



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

Business Center

January 2019

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**.

The image shows an email and a corresponding web activation page. The email, from AT&T Business Center, has the subject "AT&T Business Center is ready to activate" and contains a blue "Activate Now" button. The web page, titled "Complete Activation", shows a progress bar with "1. Contact Information" selected and "2. Account Information" next. The "User Information" section includes a welcome message, an email field (JaneDoe@YourSampleCo.com), and input fields for first name (Jane) and last name (Doe). A "Country" dropdown menu is set to "United States". Below these are fields for "Country code", "Phone number", and "Extension (optional)". A "Chat available" button is visible on the right side of the page. Red arrows with numbers 1 and 2 point to the "Activate Now" button in the email and the "Email" field in the web page, respectively.

Images provided in this presentation are for illustrative purposes only.

Logging in to Business Center

Business Center

Portals Log in Help

Log in to Business Center

Email address

Password

Remember me

Log in

[Forgot your email address or password?](#)

Express Ticketing

Create trouble tickets and view ticket status for voice, data, and managed s

Create new ticket View ticket status

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

Activating

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

You can use AT&T FlexWareSM 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.

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.

The screenshot displays the AT&T Business Center interface for 'Your Sample Co., Inc.' (ID 12345678). The 'USERS' tab is selected, indicated by an orange arrow labeled '1'. Below the navigation tabs, there are filters (set to 'Off') and a 'Sort By' dropdown (set to 'Last Name'). A grid of user cards is shown, with an 'Add User' button (marked with a plus sign and an orange arrow labeled '2') on the left. The user cards include details for JaneDoe (Active, Admin), JohnDoe (Pending, Admin), and TanikaDoe (Pending, Admin). A 'Feedback' button and a 'Chat available' indicator are visible on the right side of the interface.

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**.

The screenshot displays the AT&T Business Center dashboard with three numbered callouts indicating navigation paths:

- 1**: Points to the **Network** tab in the **Manage** section, which leads to the **View All Inventory** link in the **Inventory** widget.
- 2**: Points to the **Quick Links** button in the **Map - Network assets** widget, which leads to the **All Inventory** link.
- 3**: Points to the **View All Orders** link in the **Orders** widget.

The dashboard includes a top navigation bar with **Business Center**, **Manage**, and **Billing**. Below this are tabs for **Account** and **Network**. The **Network** tab is active, showing a grid of widgets: **Inventory** (with links for **View All Inventory**, **Search Assets**, and **Network Topology**), **Trouble Tickets** (with **View All Trouble Tickets**), **Tests** (with **Request Test** and **View All Tests**), **Alarms** (with **View All Alarms**), and **Map** (with **View Map**). The **Map - Network assets** widget shows a map of the United States with asset counts in various regions (e.g., 10, 39, 6, 21, 9). Below the map are three widgets: **Maintenance** (with a form to check ticket status), **Activity feed** (showing recent ticket updates), and **Orders** (showing a total of 20 orders and a breakdown by status: In Progress (15), On Hold (0), Canceled (4), Completed (1)).

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.

The screenshot shows the AT&T Business Center interface for Network Inventory. The page title is "Network Inventory (1)". The top navigation bar includes "Business Center", "Manage", and "Billing", along with icons for "Portals", "Messages", "Profile", and "Help".

Key elements and callouts:

- 1:** Points to the "Filters" toggle switch, which is currently set to "On".
- 2:** Points to the "Services" section, where "AT&T FlexWare" is checked.
- 3:** Points to the "+ Select locations" link under the "Location" section.
- 4:** Points to the "Search by" dropdown menu, which is currently set to "Location Alias".
- 5:** Points to the "AT&T FlexWare" filter tag in the "Save filter" section.
- 6:** Points to the plus (+) sign in the "Actions" column of the site list.

The main content area displays a list of sites. The first site is "123 ANY STREET", located in "ANYTOWN, OH 44313, United States of America". The "Status" section includes checkboxes for "Active alarms" and "Open tickets". The "Items per page" dropdown is set to "10 per page".

Changing your software (2 of 7)

The screenshot shows the AT&T Business Center interface. At the top, there is a navigation bar with 'Business Center', 'Manage', and 'Billing' on the left, and 'Portals', 'Messages', 'Profile', and 'Help' on the right. Below the navigation bar, there is a search section with 'Search by' set to 'Location Alias' and a search input field containing 'Example: My Location'. On the left side, there are filters for 'Filters' (set to 'On'), 'Status' (with checkboxes for 'Active alarms' and 'Open tickets'), 'Services' (with checkboxes for 'AT&T FlexWare' and 'AT&T Virtual Private Network'), and 'Location' (with a '+ Select locations' link). The main content area shows a search result for '123 ANY STREET' in 'ANYTOWN, OH 44313', 'United States of America'. Below the address, there is a table with one row containing 'AT&T FlexWare' and a plus sign icon. The 'AT&T FlexWare' text is highlighted with an orange box, and the plus sign icon is also highlighted with an orange box. An orange arrow points from the plus sign icon to a callout box on the right.

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

Changing your software (3 of 7)

The screenshot shows the AT&T Business Center interface. At the top, there is a navigation bar with 'Business Center', 'Manage', and 'Billing' on the left, and 'Portals', 'Messages', 'Profile', and 'Help' on the right. Below the navigation bar, there is a search section with 'Search by' set to 'Location Alias' and a search box containing 'Example: My Location'. On the left side, there are filters for 'Filters' (On), 'Status' (Active alarms, Open tickets), 'Services' (AT&T FlexWare, AT&T Virtual Private Network), and 'Location' (+ Select locations). The main content area shows a search result for '123 ANY STREET' in 'ANYTOWN, OH 44313', United States of America. Below this, there is a section for 'AT&T FlexWare' with a 'Universal CPE - 123456789' and an 'Add alias' link. An 'Actions' menu is open, showing 'Create order' and 'Create ticket' options. Two orange callout boxes with arrows point to the 'Actions' menu and the 'Create order' option.

Click the **Actions** menu.

Click **Create order**.

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**.

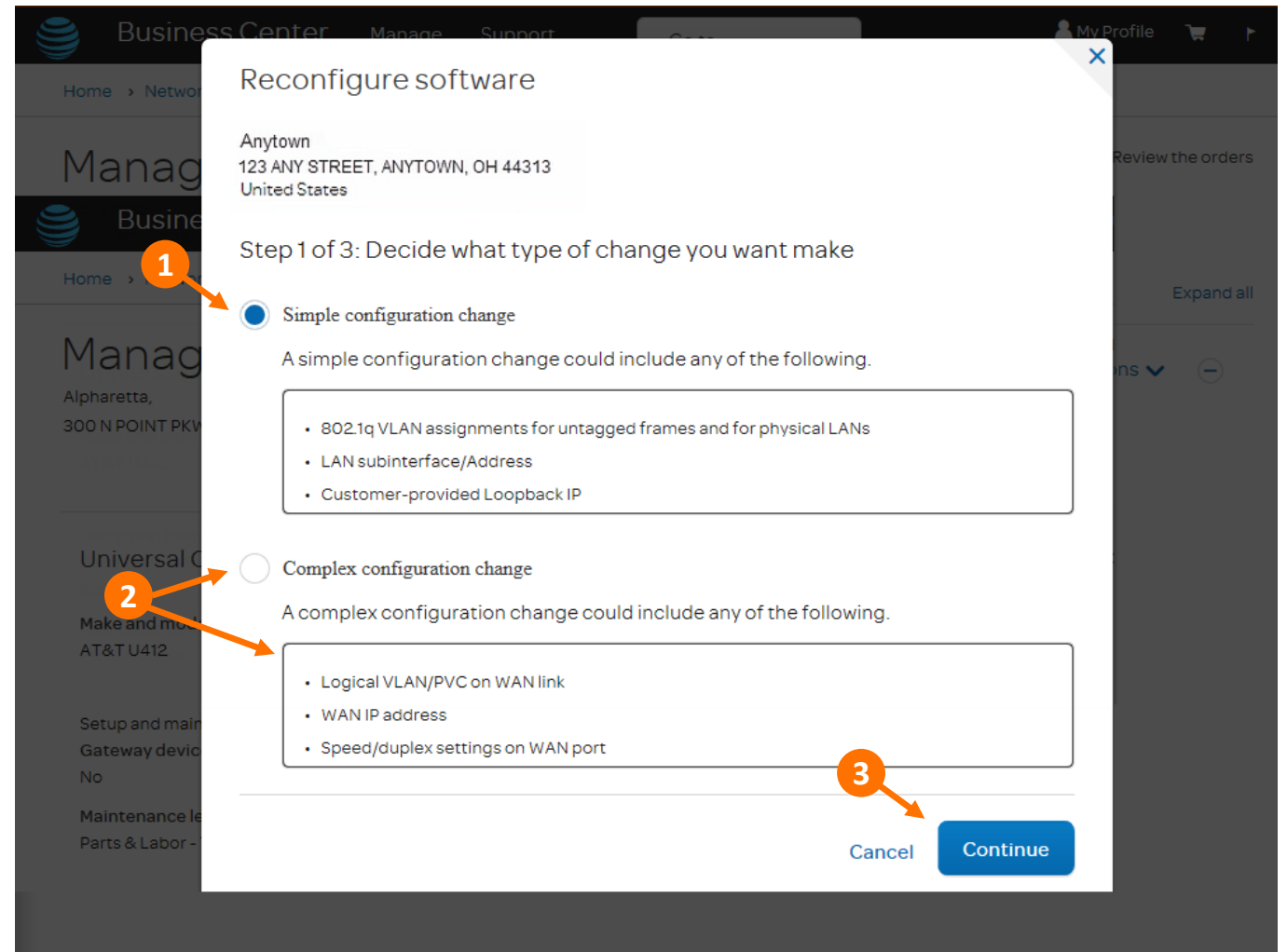
The screenshot displays the 'Manage AT&T FlexWare' interface. At the top, there's a navigation bar with 'Business Center', 'Manage', and 'Billing'. Below that, a breadcrumb trail shows 'Home > Network inventory > Manage AT&T FlexWare'. The main heading is 'Manage AT&T FlexWare' with a 'Review the orders' link. The location is 'Anytown, 123 ANY STREET, ANYTOWN, OH 44313, United States'. A table lists device details for 'Universal CPE - USTES3AAIGA0000001' and 'Router - USTES3AAIGA00000101'. The 'Router' entry has an 'Actions' dropdown menu open, showing options: 'Create ticket', 'Reconfigure software', and 'Delete software'. Orange arrows labeled '1' and '2' highlight the 'Actions' menu and the 'Reconfigure software' option, respectively.

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.



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**.

Reconfigure software

Anytown
123 ANY STREET, ANYTOWN, OH 44313
United States

Step 2 of 3: Provide any additional comments or information about the change

Change description (optional)

Describe the changes.

Characters remaining 300 Clear

Cancel Continue

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.

Reconfigure software

Choose one of the available dates from the calendar. If you want to request a date that isn't displayed on the calendar, contact your AT&T representative.

Step 3 of 3: Request a date for this change

First available date

MM/dd/yyyy

Activation date Required

Time zone

Select

Time

12:00

a.m. p.m.

Cancel Submit order

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.

The image shows two screenshots from the AT&T Business Center. The left screenshot shows the 'Orders' widget with a total of 22 orders. The 'In Progress' status is selected, and an arrow points to the right. The right screenshot shows the 'Order Status Activity' page with a table of 1 result. The 'Filters' section on the left has 'AT&T FlexWare' selected. The table shows one canceled order for AT&T FlexWare.

Order	Service	Address	Updated	Submitted	Status
1234567	AT&T FlexWare	123 Any Street Anytown, OH, 44313 United States		8/18/2017	Canceled

More things you can do for your AT&T FlexWare

- Create a trouble ticket
- Access your billing information

Creating a ticket on an asset

The screenshot displays the AT&T Business Center interface. At the top, there is a navigation bar with the AT&T logo, 'Business Center', and tabs for 'Manage' and 'Billing'. On the right side of the navigation bar are icons for 'Portals', 'Messages', 'Profile', and 'Help'. Below the navigation bar, there is a search section with a 'Search by' dropdown set to 'Location Alias' and a search input field containing 'Example: My Location'. On the left side, there are filter sections: 'Filters' (set to 'On'), 'Status' (with checkboxes for 'Active alarms' and 'Open tickets'), 'Services' (with a checked checkbox for 'AT&T FlexWare' and an unchecked one for 'AT&T Virtual Private Network'), and 'Location' (with a '+ Select locations' link). The main content area shows a list of assets. The first asset is '123 ANY STREET' with address details 'ANYTOWN, OH 44313' and 'United States of America'. Below it is 'AT&T FlexWare' with a sub-entry 'Universal CPE - 123456789' and an 'Add alias' link. The 'Actions' menu for the second asset is expanded, showing 'Create order' and 'Create ticket' options. Two orange callout boxes provide instructions: one points to the 'Actions' menu and the other points to the 'Create ticket' option. A third callout box at the bottom provides a link for more information.

Business Center | Manage | Billing

Portals | Messages | Profile | Help

Filters: On

Search by: Location Alias | Search: Example: My Location

Save filter: AT&T FlexWare

Status: Active alarms, Open tickets

Services: AT&T FlexWare, AT&T Virtual Private Network

Location: + Select locations

Items per page: 10 per page

123 ANY STREET
ANYTOWN, OH 44313
United States of America

AT&T FlexWare

Universal CPE - 123456789
Add alias

Actions: Create order, Create ticket

For more information about creating tickets, see [Business Center Map and Maintenance](#).

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](#).

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**.

The screenshot illustrates the steps to access the invoice list. Step 1 points to the 'Billing' tab in the top navigation bar. Step 2 points to the 'Accounts' menu item, which has opened a dropdown menu. Step 3 points to the 'View invoice list' option in the dropdown. Step 4 points to the 'Payments' and 'Reports' links in the top navigation bar of the 'Invoice List' page. A large orange circle with a right-pointing arrow is positioned between the two screenshots, indicating the transition from the navigation menu to the invoice list page.

Invoice date	Account number	Current Charges	Variance	View
Dec 21, 2017	0000001	46,110.11 CAD	-50.0 %	View
Dec 21, 2017	0000002	41,816.20 EUR	-50.0 %	View
Dec 21, 2017	0000003	106,964.03 EUR	-50.0 %	View
Dec 21, 2017	0000004	34,138.87 GBP	-50.0 %	View

Accessing your billing information from Business Center (2 of 3)

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**.

The image shows a composite of two screenshots from the AT&T Business Center. On the left is a 'Billing' widget with a gear icon in the top right. It displays 'Invoices added since you last logged in on (Mar 08, 2017)' and a large blue number '1' above the text 'New invoices'. A blue button labeled 'View invoices' is at the bottom. An orange circle with the number '1' and an arrow points to this button. A large orange circle with a right-pointing arrow is positioned between the widget and the main page. On the right is the 'Invoice List' page. The top navigation bar includes 'Business Center', 'Manage', and 'Billing', along with icons for 'Portals', 'Messages', 'Profile', and 'Help'. Below this is a breadcrumb trail 'Homepage > Invoice List' and navigation links for 'Payments', 'Reports', and 'Account List'. A search bar is present with a dropdown menu set to 'Account number' and a magnifying glass icon. An orange circle with the number '3' and an arrow points to this search bar. Below the search bar are tabs for 'Accounts', 'Invoice month', and 'Bookmarks'. An orange circle with the number '2' and an arrow points to the 'Accounts' tab. The main content area is titled 'Invoice list' and shows a filter for 'All accounts' and 'December 2017'. It indicates '26 invoices' and offers options to 'Download bill image (PDF)' or 'Make a payment'. A 'Sort invoice list by' dropdown is set to 'Invoice date'. A table of invoices is displayed with columns for 'Invoice date', 'Account number', 'Current Charges', and 'Variance'. The table contains four rows of data, each with a 'View' link. An orange circle with the number '2' and an arrow points to the 'Accounts' tab in the navigation bar.

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**.

The image shows a two-step process. On the left, a 'BusinessDirect tools' widget is shown with several categories: 'Account & Billing (1)', 'Network Management (1)', 'Ordering & Status (1)', 'Performance Reporting (4)', and 'Platform (3)'. An orange circle with the number '1' highlights the gear icon in the top right of the widget. An orange circle with the number '2' highlights the 'View, Analyze and Pay Your Bill' link under the 'Account & Billing' category. A large orange arrow points from this link to the right. On the right, the 'Business Center' dashboard is shown. The top navigation bar includes 'Manage' and 'Billing'. The main content area is titled 'Invoice List' and features a search bar with the placeholder text 'Account number' and 'number or keywords'. An orange circle with the number '3' highlights the search bar. An orange circle with the number '4' highlights the 'Payments' and 'Reports' links in the top navigation bar. Below the search bar, there are filters for 'Accounts' and 'Invoice month', and a 'Bookmarks' section. The main content area displays a table of invoices for 'December 2017'.

Invoice date	Account number	Current Charges	Variance	View
Dec 21, 2017	0000001	46,110.11 CAD	-50.0 %	View
Dec 21, 2017	0000002	41,816.20 EUR	-50.0 %	View
Dec 21, 2017	0000003	106,964.03 EUR	-50.0 %	View
Dec 21, 2017	0000004	34,138.87 GBP	-50.0 %	View

Getting help on Business Center

Get more information about Business Center

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

The image shows two screenshots of the AT&T Business Center interface. The left screenshot shows the top navigation bar with 'Help' highlighted, and a dropdown menu with 'Contact us' selected. The right screenshot shows the 'Help' page with the 'Contact us' section highlighted. Callout boxes provide instructions on how to navigate and use the 'Contact us' page.

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.



AT&T Business