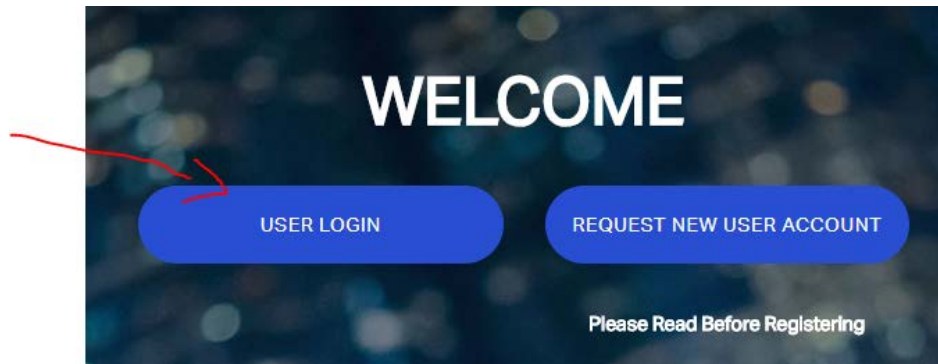


Existing Partner portal users login process - Post May 14th, 2018

This process is for existing External Partner portal users who **are login into the Partner portal for the first time after the May 14, 2018** Service Cloud launch. Please use Chrome or Firefox – Internet Explorer is not supported

1. Perform a password reset **prior to your first login only:**
<https://my.ciena.com/CienaPortal/s/login/ForgotPassword>
2. Once password is reset, click on <https://partners.ciena.com>
BOOKMARK THIS LINK!!

Click on the 'User login' button



3. Enter your userID and PWD:

Login

EMAIL ADDRESS

PASSWORD

[Forgot your password?](#)

Login

4. Repeat steps 2 & 3 for future logins!