

---

# How to become a hybrid user

## Step-by-step guide

### Understand the basics

A hybrid user has access to both My Business and Verizon Enterprise Center with a single user ID. By becoming a hybrid user, you can view wireless and wireline services online with one single user ID, which provides a unified landing page experience.

### Toggle between Wireless & Wireline

- In the top navigation under the logo, use the drop-down menu to toggle between **Internet & Wired Communications** and **Wireless & Mobility**.

### If you are an existing My Business user

- Under **User Settings**, select **Access Request**.
- On the **Access Request** form, enter your Verizon Enterprise Center invitation code or Verizon Enterprise Center billing account or Verizon Enterprise Center circuit ID.
- If you have an invitation code from the Wireline invoice, you will be automatically processed in real-time.
- If you do not have an invitation code, your request will be submitted to Verizon Enterprise Center CPNI authorizer or Verizon customer service team for processing and approval.

### If you are an existing Verizon Enterprise Center user

Prerequisite: Self-registration is enabled for the My Business EPCD

- Under **User Settings**, select **Access Request**.
- On the **Access Request** form, enter your wireless number or billing account number and select **GO**.
- Register by selecting **Wireless access request** and entering your wireless number.  
*OR*
- Register by selecting **Verify who are you** and enter your account password, account balance, and last payment amount.

---

## If you are an existing Verizon Enterprise Center and My Business user

- Access request can be initiated from either system.
- If started from Verizon Enterprise Center:
  - My Business access will be granted to the Verizon Enterprise Center user ID based upon the information supplied (wireless number or billing account and the self-registration set up).
  - If additional access is desired, repeat the access request or an administrator can upgrade user access.
- **NOTE:** My Business user ID may no longer be used and could be deleted.