Introduction to AT&T Business Center

With AT&T Business Center, you can:

• Log in once and access all your AT&T Business Center apps, saving you time and effort.
• Take action in less time, use fewer clicks, and transition easily between tools and services.
• Manage services with near-real time results.
• Stay informed on a wide range of activity:
  – View your inventory.
  – Check your order status.
  – Check the status of your trouble tickets.
  – Get billing information.
• Locate and manage AT&T wireline business products in one place.

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Activate your Business Center account

As a new user, you'll receive an email from AT&T Business Center that prompts you to activate your user account.

Activate your Business Center user account

1. Open the email and click Activate now. The Complete activation page opens.
2. Enter your information, including the password you want to use with Business Center.
3. Accept the terms and conditions, and then click Complete activation. The Log in to Business Center page opens. We recommend that you save this page as a favorite or bookmark.
4. Log in using your email address and the password you provided in step 2.

Log in to Business Center

After you activate your user account, we send you a second email with the businesscenter.att.com link to log in to Business Center. This link opens the Log in to Business Center page, as seen in the following illustration.
Log in to Business Center page

Business Center homepage and widgets

When you log in to Business Center, you’ll see the Business Center homepage. The homepage has a top menu for quick access to resources in Business Center. The homepage also has widgets that provide many functions, such as:

- Summary information about a service or function
- Shortcuts to your apps
- Details about a function, such as your network status, maintenance tickets, and orders

The following illustration shows a Business Center homepage with the **Metro Ethernet Qualification** widget, **Threat Manager** widget, and **BusinessDirect tools** widget.
Business Center homepage and widgets

You can add up to 15 boards to your Business Center homepage, assign them names, and switch between them. Your boards appear on the Manage boards list in the order you create them and by the names you assigned to them. Make sure you create the boards in the order you want them to appear in the Manage boards list.

To create a new board, from the Manage boards list, click Create new board. The following illustration shows a Business Center homepage with 2 boards. The default board has been renamed My default board. The other board is named BusinessDirect.
Take the tour

When you log in to Business Center for the first time, you're prompted to take a tour of the Business Center homepage. The tour introduces you to the elements on the Business Center homepage.

To access the tour later, from the top menu, click Help and then click Explore the Business Center homepage, as seen in the following illustration.

Explore the Business Center homepage link in the Help menu

When you activate your user account, we automatically add widgets to your default board based on your role and the services you have. Roles and services can vary from user to user, so your homepage may look different from another user's homepage.

You can then customize your Business Center homepage based on your organizational needs. For example, you can:

- Rename a board with a descriptive title to distinguish between other boards you create
- Create a board to organize your tools and services separately
- Delete a board that you no longer need
- Add widgets to a board
- Move widgets where you want them on a board
- Remove widgets from a board
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 1 of these things:
   − Enter a 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.

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.

You can provide feedback, or chat with an AT&T representative, as seen in the following illustration. 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.
The chat icon has 4 states, as shown in the following table.

<table>
<thead>
<tr>
<th>Chat icon state</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Chat live" /></td>
<td><strong>Chat live</strong> means chat is available. Click <strong>Chat live</strong> to chat with an AT&amp;T representative.</td>
</tr>
<tr>
<td><img src="image" alt="Chat busy" /></td>
<td><strong>Chat busy</strong> means chat is unavailable because all AT&amp;T representatives are currently busy. Try again later.</td>
</tr>
<tr>
<td><img src="image" alt="Chat offline" /></td>
<td>Chat offline means chat is unavailable because all agents are offline. Try again later.</td>
</tr>
<tr>
<td><img src="image" alt="Resume chat" /></td>
<td><strong>Resume chat</strong> means you have minimized the chat window. If the AT&amp;T representative has replied while the chat window is minimized, the number of replies are shown in a red circle. Click <strong>Resume chat</strong> to open the chat window.</td>
</tr>
</tbody>
</table>