter Username Step 2: Confirmation

Forgot Password: Confirm Password Reset Request

An email will be sent to [redacted] shortly to complete your password reset for user [redacted]. If you do not receive an email, please contact customer service.

[→ Contact Us](#)
[→ Login to My Business Account](#)

4. Once you receive the password reset e mail, click the link embedded within the message.

My Business Account Forgot Password Request
Verizon Wireless [CUSTOMERSERVICE2B@VERIZONWIRELESS.COM]
Sent: [redacted]
To: [redacted]

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

1. A Reference Number 16 characters in length 2401320172091
2. A link to an encrypted token that contains the User ID, Reference Number and Date and Time of the forgot password request. that this link is valid for 1 hour.
<https://mbss.verizonwireless.com/tmb/resetPassword.do?TOKEN=QPJ-73tex6v0NsqbvgKaexbzUFhn98Ln7U5gu7jKPj27U6xaNR-VmdeGko460FjD9Npw8szph8WZV30gdBmtDh8lNYEoqZ3 LhuwkP5417h2ouLr cbGeyUEt0NSXmHp>

Please click on the link above to reset your password. Upon clicking this link, you will have the opportunity to reset your password 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

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5. Enter your username and click the “Continue” button.

Step 1: Enter Username | Step 2: Enter Reference Number | Step 3: Answer Secret Question | Step 4: Enter New Password | Step 5: Confirmation

Reset Password: Enter Username

* Indicates required field

Please enter your user name.

Enter Username *

Cancel Continue

[Contact Us](#)

6. Enter your reference number

Step 1: Enter Username | Step 2: Enter Reference Number | Step 3: Answer Secret Question | Step 4: Enter New Password | Step 5: Confirmation

Reset Password: Reference Number

* Indicates required field

Reference Number *

Cancel Continue

[Contact Us](#)

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Your reference number can be found in the first step of the reset password e mail

My Business Account Forgot Password Request
Verizon Wireless [CUSTOMERSERVICEB2B@VERIZONWIRELESS.COM]
Sent: [redacted]
To: [redacted]

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

1. A Reference Number 16 characters in length **2401320172091**
2. A link to an encrypted token that contains the User ID, Reference Number and Date and Time of the forgot password request. that this link is valid for 1 hour.
https://mbss.verizonwireless.com/tmb/resetPassword.do?TOKEN=QPJ-73tex6v0NsqbvgKaexbzUFhn98Ln7U5gu7jKPj27U6xaNR-VmdeGko460FjD9Npw8sZph8wZV30gdBMTDh8lNYEogZ3_LhuwkP54i7h2ouLn_cbGeyUEt0NSXmHp

Please click on the link above to reset your password. Upon clicking this link, you will have the opportunity to reset your password 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**.

Step 1: Enter Username > Step 2: Enter Reference Number > Step 3: Answer Secret Question > Step 4: Enter New Password > Step 5: Confirmation

Reset Password: Secret Question

* Indicates required field
Please enter the answer to your secret question.

What is your favorite pets name? *

If you have forgotten your password and the answer to your secret question, please contact your company administrator or [contact us](#) to reset your password.

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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.

Step 1: Enter Username Step 2: Enter Reference Number Step 3: Answer Secret Question Step 4: Enter New Password Step 5: Confirmation

Reset Password: Enter New Password

* Indicates required field

Please enter your new password.

New Password *

Password must contain at least 8 characters, including an uppercase letter, a lowercase letter, and a number.

Confirm Password *

Cancel Continue

[Contact Us](#)

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

Step 1: Enter Username Step 2: Enter Reference Number Step 3: Answer Secret Question Step 4: Enter New Password Step 5: Confirmation

Reset Password: Confirmation

Your password was successfully changed.

[Login to My Business Account](#)

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

Notes