

Q1. What is a CUA for National Order By Product?

A1. A Company User Administrator (CUA) is a person approved within a company with a National Order By Product account to authorize basic user access, reset passwords, delete users and promote other users to become a CUA

Q2. Does every company with a National Order By Product account need a CUA for National Order By Product?

A2. Yes. One or more CUAs must be established before a basic user can apply for National Order By Product access

Q3. What if an existing company is trying to register a CUA but does not know the authorization code?

A3. When completing the CUA request form, if you answer “yes” to “Are you a new customer?” you will bypass the requirement for entering the authorization code for National Order By Product.

Q4. How does an existing CUA obtain the authorization code to give to its users?

A4. Please login to the portal <http://www22.verizon.com/wholesale/homepage.jsp> with your existing ID and Password. Your authorization code will be published under the Resource & Tools heading



Q5. What are the instructions for a CUA to set up other users?

A5. Please login to the portal <http://www22.verizon.com/wholesale/homepage.jsp> with your existing ID and Password. Documentation for setting up users is published under Training Resources



Q6. How does a CUA and reset its password?

A6. Please send an email to [connectivity.management.team@verizon.com](mailto:connectivity.management.team@verizon.com)

Q7. How does a basic user reset its password?

A7. Basic users should contact their CUA for password resets. If you do not know who your CUA is, please send an email to [connectivity.management.team@verizon.com](mailto:connectivity.management.team@verizon.com)

Q8. My account is locked due to excessive login. How can I unlock the account?

A8. If you are a basic user and your account is locked, please wait 15 minutes and request that your CUA reset the password. If you are a CUA, please send an email to [connectivity.management.team@verizon.com](mailto:connectivity.management.team@verizon.com) to have the password reset.

Q9. I have questions or am receiving errors on my National Order By Product order. What should I do?

A9. Please send an email to order support at OBPVZNSupport [OBPVZNSupport@one.verizon.com](mailto:OBPVZNSupport@one.verizon.com)