Easily manage your AT&T network assets with AT&T FlexWare

Business Center

January 2019

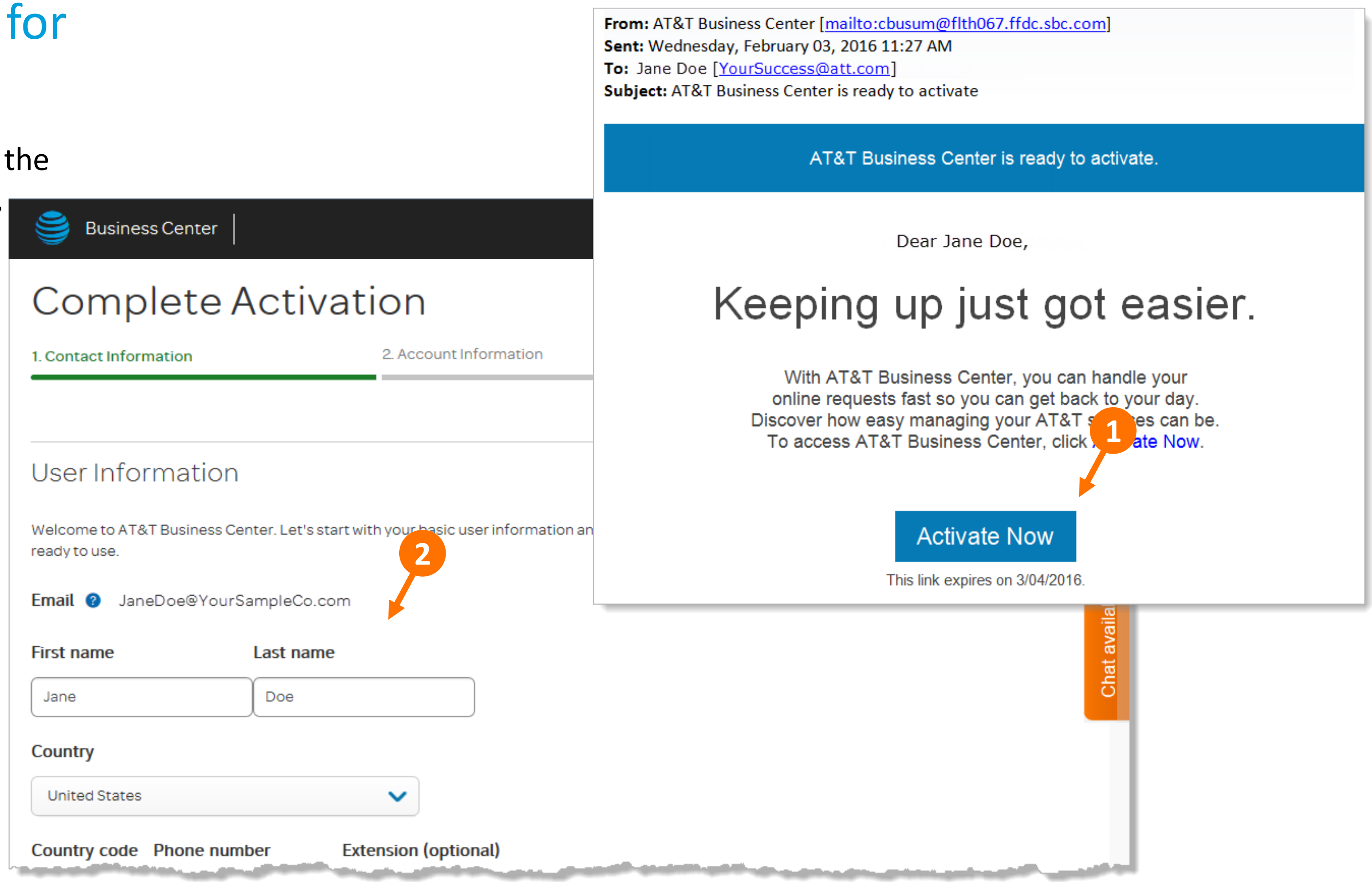
AT&T Business

Activating your Business Center account

When your company signs a contract for AT&T FlexWare, we'll send an email.

1. When you receive the email from Business Center with the subject line: **AT&T Business Center is ready to activate**, click **Activate Now**.

2. To activate your Business Center account:
   - Enter your contact information, and then click **Continue**.
   - Enter your account information, and then click **Continue**.
   - Accept the terms and conditions, and then click **Complete Activation**.



Images provided in this presentation are for illustrative purposes only.

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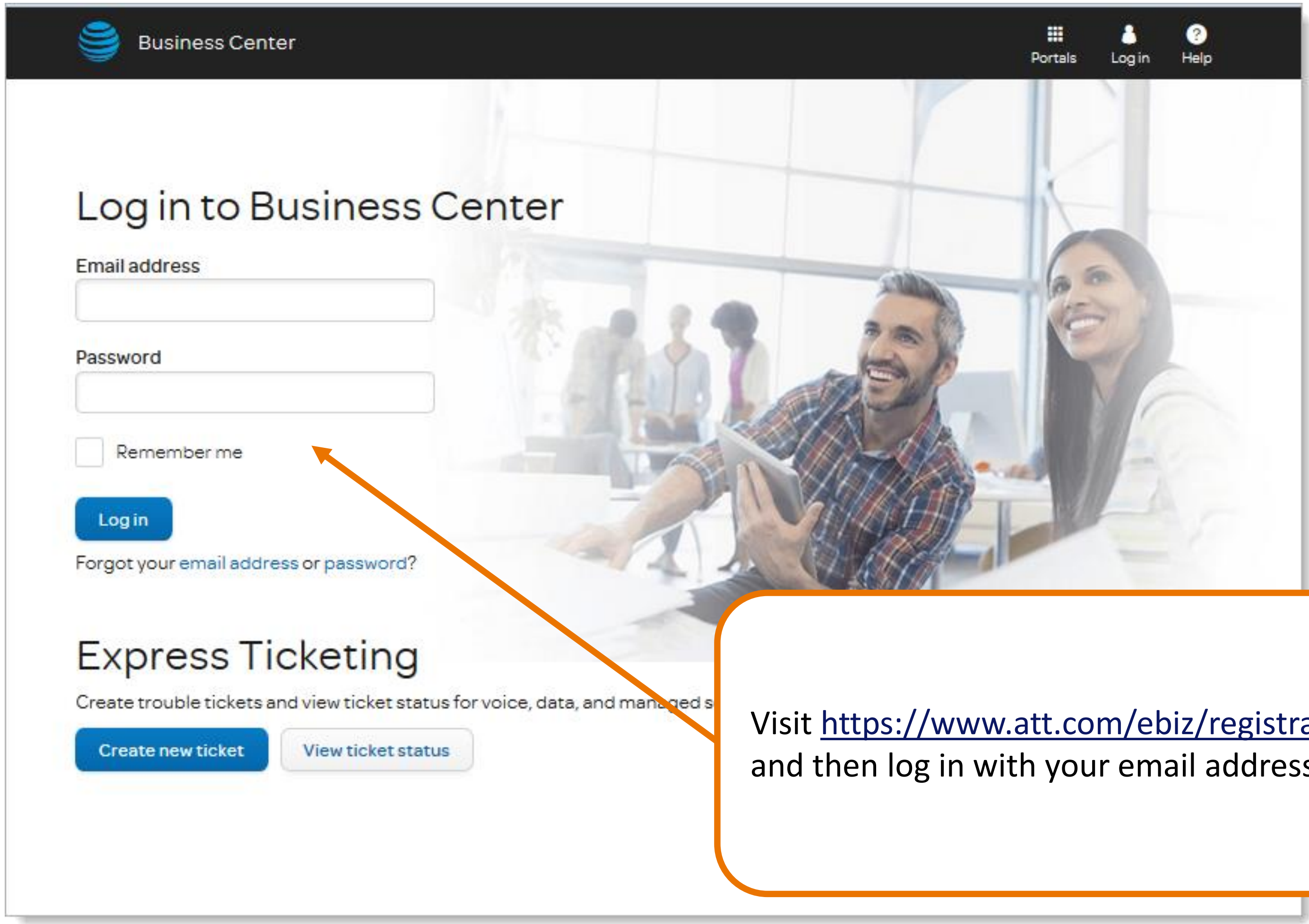
Logging in to Business Center



Visit https://www.att.com/ebiz/registration/home.jsp#/login, and then log in with your email address and password.

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Activating

In Business Center, you can easily manage your existing network assets with AT&T FlexWare.

You can use AT&T FlexWare[SM] to:

- Change your software.
- View or create tickets for your assets.
- Disconnect devices or software functions.

Each of these tasks begin from your Network Inventory page.

In Business Center, you can also:

- View an integrated, global view of your network inventory.
- View the status of your orders.
- View invoices and pay bills.
- Create and manage your company's Business Center users and administrators.

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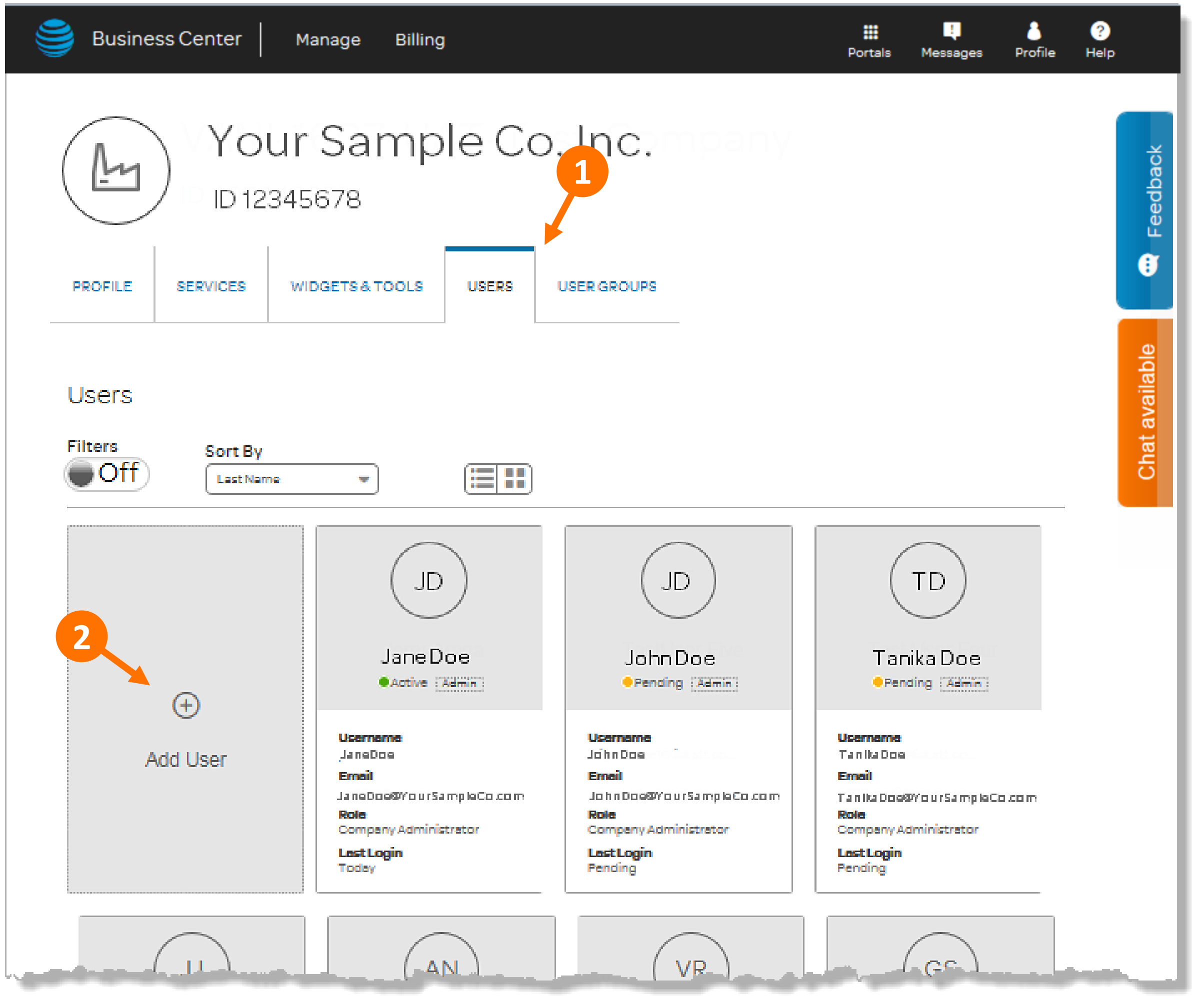
Adding new users to Business Center

If you're a company administrator, you can add new users, give them access to tools, and perform related tasks.

1. In the company profile, from the **Users** tab, click **Add User**.
2. Follow the on-screen instructions. Make sure you assign tools to the users you add. For more details, see Manage AT&T Business Center effectively for your company.

   That presentation also describes how to provision applications for your users, add user groups, and deactivate users.



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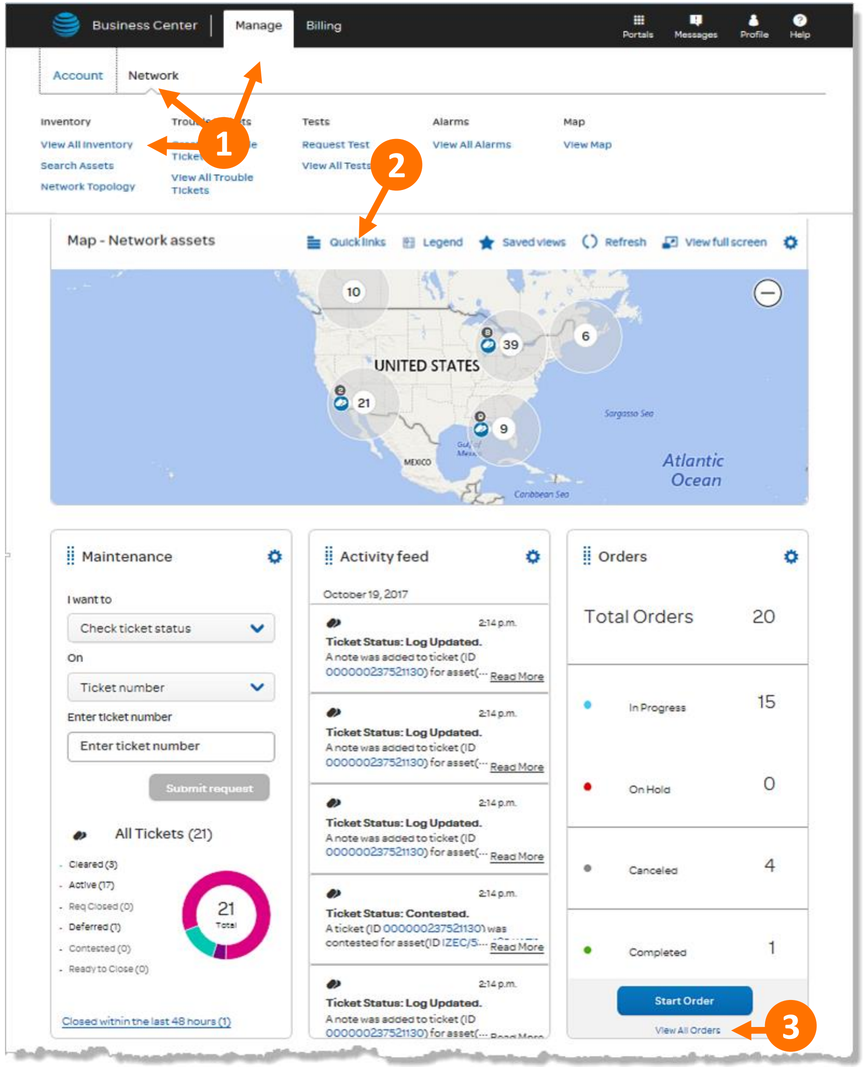
Accessing your **Network Inventory** page

On the Business Center dashboard, you can access the your **Network Inventory** page in one of 3 ways:

1) Under **Manage**, click **Network**, and then click **View All Inventory**.
2) In the **Network Map** widget, click **Quick Links**, and then click **All Inventory** (not shown).
3) In the **Orders** widget, click **View All Orders**.



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Changing your software (1 of 7)

You can filter your inventory first so that it shows only AT&T FlexWare:

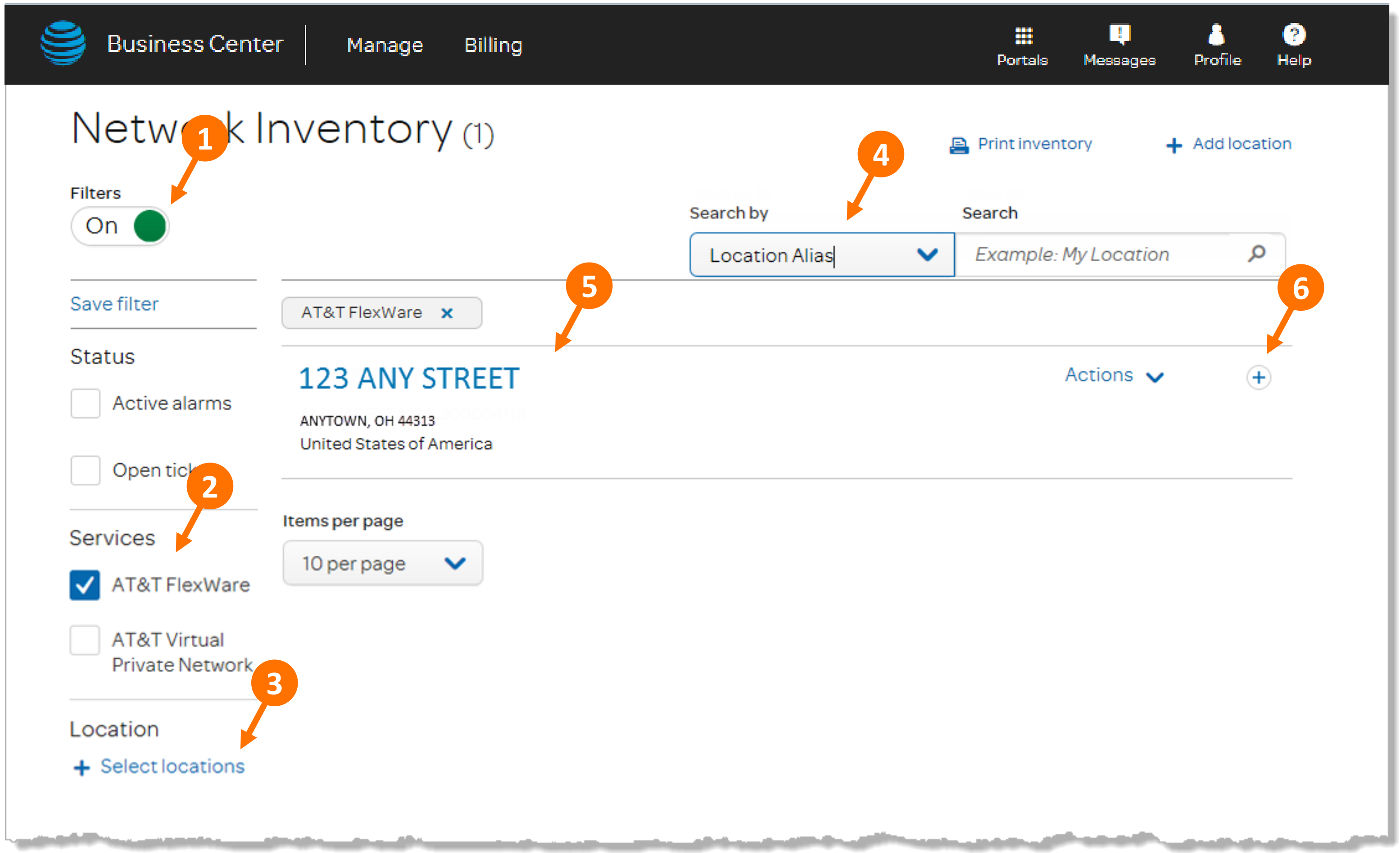
1) Make sure Filters are **On**.

2) Under **Services**, check **AT&T FlexWare**.

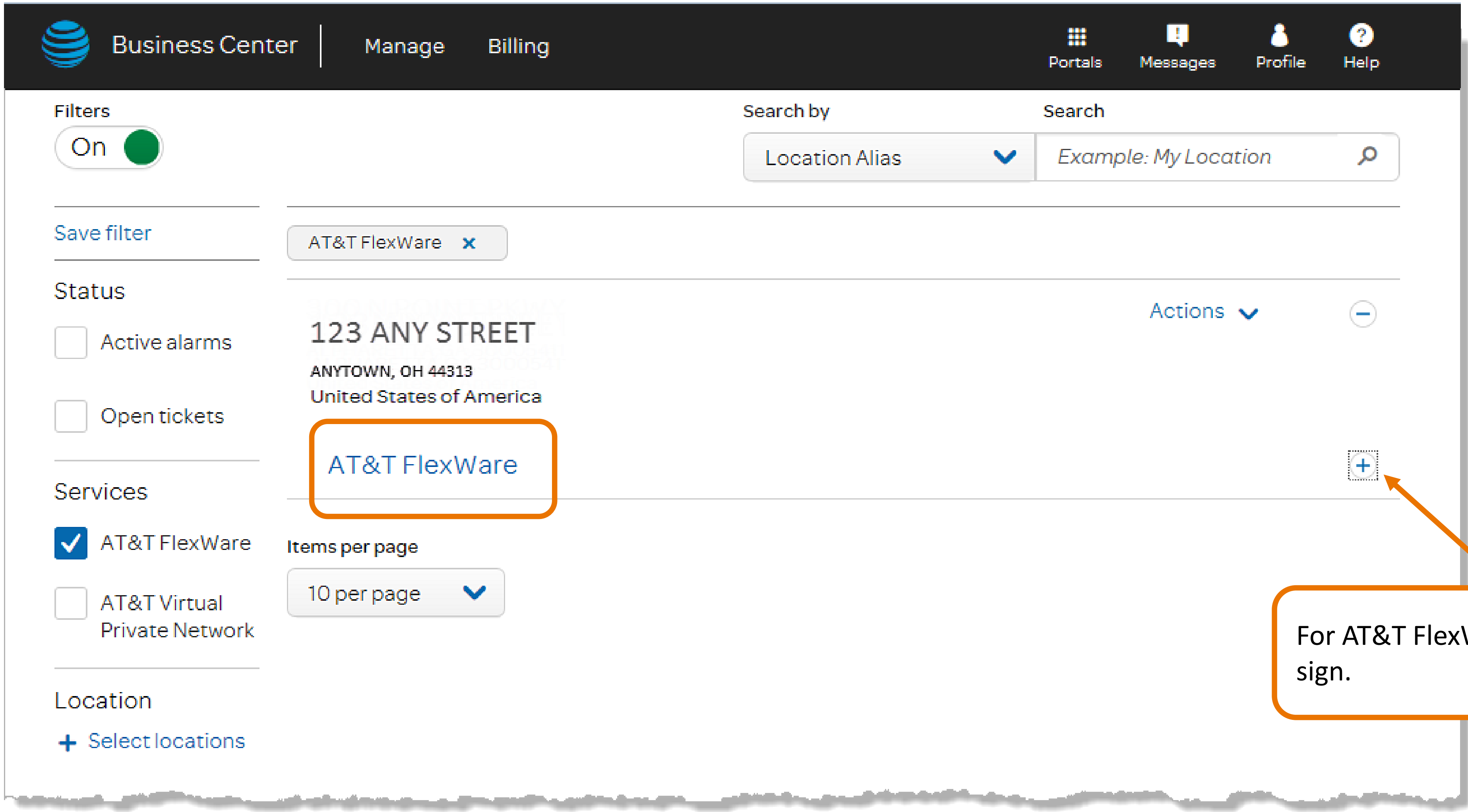
3) You can also filter by site or search by site name (alias).

4) In the list of sites with AT&T FlexWare, locate the site you want, and then click the plus (**+**) sign.

Note: If you want to add a new site for your AT&T FlexWare, contact your AT&T Representative.



Changing your software (2 of 7)



For AT&T FlexWare, click the plus (**+**) sign.

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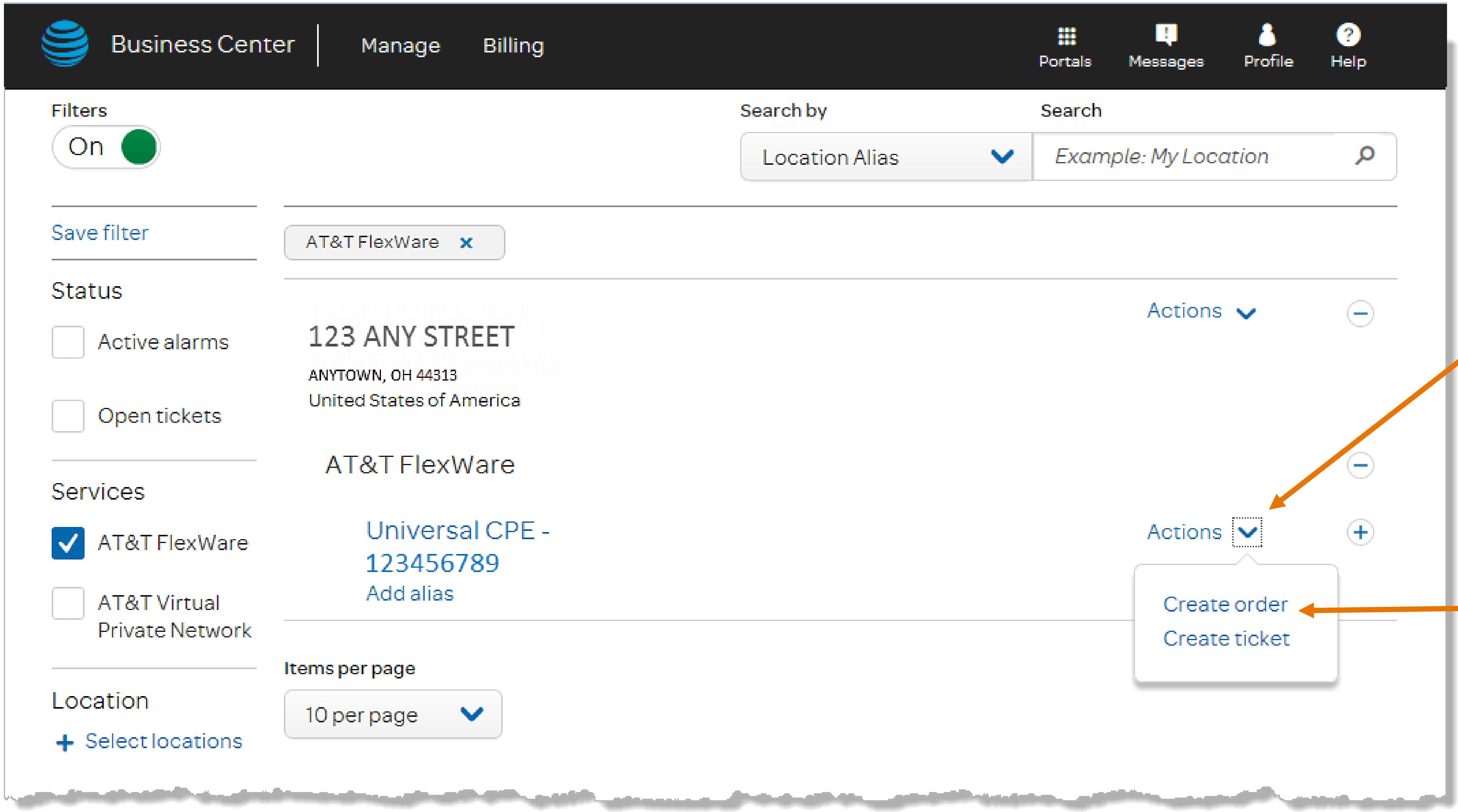
Changing your software (3 of 7)



Click the **Actions** menu.

Click **Create order.**

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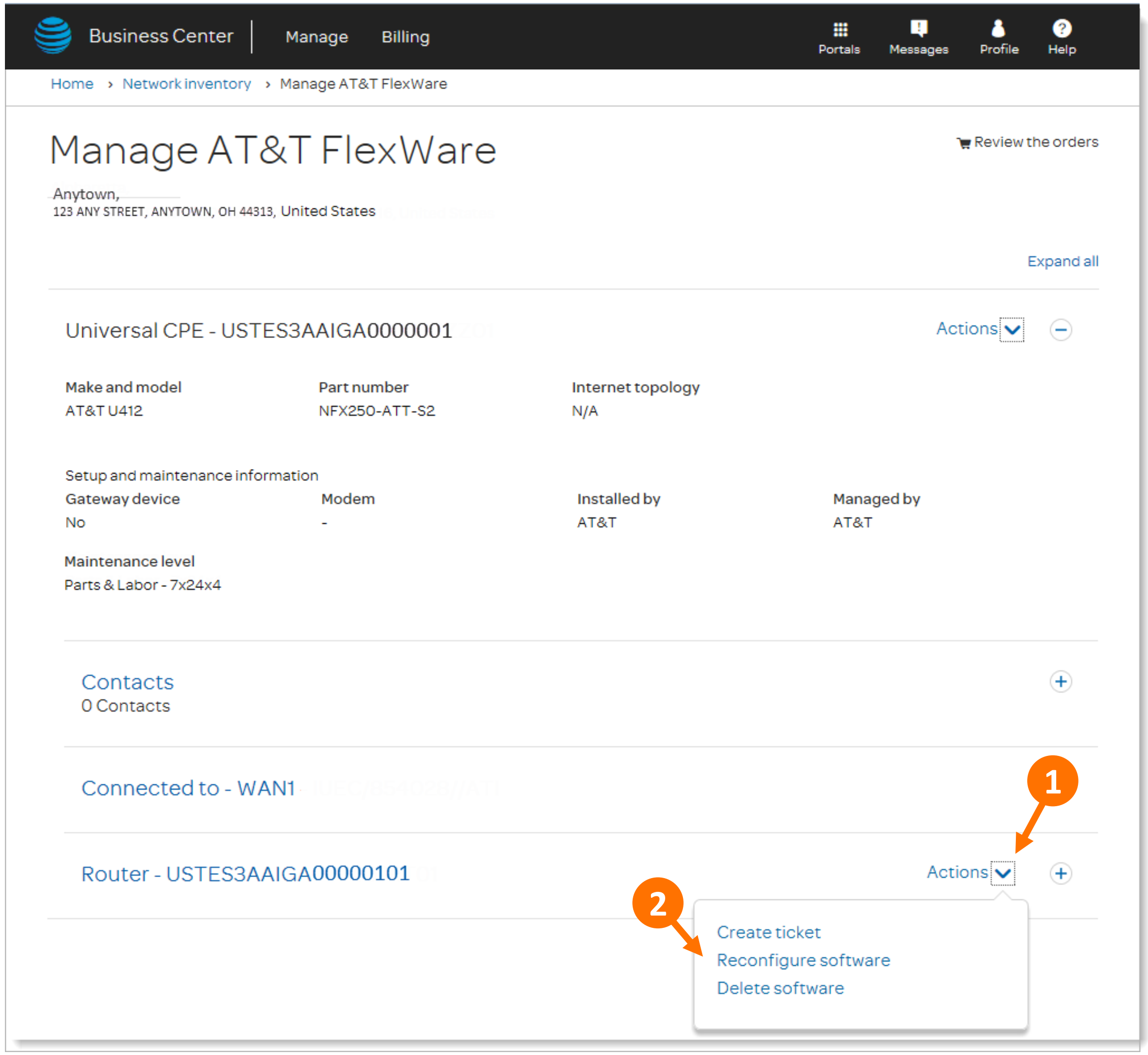
Changing your software (4 of 7)

1. When the page refreshes, click the **Actions** menu next to the software that you want. For this example, we'll look at a router.
2. From the list, click **Reconfigure software.**



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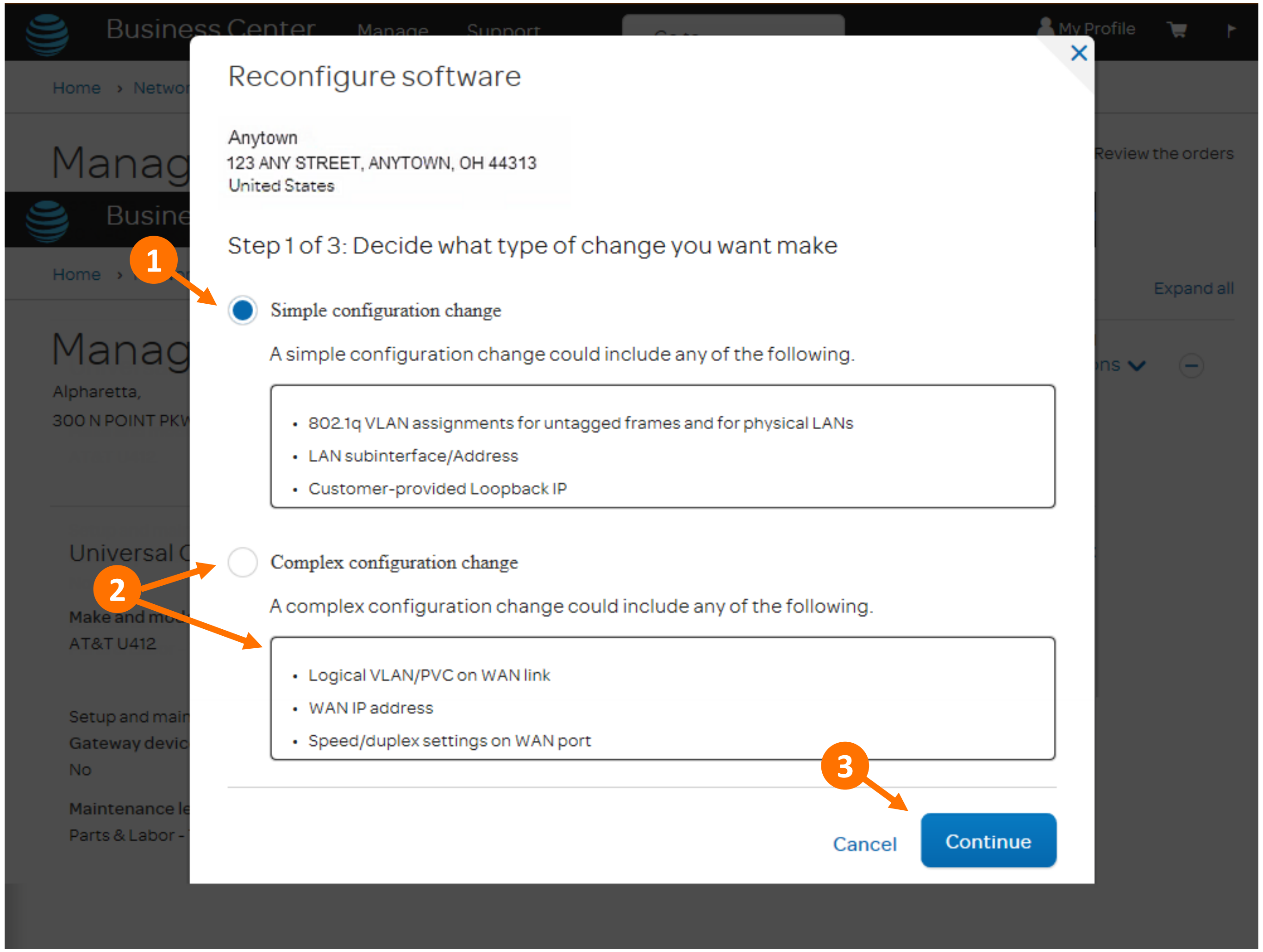
Changing your software (5 of 7)

The Reconfigure software window asks whether your configuration change is simple or complex. To help you make your selection, you're provided with examples.

1. If you're making changes to your universal customer premise equipment (uCPE) and virtual network functions, choose **Simple configuration change**.
2. If you're making other types of changes – such as those listed in box – choose **Complex configuration change**.
3. When you're finished, click **Continue.**

Note: For some types of software, you may not see both simple and complex configuration change options.



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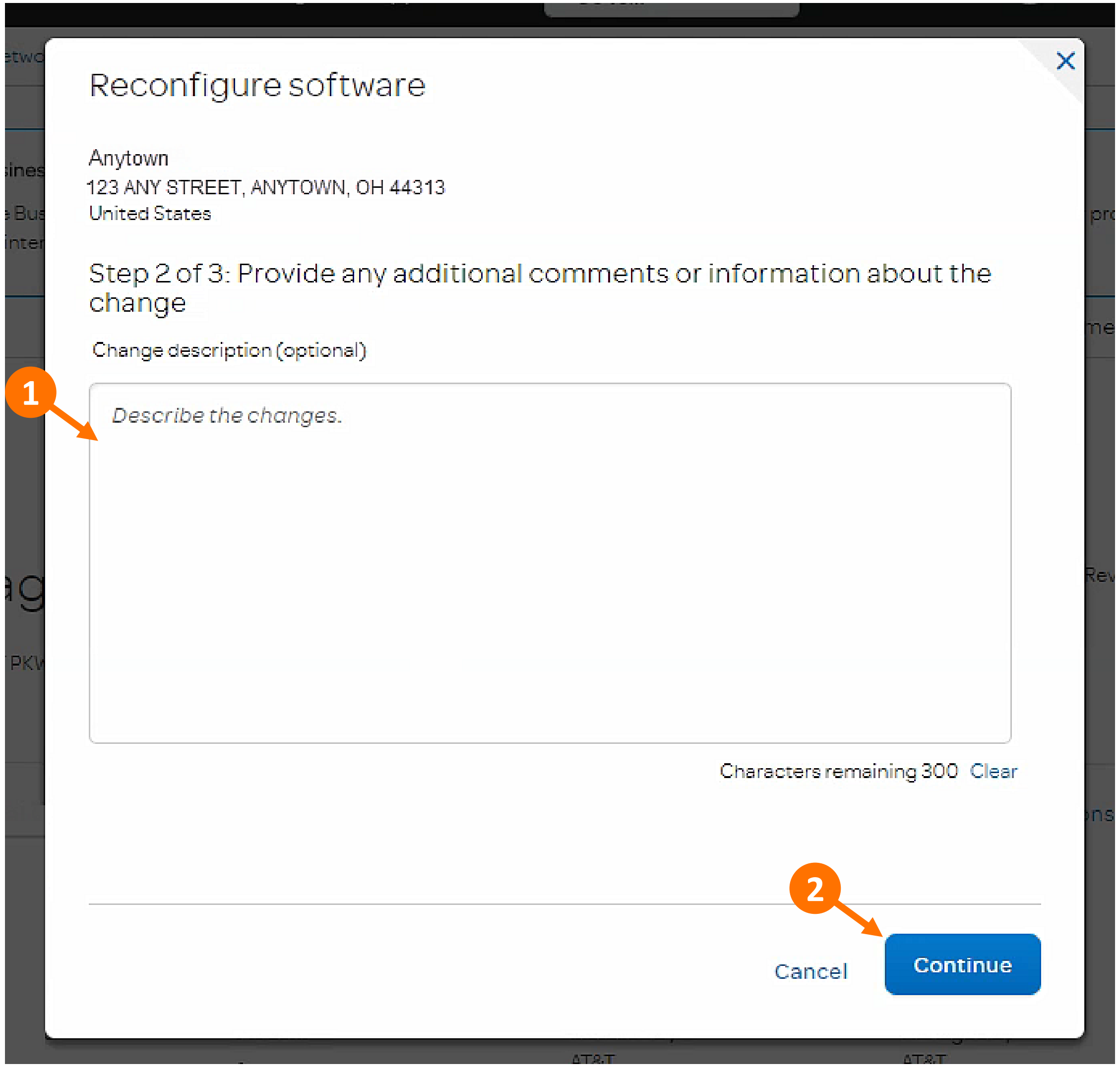
Changing your software (6 of 7)

1) In the text box that appears, enter a description of the change you're requesting.
2) Click **Continue.**



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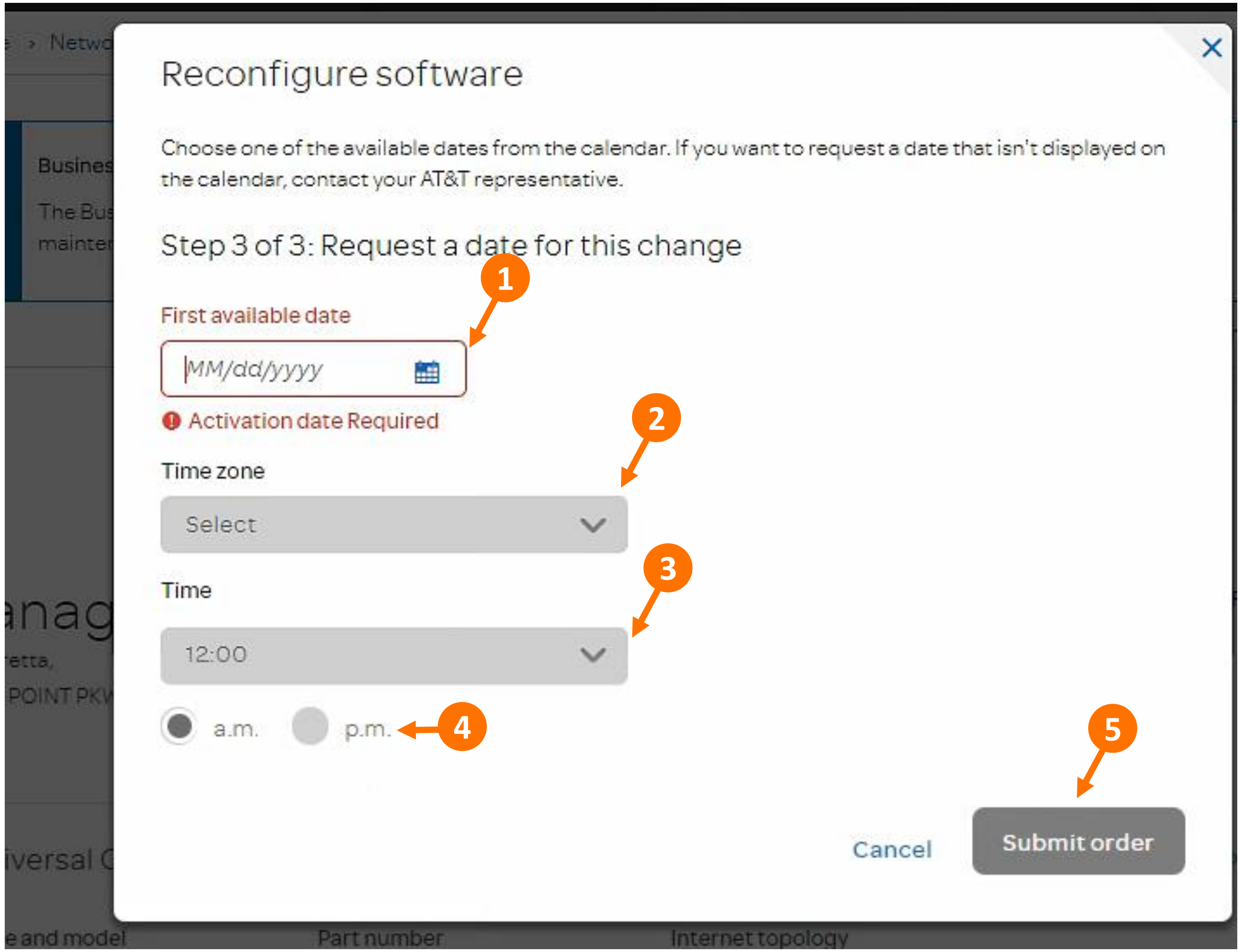
Changing your software (7 of 7)

1) Select the date you when you want the changes made.
2) Select the time zone.
3) Select the time of day, and then indicate whether the time is a.m. or p.m.
4) When you're ready, click **Submit order**. You receive a success message appears and we'll send you an email confirmation.



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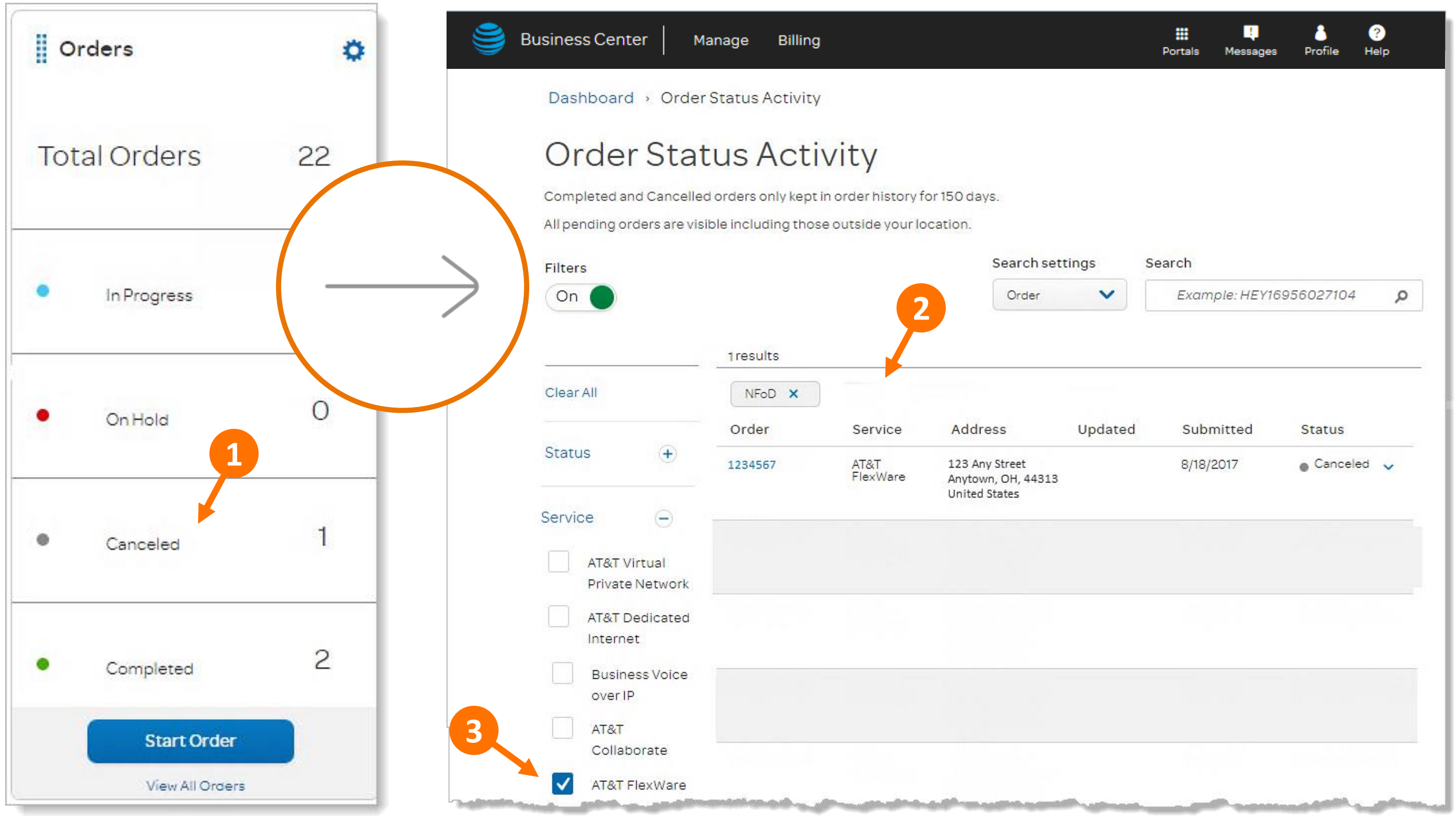
Checking the status of your order

When you submit an order, you receive a success message.

In addition, you can view the status of your order any time through the **Orders** widget on your Business Center dashboard.

1. In the **Orders** widget, select a status, such as **Canceled**. If you want to view your recently submitted orders, click **In Progress**. The **Order Status Activity** page appears and shows all canceled orders.
2. To expand or narrow your order activity results, use the filters on the left to select specific status states, services, or dates. In this example, we show only order activity for AT&T FlexWare.



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More things you can do for your AT&T FlexWare

- Create a trouble ticket
- Access your billing information

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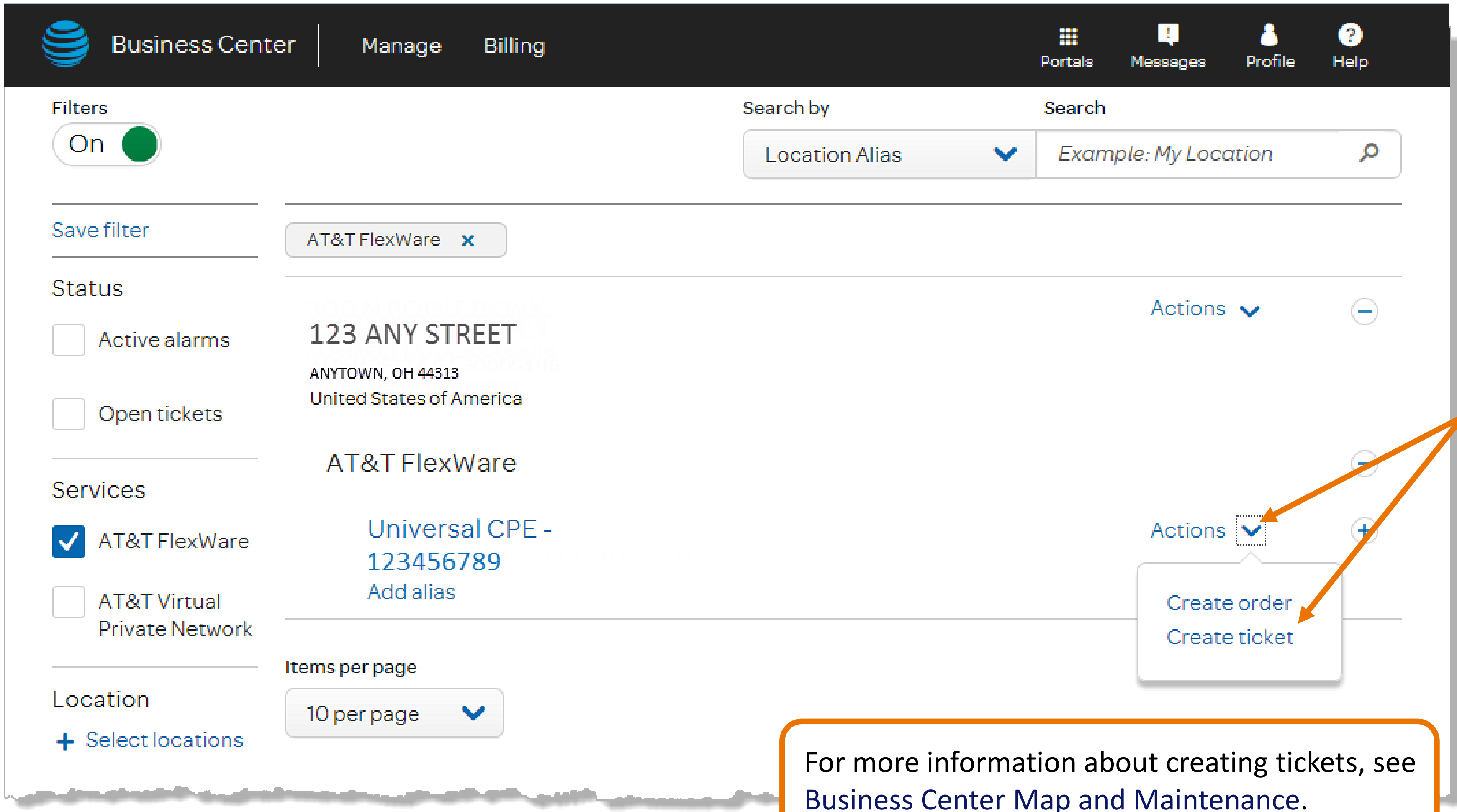
Creating a ticket on an asset



Locate the asset you want, and then expand the **Actions** menu. From the list, select **Create ticket.**

For more information about creating tickets, see Business Center Map and Maintenance.

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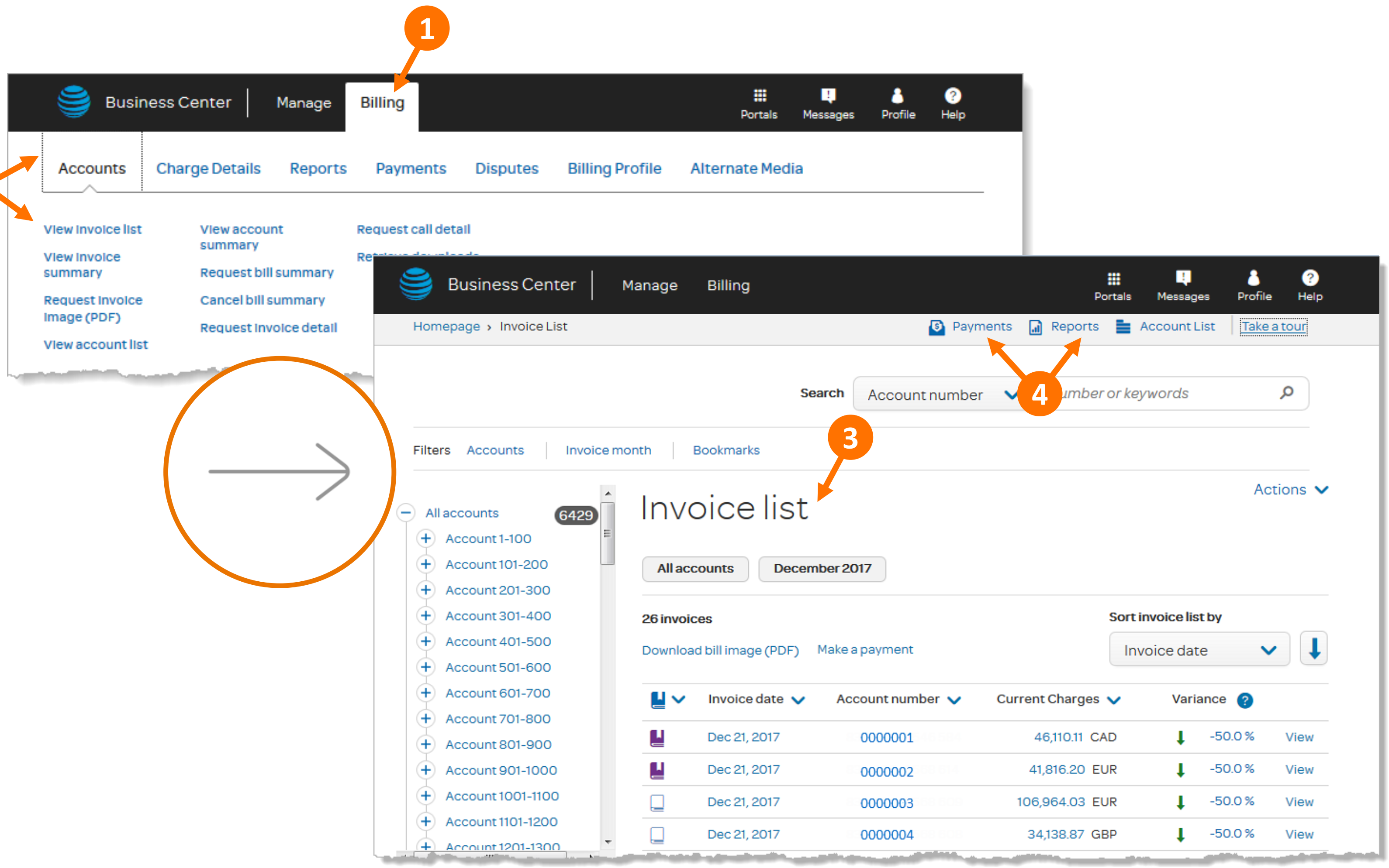
Accessing your billing information from Business Center (1 of 3)

Using the top navigation bar

1. To access your complete invoice list, click **Billing.**
2. Hover over **Accounts,** and then click **View invoice list.**
3. Your **Invoice List** appears. From this page, you can access your invoice details.
4. You can also access **Payments** and **Reports.**



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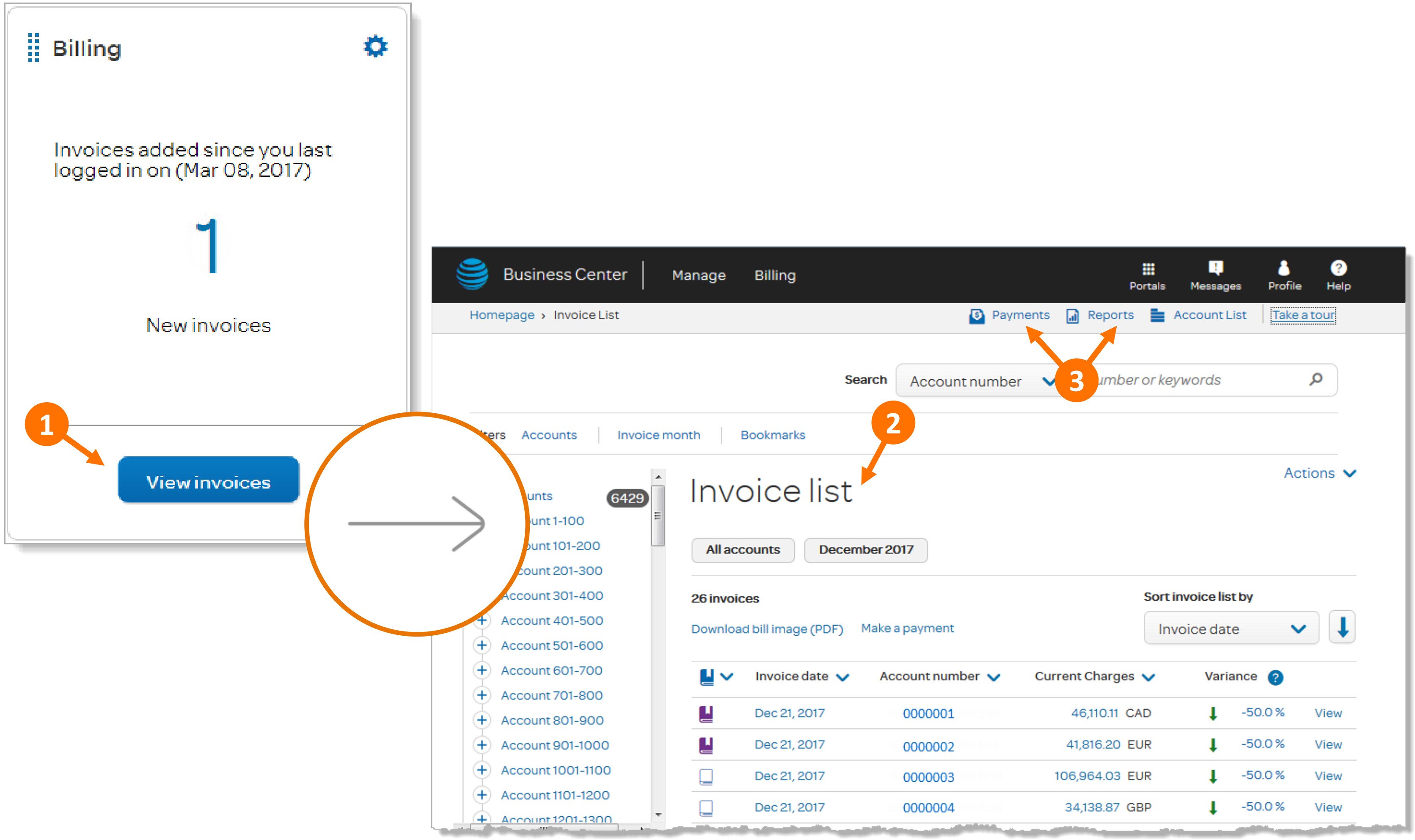
Using the **Billing** widget

The **Billing** widget in Business Center shows how many new invoices you have since you last logged in. It also gives you quick access to your invoices.

1. To access your complete invoice list, click **View invoices.**
2. Your **Invoice List** appears. From this page, you can access your invoice details.
3. You can also access **Payments** and **Reports.**



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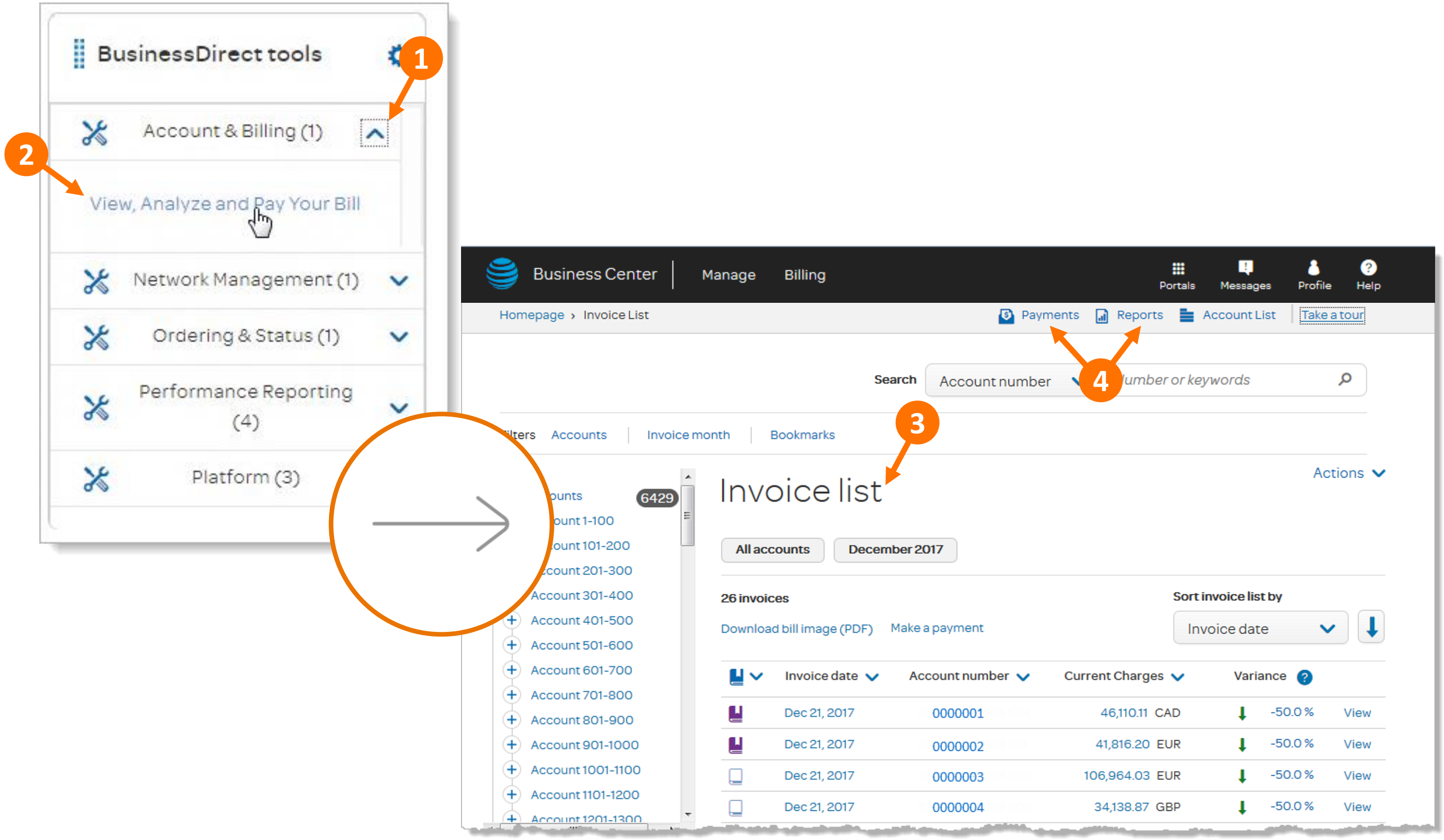
Accessing your billing information from Business Center (3 of 3)

Using the **BusinessDirect tools** widget

1. On the Business Center dashboard, locate the **BusinessDirect tools** widget, and then expand **Account & Billing.**
2. From the list, select **View, Analyze & Pay Your Bill**. Your **Invoice List** appears.
3. The information that appears and the capabilities you can use are the same as those described on the previous slide.
4. You can also access **Payments** and **Reports.**



AT&T Business

Getting help on Business Center

AT&T Business

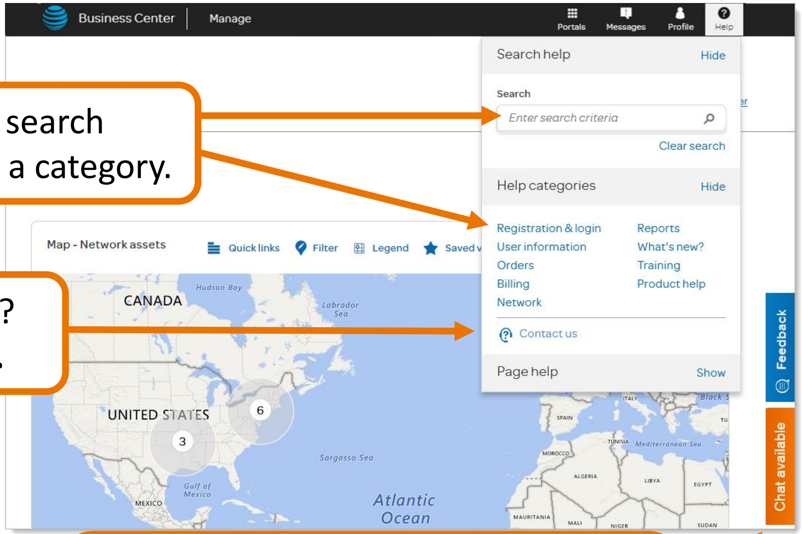
Get more information about Business Center

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

Select **Help** from the top menu.

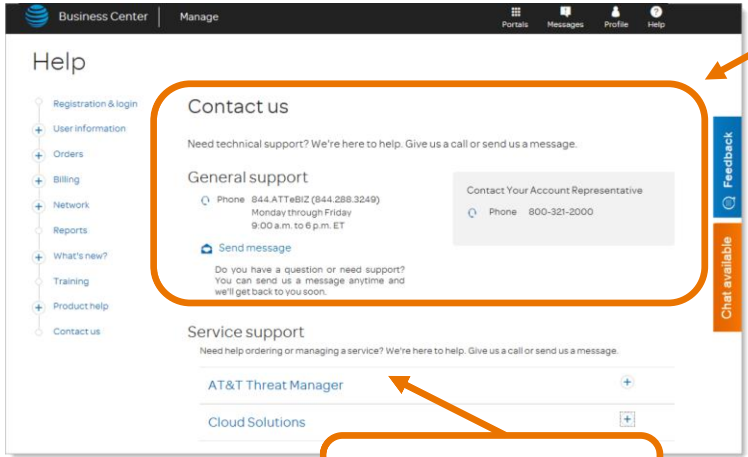
Then enter your search criteria or select a category.

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



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

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



Get service-specific support here.

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