



Place orders for AT&T Switched Ethernet with Network on Demand

Learn how to place orders for AT&T Switched EthernetSM with Network on Demand.

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Overview

The main things you'll learn are how to:

- View your active network inventory and pre-qualified locations.
- Add a new location with a port.
- Add a port.

You'll also learn how to:

- View your network inventory on a map.
- Create a trouble ticket to report a service issue on a port.
- Check the status of your orders.

Log in to AT&T Business Center

1. To log in to Business Center, go to <https://www.att.com/ebiz/registration>. The **Log in to Business Center** page appears.
2. Enter your email address and password.
3. If you want Business Center to save your email and remember it the next time you log in, check **Remember me**.
4. Click **Log in**. The Business Center homepage appears.



Go to the Network inventory page

The Network inventory page is the starting point for placing orders. You can see all your locations on the Network inventory page. You can use the top menu or the Network map widget to go to the Network inventory page, as seen in the following illustration:

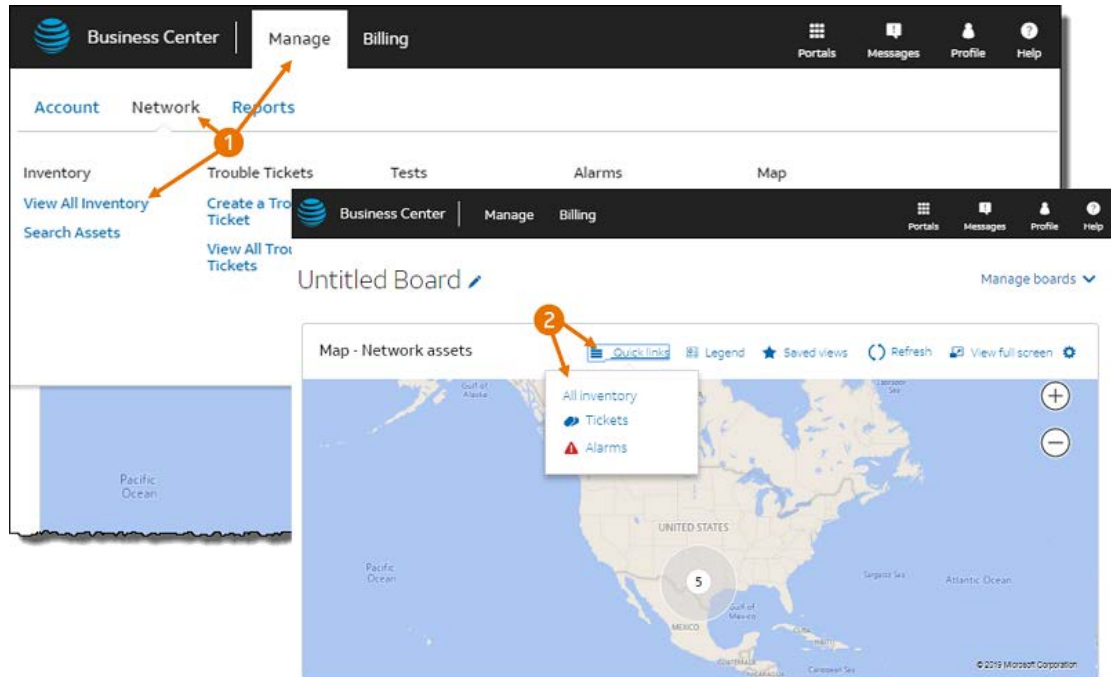


Image 1: The two ways to go to the Network inventory page

You can go to the Network inventory page from the top menu, which you can access from any page in Business Center:

- **Business Center > Manage > Network > View all inventory**

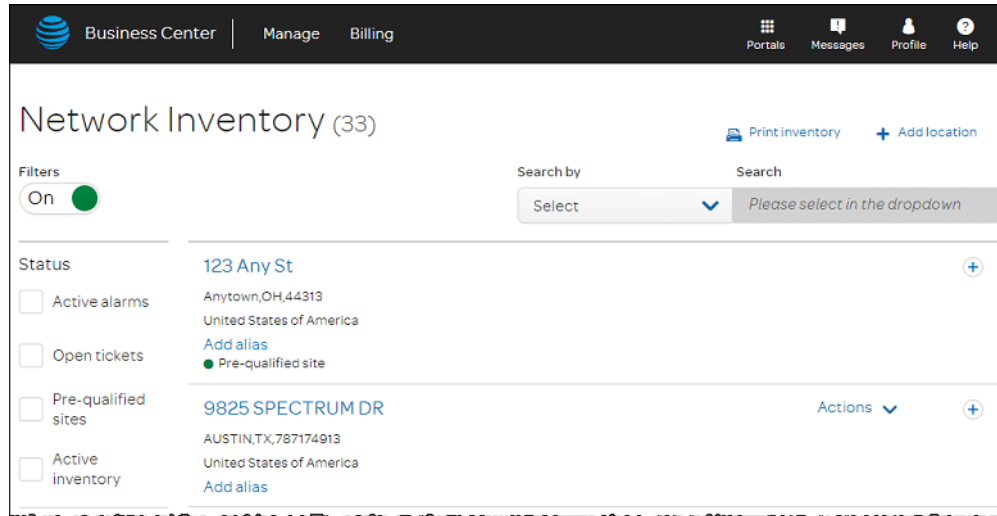


Image 2: Network inventory page

You can also use the Network map widget on your Business Center homepage. This provides a quick way to see your network inventory for specific locations. If the Network map widget isn't on your board, you can add it. For more information, see **Add widgets to a board** on the Business Center Help page.

1. To get details about a location or cluster of locations, on the **Network map**, click the circle.
2. In the window that opens, click **Locations**. The **Network inventory** page appears and lists the locations for the cluster you selected.

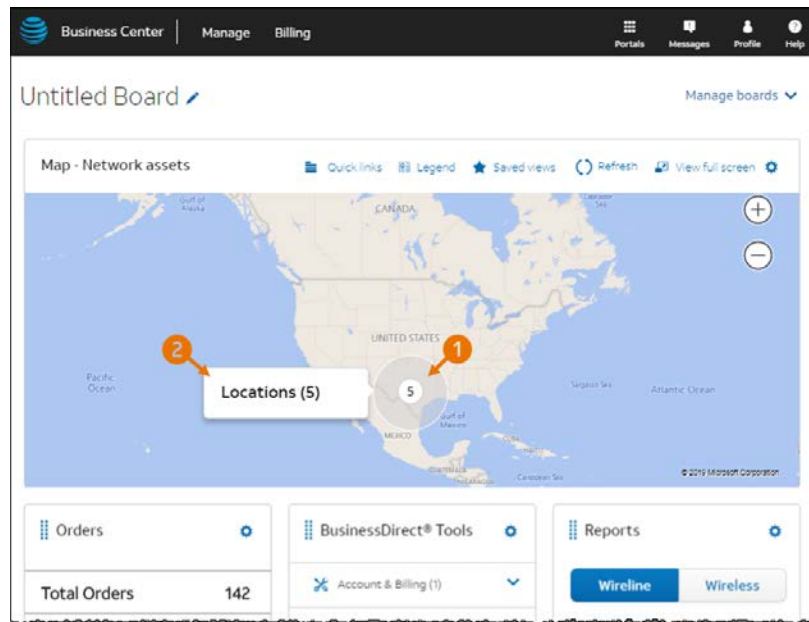


Image 3: Network map widget with a cluster of five locations



Find an asset in your network inventory

You can filter the Network inventory page to show only the locations with AT&T Switched Ethernet ServiceSM. You can also filter on status, service contract, and location.

1. On the **Network inventory** page, click the **Filters** switch to **On**.
2. Under **Services**, check the **AT&T Switched Ethernet** box. The locations that have this service are shown.

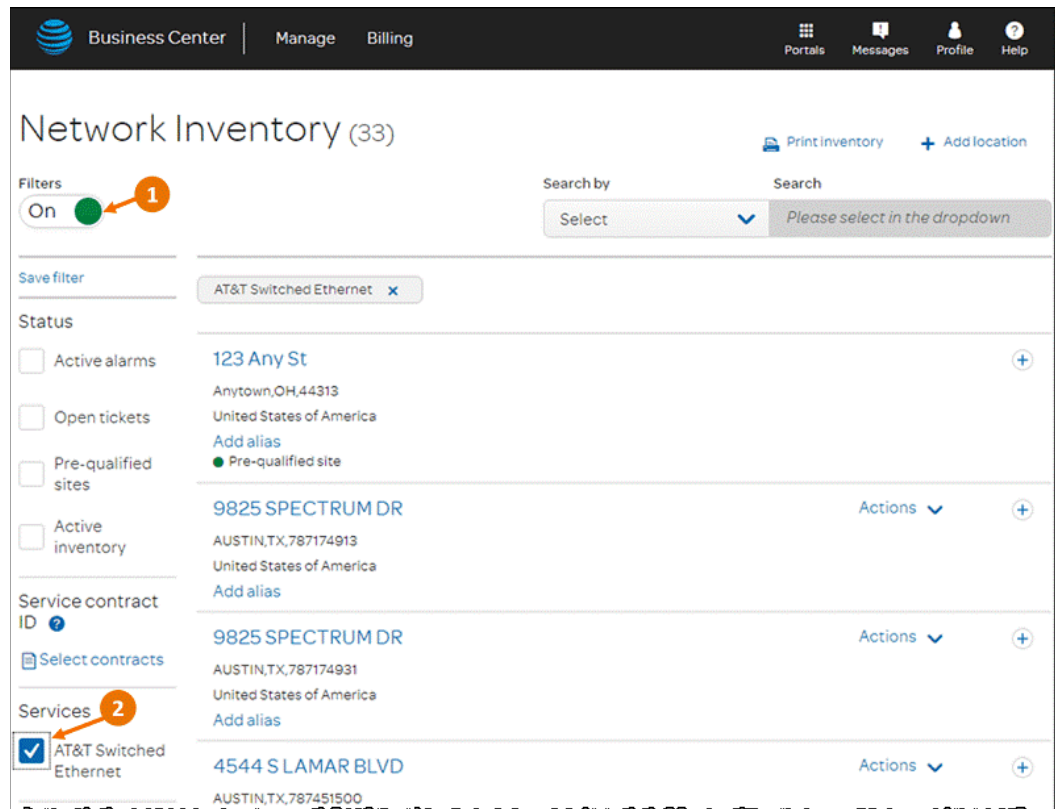


Image 4: Network inventory page filtered to show locations with AT&T Switched Ethernet Service

View an asset at a location

1. Expand the location you want to see.
2. Expand **AT&T Switched Ethernet**. The port circuits are shown.
3. To see details about a port circuit, expand the section.
4. To create an order or a trouble ticket, use the **Actions** list.

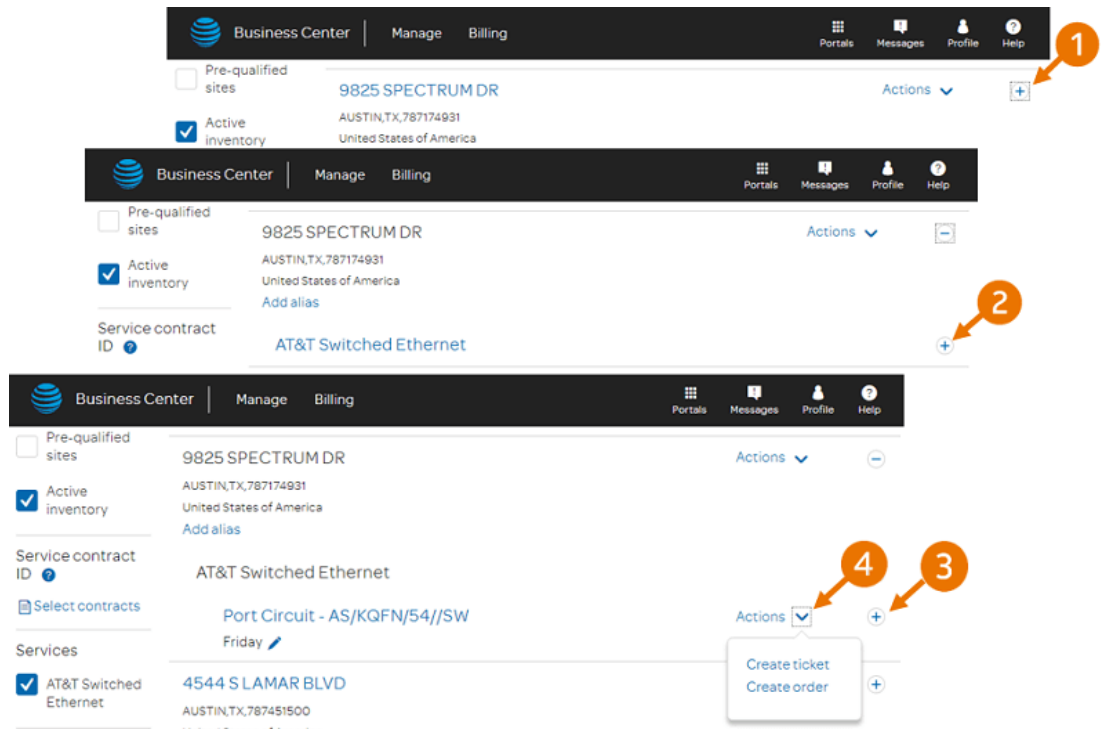


Image 5: Create a trouble ticket or an order on an asset

Add a new location

You can add a new location where you want to add the AT&T Switched Ethernet with Network on Demand capability. When you add a new location, you also do these things at the same time:

- Add a port to the new location
- Add or select an Ethernet virtual connection (EVC) to connect the new port to another port
- Connect the EVC to another port
- Associate your order with a service contract

When your order is completed and the new port is active, you'll see a new location on your Network inventory page. The new location will have the port and EVC information you configured for the location.

For step-by-step instructions to add a location, see [Add an AT&T Switched Ethernet with Network on Demand port](#). If you're adding the first location, see [Initial setup of AT&T Switched Ethernet with Network on Demand](#).



Order a port

You can add a port to an existing location or to a pre-qualified location. The difference between these location types is that:

- An existing location is one that has AT&T Switched Ethernet with Network on Demand.
- A pre-qualified location is one that qualifies for AT&T Switched Ethernet with Network on Demand, but where you haven't added the service.

Adding a port to an existing or prequalified location is like adding a port when you add a new location. The difference is that you're not asked to provide the address. For step-by-step instructions for adding a port, see [Add an AT&T Switched Ethernet with Network on Demand port](#). If you're adding the first port, see [Initial setup of AT&T Switched Ethernet with Network on Demand](#).

Place other kinds of orders for ports

You can also do these things from the Manage AT&T Switched Ethernet page:

- Edit a port
 - Add an EVC
 - Create a ticket
 - Delete a port
1. Go to the **Network inventory** page:
 - **Business Center > Manage > Network > View all inventory**
 2. Expand the location with the port you want to manage.
 3. Expand **AT&T Switched Ethernet**. The port circuits are shown.
 4. Click the port circuit ID you want to manage. The **Manage AT&T Switched Ethernet** page appears.
 5. Next to the **Port circuit ID**, click **Actions**, and then do one of the following:
 - To edit a port, click **Edit port**.
 - To add an EVC, click **Add EVC**.
 - To create a trouble ticket on the port, click **Create ticket**.
 - To delete the port, click **Delete port**.
 6. Complete the steps.

Order an Ethernet virtual connection

An Ethernet virtual connection (EVC) provides direct connectivity between two or more ports in your network. You can create one or more EVCs to create virtual network connections (VNCs) between your physical network ports. Each EVC must have a minimum of two segments and can have as many segments as you need. To learn how to add a new segment to an existing multipoint (EVC) or to add a new EVC, see [Add an Ethernet virtual connection for AT&T Switched Ethernet with Network on Demand](#).



You can change the settings of an existing EVC segment or an entire EVC. To learn how, see [Edit an Ethernet virtual connection for AT&T Switched Ethernet with Network on Demand](#).

You can delete an EVC segment or EVC you no longer need. To learn how, see [Delete an AT&T Switched Ethernet Service EVC or EVC segment](#).

View your order status

You can use the Orders widget to quickly view the status of your orders. The Orders widget shows the total number of orders and the number of orders by status.

1. On the Business Center homepage, in the **Orders** widget, click a status, such as **In Progress**. The **Order status activity** page appears. All orders that are in progress are listed.
2. To expand or narrow the results, select additional or fewer statuses, services, or a data range.

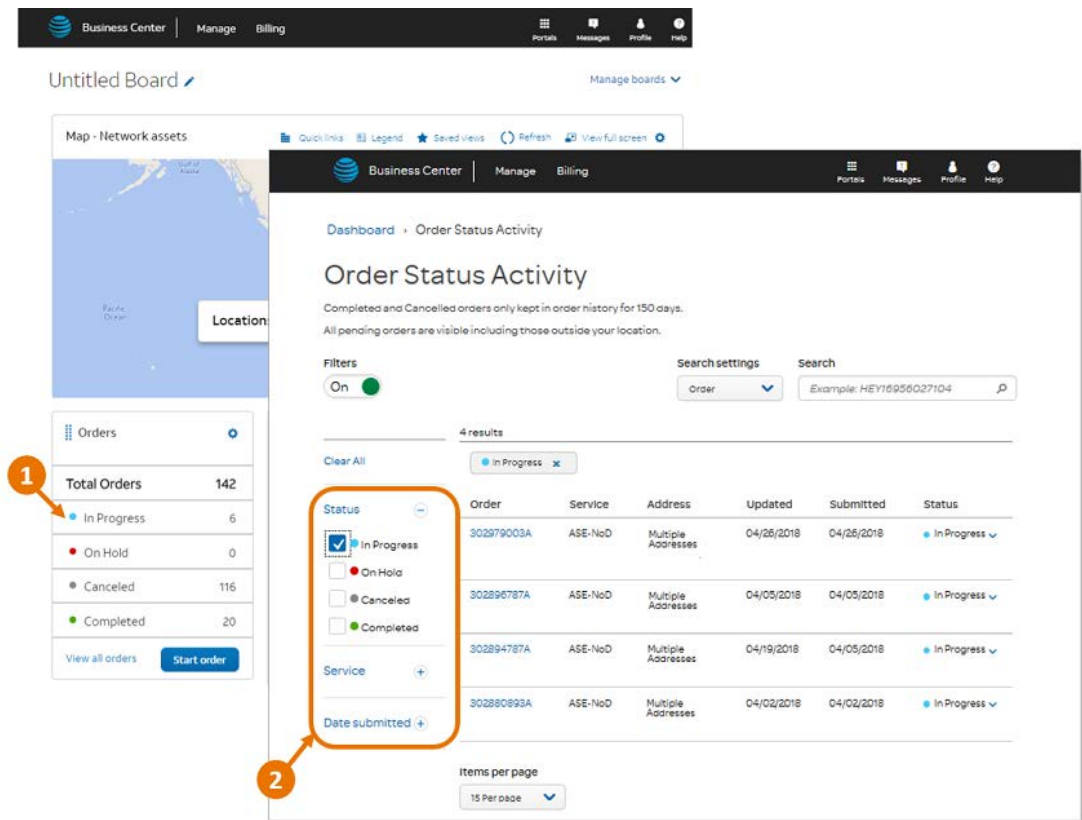


Image 6: Order status widget and the Order status activity page



Submit a saved order

AT&T Switched Ethernet with Network on Demand has its own shopping cart. All saved orders for AT&T Switched Ethernet Service appear in that shopping cart.

To access the shopping cart for AT&T Switched Ethernet Service

1. Go to the **Network inventory** page:
Business Center > Manage > Network > View all inventory
2. Expand any location with an active A&T Switched Ethernet Service port.
Note: This doesn't have to be the location or port that the order was created for.
3. Expand **AT&T Switched Ethernet**.
4. Click the port circuit ID.

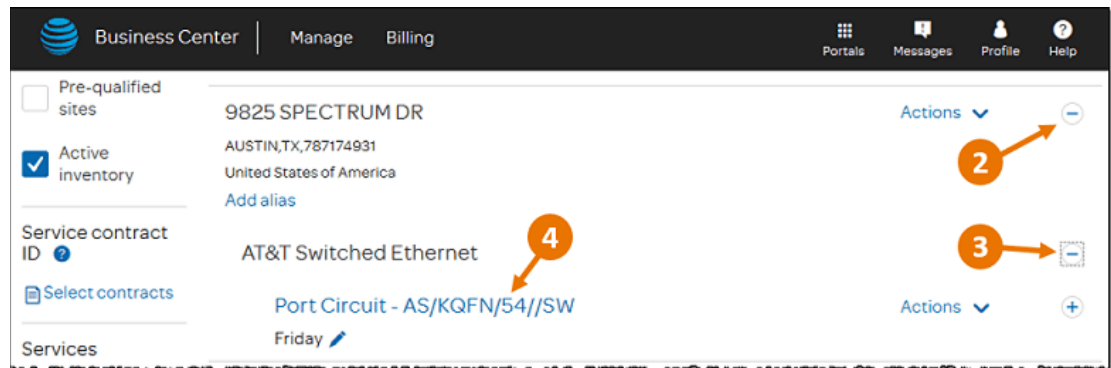


Image 7: Port circuit ID link on the Network inventory page

5. On the **Manage AT&T Switched Ethernet** page, click **View order**.
Note: The number of saved orders are shown next to the **View order** link. The following illustration shows that there's one saved order. If there are no saved orders, this number is zero.

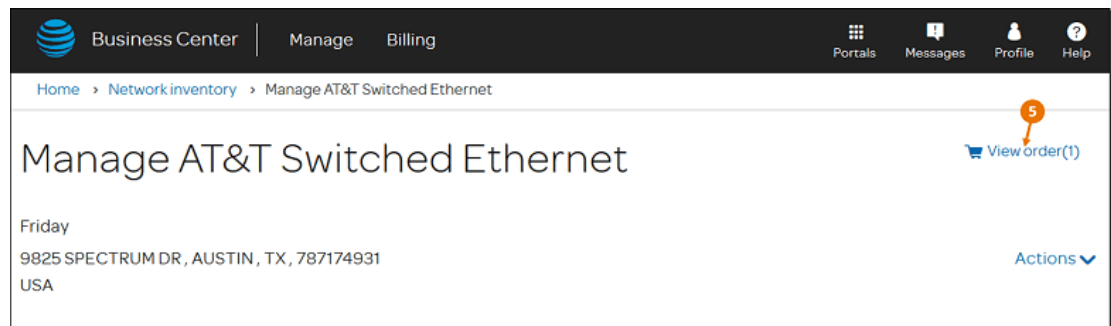


Image 8: View order link on the Manage AT&T Switched Ethernet page

The **Review order** page appears. If there are multiple saved orders, they're listed with separate **Expand all** links. The following illustration shows two saved orders.



Business Center | Manage Billing | Portals Messages Profile Help

Home > Network inventory > Manage AT&T Switched Ethernet > Review order

Review order Cancel order

AT&T Switched Ethernet Service with Network on Demand capability
1010 N ST MARYS ST, SAN ANTONIO, TX, USA Expand All

EVC segments

Quantity	Added EVC segment	
1	Asset ID - AS/VLXM/000064/SW_AS/KQFN/000061/SW	✎ 🗑️ +

AT&T Switched Ethernet Service with Network on Demand capability
Orders for virtual connections Expand All

Ethernet virtual connections (EVCs)

Quantity	Changed EVC	
1	Asset ID - 1007326483	🗑️ +

Service contract ID	Contract alias
SDN2N4C6FK	-

Submit order

Image 9: Review order page showing two saved orders

6. If you'd like to see more details about an order, expand the section or expand all sections for the order.
7. To update an order, click **Edit**.
8. To delete a saved order, click **Delete**.
9. To cancel all saved orders, click **Cancel order**.
10. To submit the order, click **Submit order**.



Business Center | Manage Billing

Portals Messages Profile Help

Home > Network inventory > Manage AT&T Switched Ethernet > Review order

Review order

AT&T Switched Ethernet Service with Network on Demand capability
1010 N ST MARYS ST, SAN ANTONIO, TX, USA

EVC segments

Quantity	Added EVC segment
1	Asset ID - AS/VLXM/000064//SW_AS/KQFN/000061/SW

AT&T Switched Ethernet Service with Network on Demand capability

Orders for virtual connections

Ethernet virtual connections (EVCs)

Quantity	Changed EVC
1	Asset ID - 1007326483

Service contract ID	Contract alias
SDN2N4C6FK	-

Cancel order

Expand All

Expand All

Submit order

Image 10: Review order page showing options before submitting a saved order

Get more information about Business Center

Learn how to use Business Center to help you manage your business.

1. From the top menu, click **Help**, as seen in the following illustration.
2. Do one of the following:
 - Enter search criteria, and then press **Enter**.
 - Select a help category.
3. To open the **Contact us** page, click **Contact us**.
4. To take the tour, click **Explore the Business Center homepage**.
Note: You have to be logged in to Business Center to explore the Business Center homepage.

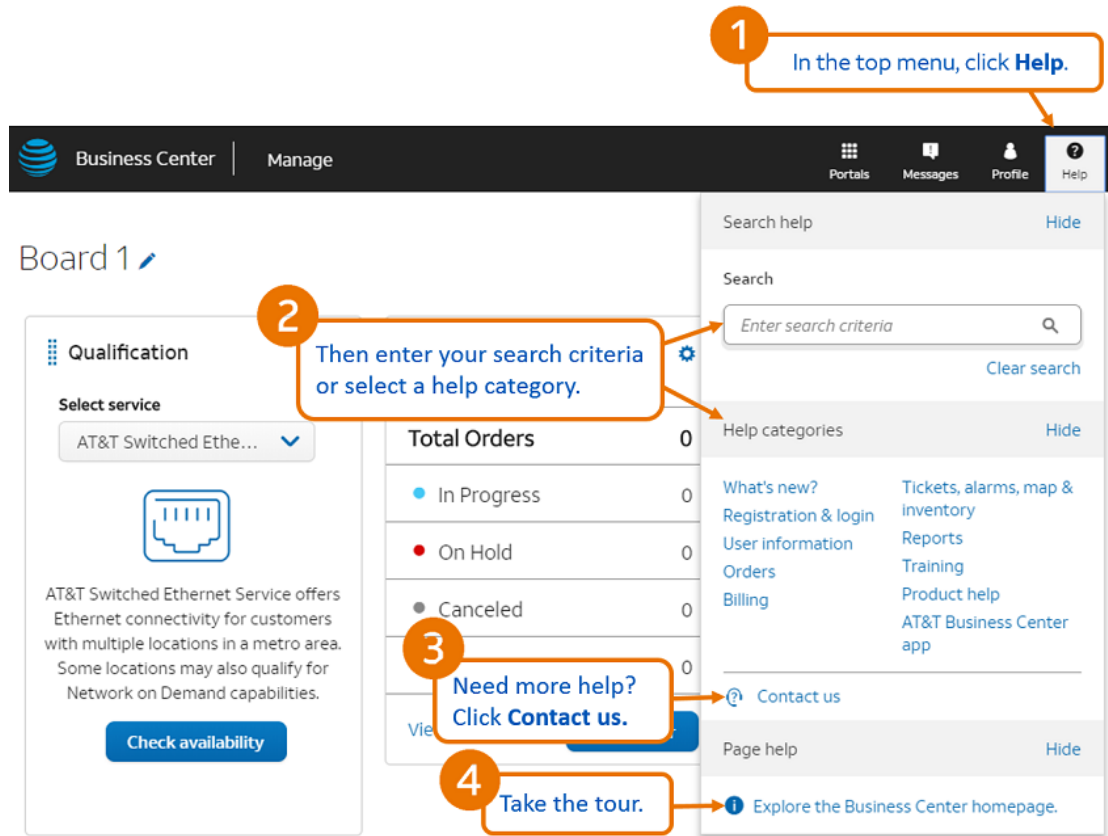


Image 11: Business Center Help menu

You can use the **Contact us** page, as seen in the following illustration, to find contact information. You can reach representatives Monday through Friday, 9 a.m. to 6 p.m. ET.

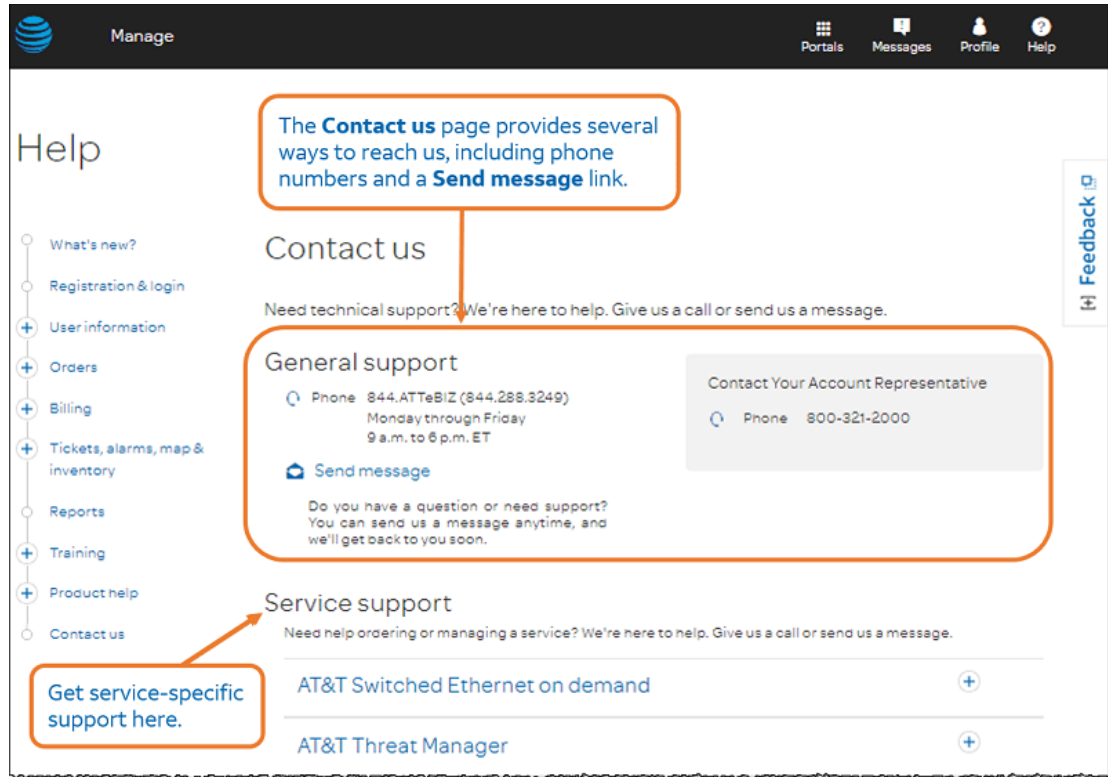


Image 12: Contact us page in Business Center

To provide feedback, click **Feedback** on the right side of the page, as seen in the following illustration. A feedback window appears.

To chat with an AT&T representative, click the **Chat live** icon on the right side of the page. A chat window appears.

If you open the chat window from a page other than the Business Center homepage, you're directed to an AT&T representative who specializes in the topic for that page. For example, if you're on the **Reports** page when you click the **Chat live** icon, you're connected with an AT&T representative who specializes in report information.

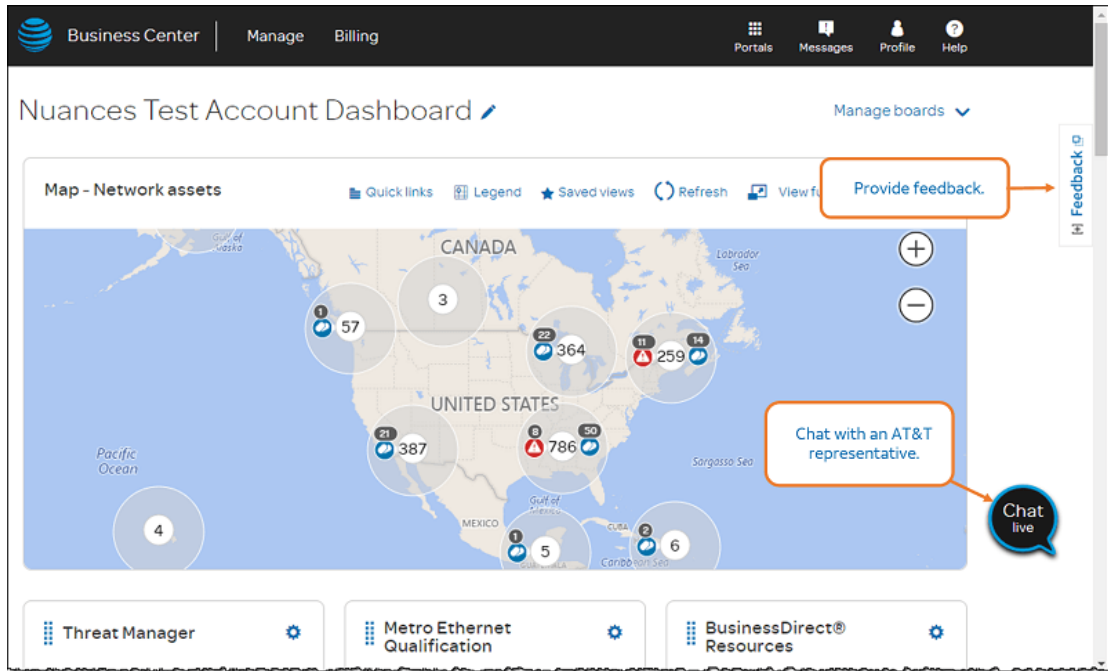


Image 13: Business Center homepage with the Feedback button and Chat live icon