Easy access to the tools you need to manage, run, and grow your business

Introduction to Business Center

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Benefits

Welcome to Business Center. Business Center utilizes a user interface technique that is intuitive, effortless and provides you with the ability to take action in less time, with fewer clicks.

Business Center allows you to:

• Experience a single “sign-on” with a consistent look and feel across all websites creating a seamless user experience.
• Transition easily between tools and services, enabling you to take action in less time, with fewer clicks.
• Self-service through automation of transactions with near real-time results.
• Stay informed on a wide range of activity such as View Inventory, Order Status, Ticketing Status, and Billing information.
• Locate and manage AT&T wireline business products in one place.
• See improved personalization and tool enhancement.
Get started

Once you create your username and password, you have access to Business Center. You can then enjoy the full benefits and features of Business Center.

Experience a single sign-on with a consistent look and feel across all websites creating a seamless user experience. You can access the BusinessDirect® tools through the BusinessDirect Tools widget that takes you directly to the product or service you want to open.

As one of our first Business Center users, you get to witness the development of exciting new features and tools. As a result, you may come across links or functions that are still in development and inactive to users.
Activate your Business Center account

You will receive an email from Business Center prompting you to activate your Business Center account.

1. Open the email and click **Activate now**.
2. You are taken to the Complete Activation page where you will enter your information, accept the terms and conditions and click **Complete Activation**.
3. To log in to Business Center for the first time go to **businesscenter.att.com**.
   - Use the same email you used when you activated your account.
   - Enter your password and click **Log in**.
Manage your dashboard

- Login
- Main dashboard
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- Rename your board
- Create a new board
- Select a board action
- Add Widget to a Board
- Delete a board
Log in to Business Center at businesscenter.att.com.

After initial login, you can take a quick tour of helpful dashboard features and functions.
Main dashboard

Once you log in to Business Center, you will see the main dashboard. This board gives you a quick view of all of the functions and services you can access.

Company administrators can customize boards based on their needs. They can create additional boards, edit boards, and remove boards to segment applications and services. 

**Note:** Functions and services vary from user-to-user, so your dashboard view may appear differently from another user’s view.

The dashboard is customizable to fit your organizational needs.
Widgets

Widgets enable you to view condensed versions of the applications offered through AT&T BusinessDirect and Business Center.

The widgets in Business Center serve as a shortcut to their full applications.

Widgets are accessible through your dashboard. If you do not have any widgets on your dashboard, add a widget. The availability of widgets is dependent upon your personal and company profile.

For more information about the types of widgets available in Business Center, see Introduction to Business Center widgets.
Business Center dashboard at a glance

Dashboard

Board name

Widget

Board panel

User info

Notifications

Widget actions

Widget Actions allows you to copy, move, or remove a widget.
AT&T BusinessDirect Tools

The AT&T BusinessDirect Tools widget lets you access wireline services that are connected to your account but not available on Business Center.

To access an AT&T BusinessDirect tool:

1. Select an AT&T BusinessDirect category to view your available tools. The number of available tools is shown in parenthetical phrases. Select an available tool.
2. The page for the selected AT&T BusinessDirect tool appears in a separate window.
AT&T BusinessDirect Resources

The AT&T BusinessDirect Resources widget links to helpful resources.

You can access, get support, and learn more about:

- Products & Services
- Technical Guides
- Learning Center
- FAQs
- Contact Us

Back to the widget list.
Rename your board

Rename your board with a descriptive title to distinguish between multiple boards and to access services faster.

Next to the current board name (e.g., Untitled Board), click Rename.

Type in a name for your board. Click Save. A success message will appear, confirming the name change.
Create a new board to organize your tools and services separately.

1. Locate the **Boards Panel** and click the button so the switch says **On**.
2. Click **Add Board**.
3. To start customizing, click **add widget**.
Select a board action

Manage your dashboard with simple customization options.

Select any of the following from the **Actions** list.

- Add Widget to Board
- Delete Board

Click **Actions** and select the action you want.
Add Widget to Board (1 of 2)

To add a widget to a new or existing dashboard:

1. From your dashboard, click **Actions**. Select **Add Widget to Board**.
2. The **Widgets Gallery** page appears. Select any available widget to add to your board. You may add multiple widgets at once, as long as they are available to select.
Add Widget to Board (2 of 2)

3. The selected widget appears in the Add Widgets section. Select to add your widget to an existing board, or create a new board.

4. Click Add.

5. A success message appears, confirming that the widgets are added.

Note: Click Undo to immediately remove the newly-added widgets.
Delete a board

To remove a specific board, click **Actions**.

1. Select **Delete Board** from the list.
2. A pop-up window appears. Click **Delete Board** to continue.
3. A **Success** message appears, confirming that the board is deleted.

**Note:** Click **Undo** on the **Success** message to reverse your actions.
Get more information about Business Center

Learn how to use Business Center to help you manage, run, and grow your business.

Select **Help** from the top menu.

Then enter your search criteria or select a category.

Need more help? Click **Contact us**.

Click **Chat available** to chat with an AT&T representative. Representatives are available Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.

Get service-specific support here.

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