Quickly place orders for your AT&T VPN inventory assets

AT&T Virtual Private Network (VPN) Service ordering through AT&T Business Center

December 2018
Contents

Overview

Access your Network Inventory page

Find your asset

Select your option

Configure your order in the Configure IP Data window

Configure your order in flyout list

Review your order

Schedule and submit your order

Receive order confirmation

View your order status

Get more information about Business Center

Images provided in this presentation are for illustrative purposes only.
Overview

If you have AT&T Virtual Private Network Service, you can now place orders online through Business Center.

Business Center provides a virtually effortless and intuitive environment. Place orders for your network inventory assets quickly and easily.

As the tool is under development, not all ordering activities are currently available. We’re working to provide you with additional order activities soon.
Access your Network Inventory page

AT&T VPN orders for your assets are initiated from the Network Inventory page.

From the Business Center dashboard, there are **three ways** you can access your Network Inventory page. Use one of the following.

1) On the top menu, click **Manage**, click **Network**, and then click **View All Inventory**.

2) In the Network Map widget, click **All Inventory**.

3) In the Orders widget, click the **Start Order** button.
Find your asset

From the Network Inventory page, you can find a specific asset and initiate the order.

1. To find your asset, browse your inventory list or search for a specific circuit. You can also filter your inventory by status, service, and location.

2. To select a site, click the plus (+) sign next to the location.

3. To see the circuit or channel, click the plus (+) signs to expand the list.

4. To create an order for a circuit or channel, click the **Actions** arrow. From the list, select **Create order**.

   This opens the **Manage AVPN Service** page.
Select your option

On the Manage page, click the blue edit pencil to place an order for the asset.

1. You can expand each section to learn more about your location, contacts, access information, port information, and configuration.

2. To view and edit your circuit or channels, expand the Configuration section.

   Note: Certain types of orders begin from the Port Information section. To place these orders, expand Port Information.

3. To edit a specific channel, expand that channel.

4. To initiate an order, click the blue edit pencil next to the option you want to edit. For example, click the blue edit pencil next to IP Data.

   This opens the Configure pop-up window.

   Note: The order types listed depend on business rules and pending activity. Gray edit pencils indicate that the option is disabled. You can hover over the gray edit pencil to learn why the option cannot be edited.
Configure your order in Configure IP Data window

From the Configure IP Data window, easily edit your asset without leaving the Manage page.

1. The **Configure IP Data** window shows your current asset information and what you can update. To learn more about a specific item, click the question icon.

2. To edit your asset, enter or select your changes, and then click **Save**.

   This closes the pop-up window and returns you to the Manage page.
Configure your order in the flyout list

For assets with less data, simply edit your options from a flyout list on the Manage page.

1. Click the blue edit pencil next to the option you want to edit. For example, in the Port information section, click the blue edit pencil next to Port Billing Option.
   This opens the Configure Port billing option flyout list.

2. Select an option from the Port billing option list.

3. Click Save.
   This closes the flyout list on the Manage page.
Review your order

From the Review Order page, you can quickly review your order.

1. To open the Review Order page, in the Success message, click **Review order**.

2. To review your changes, expand the Configuration section. You can also:
   - Click the **blue edit pencil** to edit your order from the Review page.
   - Click the **delete** icon to cancel your order.

3. To schedule and submit your order, click **Schedule order**. This opens the Provisioning pop-up window.
   - **Note**: For some order types, you will need to accept the terms and conditions.
On the Provisioning date pop-up window, you can schedule and submit your order.

1. To submit your order for provisioning on the first available date, select **Provision order now**.
2. To choose a later date, select **Choose a date and time for the order**. Select your date from the calendar, select your time zone, and then select your time.
3. Click **Submit**.

**Note**: You can schedule your order up to 45 days from the current date.
Receive order confirmation

Your order is confirmed! From this page you can easily return to the Inventory or Manage page.

- To return to the Network Inventory page, click Back to inventory.
- To return to the Manage page, click Back to manage.
View your order status

You can also view the status of your Business Center orders using the Orders widget.

1. On the Orders widget, select a status, such as **Completed**.
2. The Order Status Activity page appears. All **Completed** orders are listed.
3. To expand or narrow your order status activity results, select additional statuses, services, and the date the order was submitted.
Learn how to use Business Center to help you manage, run, and grow your business.

1. From the top menu, click **Help**.
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**.
You can use the **Contact us** page to find contact information. You can reach representatives Monday through Friday, 9 a.m. to 6 p.m. ET.

The **Contact us** page provides several ways to reach us, including phone numbers and a **Send message** link.

**General support**
- Phone: 844.ATTBiz (844.288.3249)
  - Monday through Friday
  - 9 a.m. to 6 p.m. ET

**Send message**
- Do you have a question or need support?
  - You can send us a message anytime, and we'll get back to you soon.

**Service support**
- Need help ordering or managing a service?
  - We're here to help. Give us a call or send us a message.

**AT&T Switched Ethernet on demand**
**AT&T Threat Manager**
Provide feedback or chat with an AT&T representative

You can provide feedback, or chat with an AT&T representative. To provide feedback, click Feedback on the right side of the page. 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.