



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

Introduction to Business Center

February 2018



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Images provided in this presentation are for illustrative purposes only.



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**.

Business Center Manage Billing Go to My Profile Help

Complete Activation

1. Contact Information 2. Account Information 3. Terms and Conditions

User Information

Welcome to AT&T Business Center. Let's start with your basic user information and in a few more steps your new AT&T Business Center account will be ready to use.

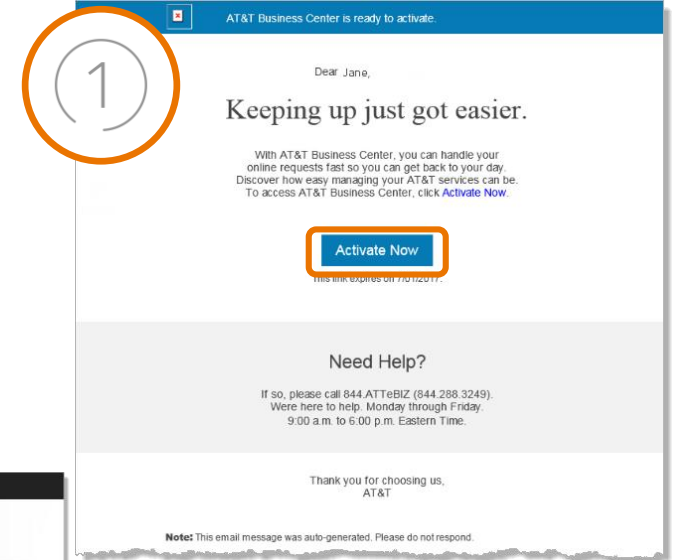
Email JaneDoe@YourSampleCo.com

First name Last name
Jane Doe

Country
United States

Country code Phone number Extension (optional)

Feedback Chat available



Business Center Manage Billing Go to My Profile Help

Log in to Business Center

We've changed how you log in to Business Center. If you've been using your username to log in, you'll now use your email address instead.

Email address
JaneDoe@yoursuccess.com

Password

Remember me

Login

Forgot your email address or password?

Express Ticketing

Create trouble tickets and view ticket status for voice, video, and web services, without logging into Business Center.

Create new ticket View ticket status

Feedback Chat available



Manage your dashboard



[Login](#)



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Login



Log in to Business Center at businesscenter.att.com.



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

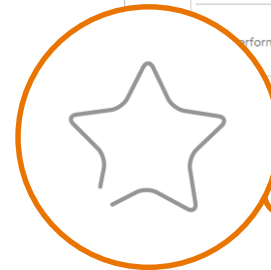
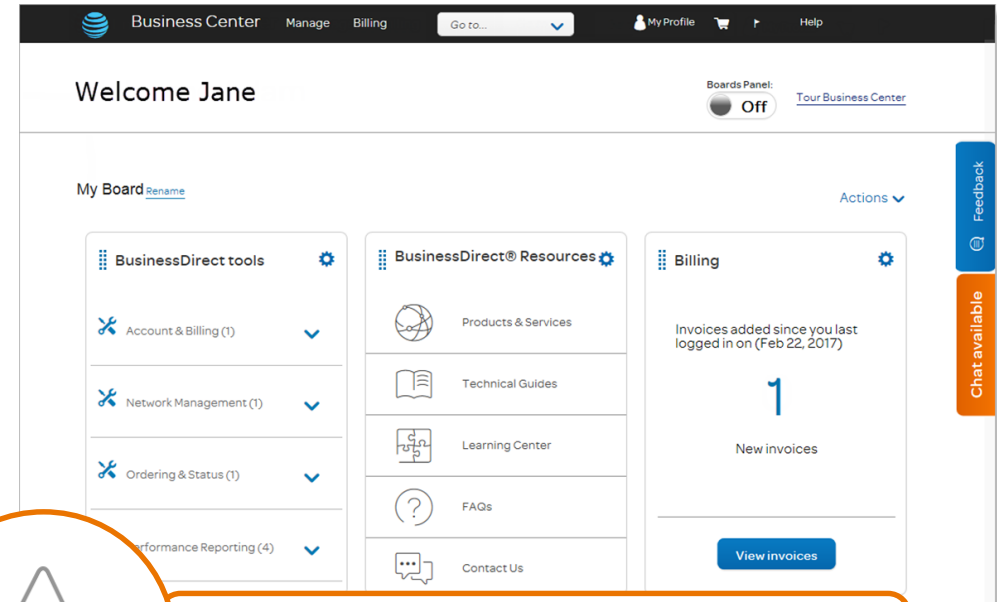


Main dashboard

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.



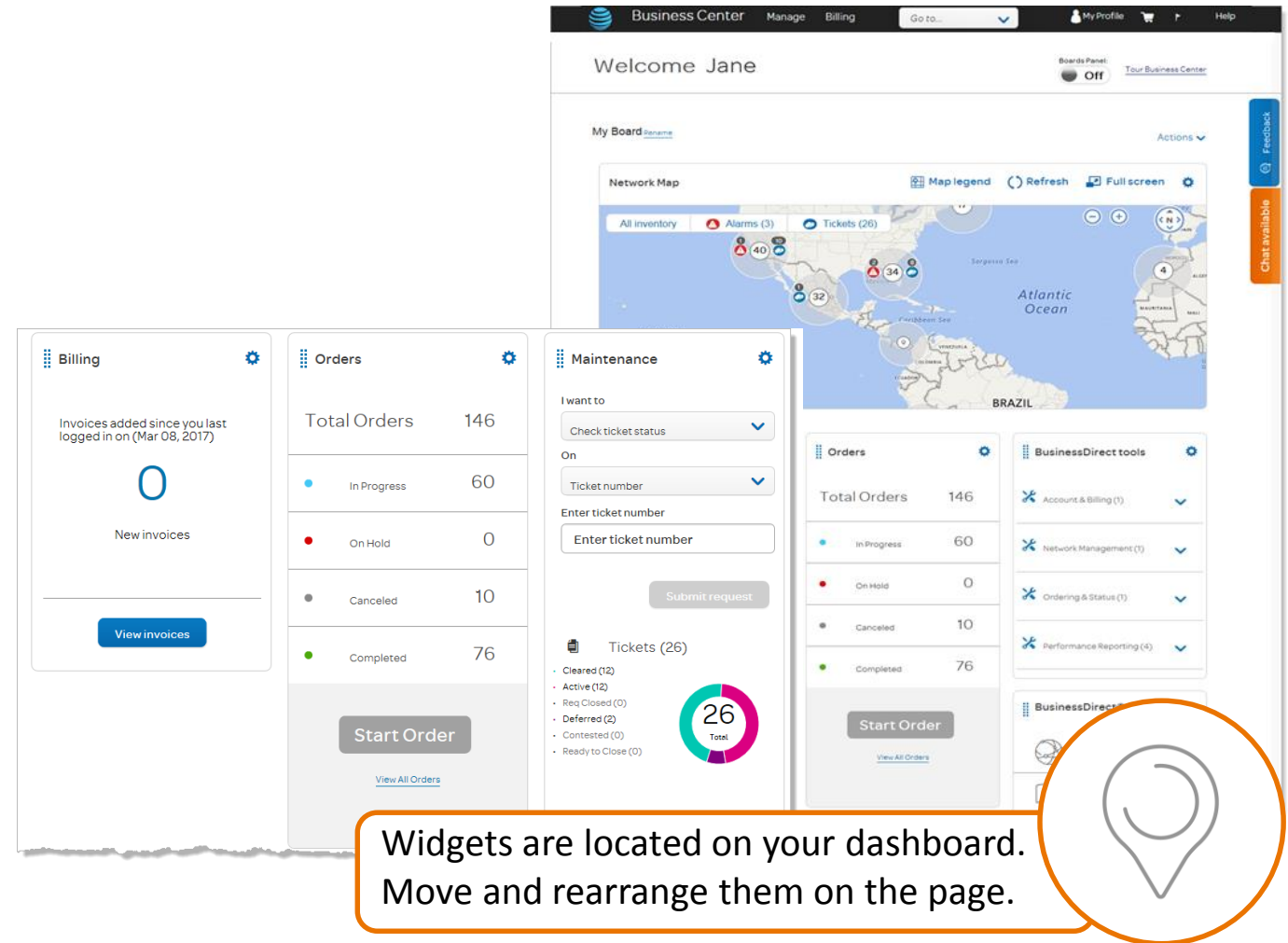
Widgets

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

The image shows a screenshot of the Business Center dashboard with several components labeled:

- Dashboard:** Points to the top navigation bar.
- Board name:** Points to the "Welcome Jane" header.
- Board panel:** Points to the "Boards Panel: On" indicator.
- User info:** Points to the "My Profile" link in the top right.
- Notifications:** Points to the notification bell icon in the top right.
- Widget:** Points to the "My Board" section containing three widget columns.
- Widget actions:** Points to the vertical bar on the right side of the dashboard containing "Feedback" and "Chat available" buttons.

A callout box on the right side of the dashboard contains the text: "Widget Actions allows you to copy, move, or remove a widget."

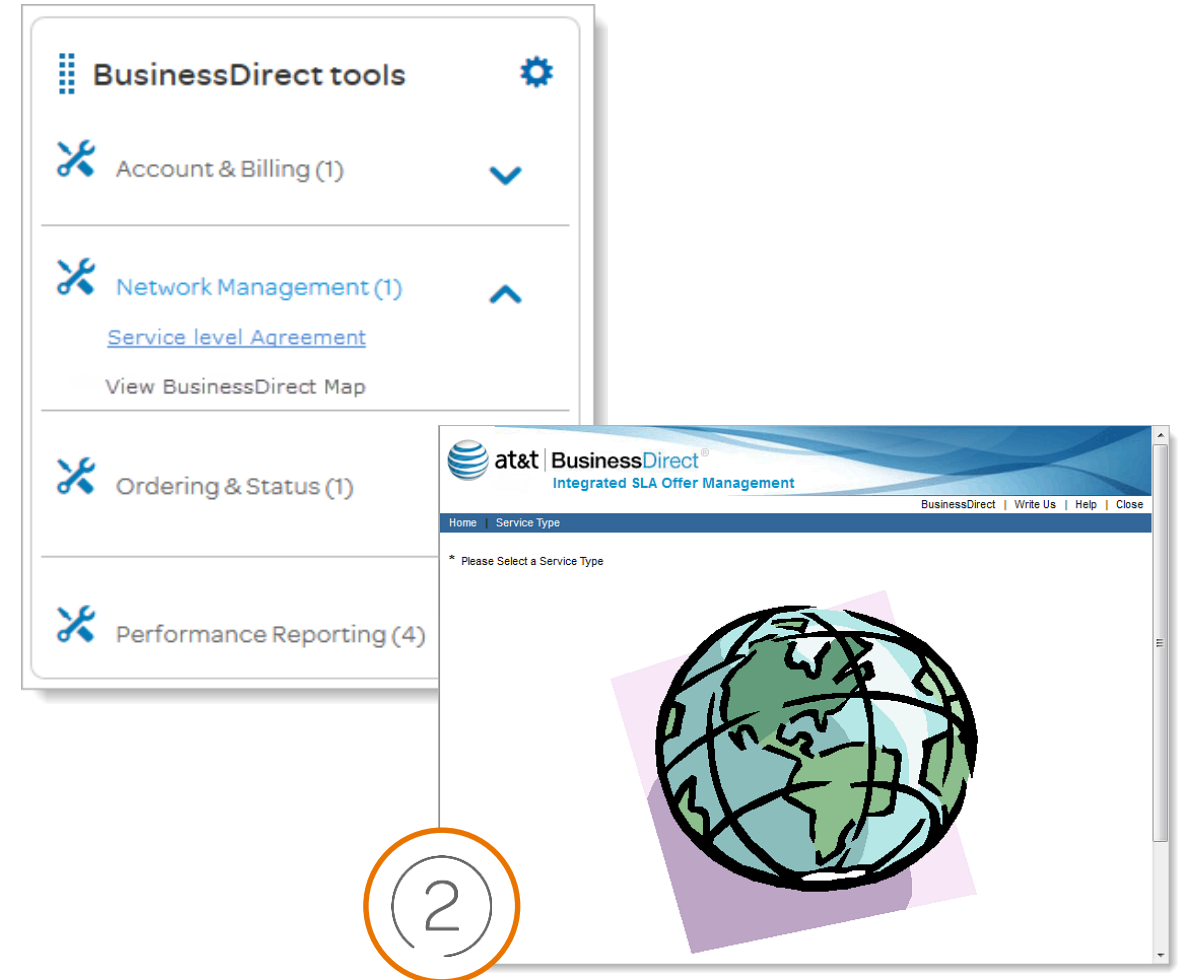


AT&T BusinessDirect Tools

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.



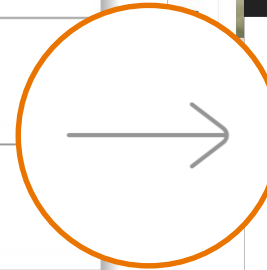
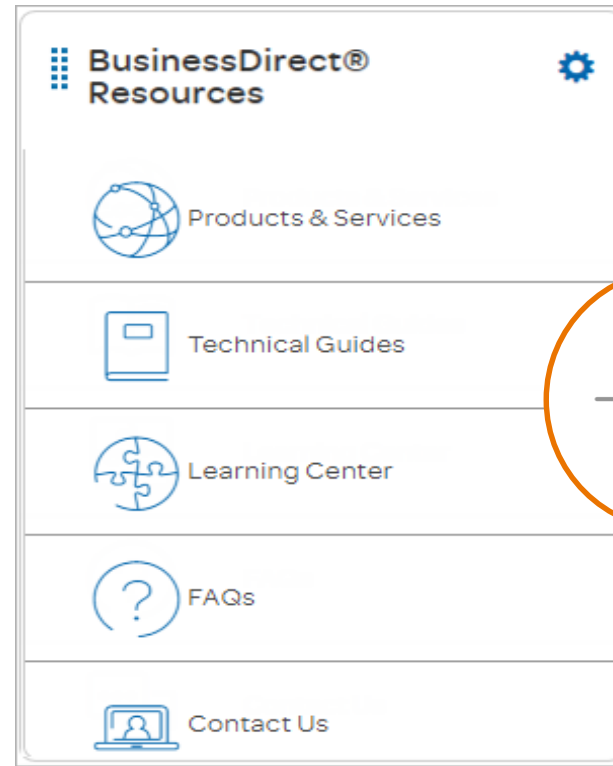
AT&T BusinessDirect Resources

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

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

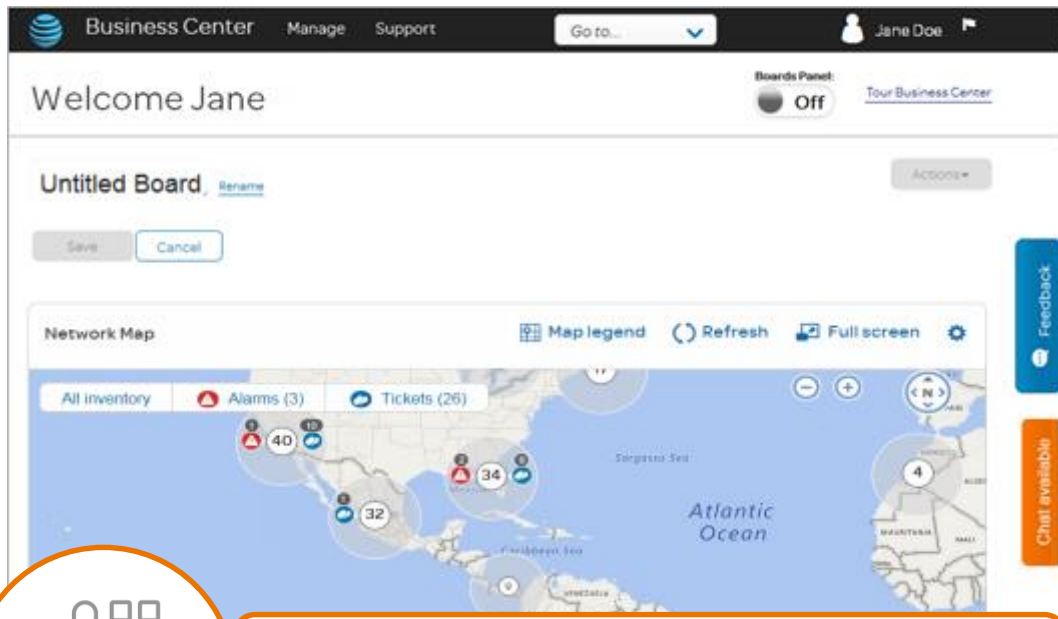
- Products & Services
- Technical Guides
- Learning Center
- FAQs
- Contact Us

[Back to the widget list.](#)

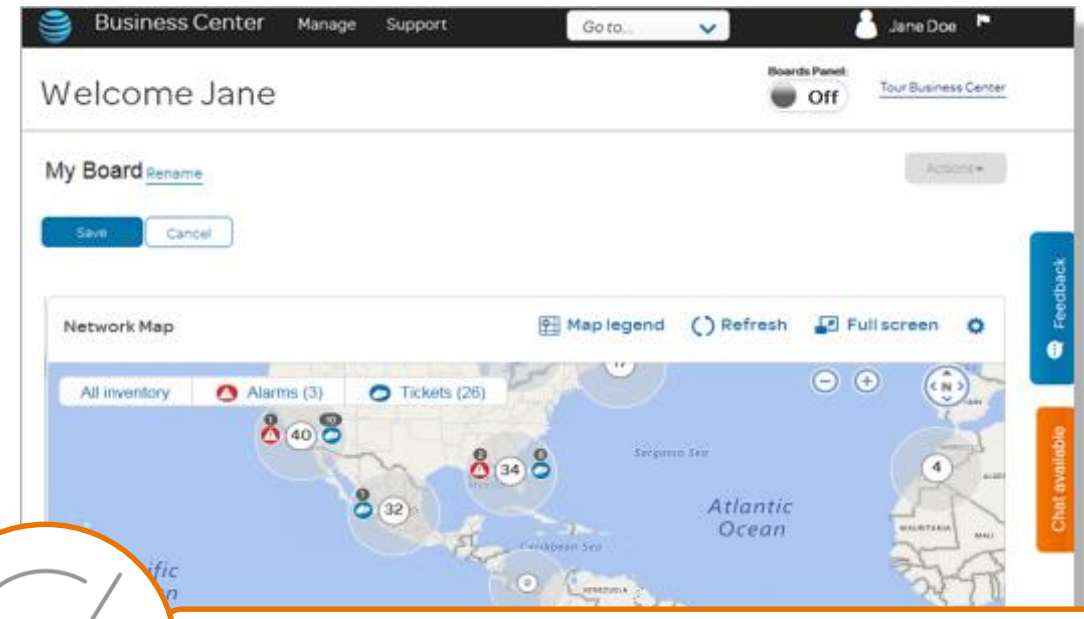


Rename your board

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**.



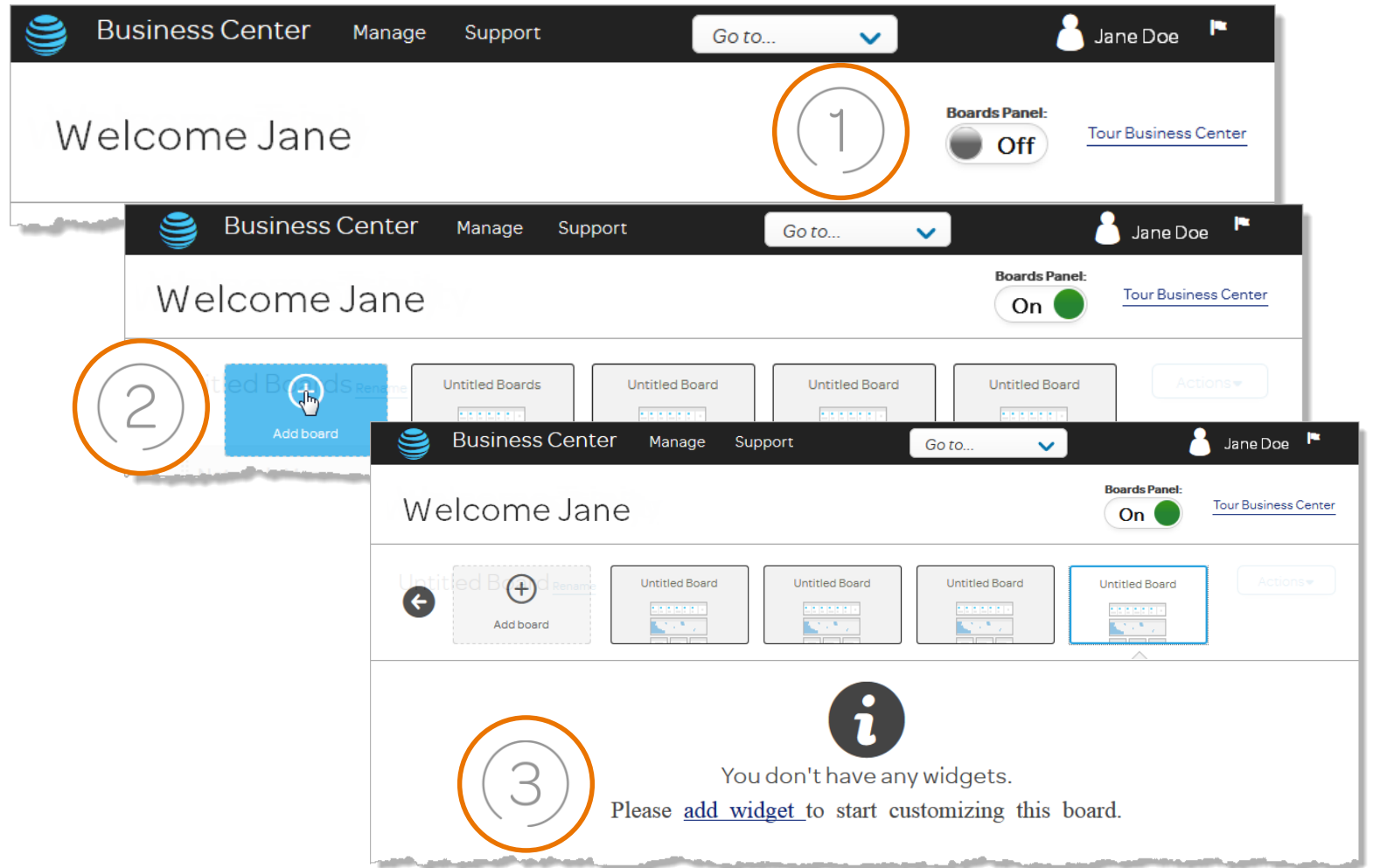
Type in a name for your board. Click **Save**. A success message will appear, confirming the name change.



Create a new board

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**.

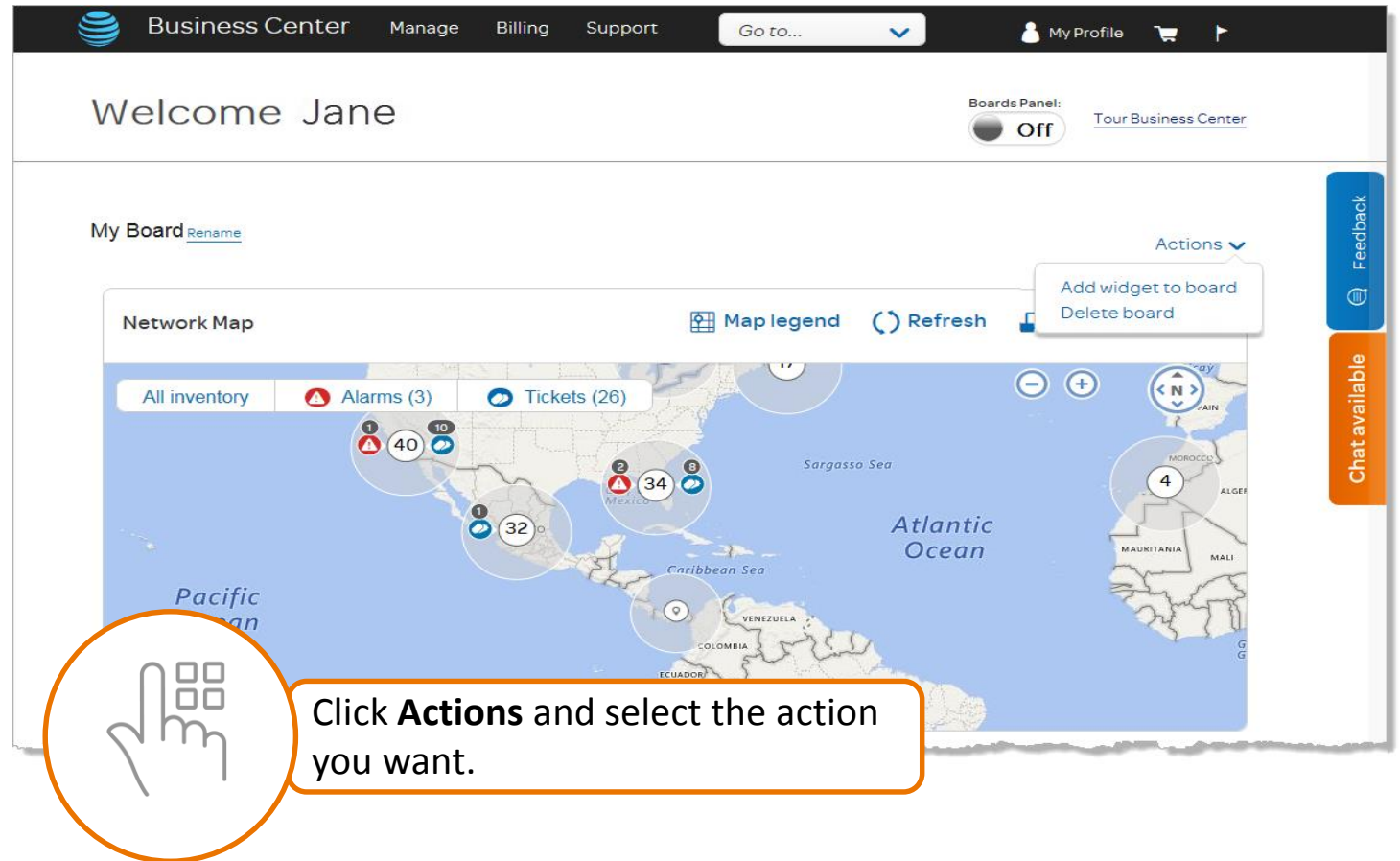


Select a board action

Manage your dashboard with simple customization options.

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

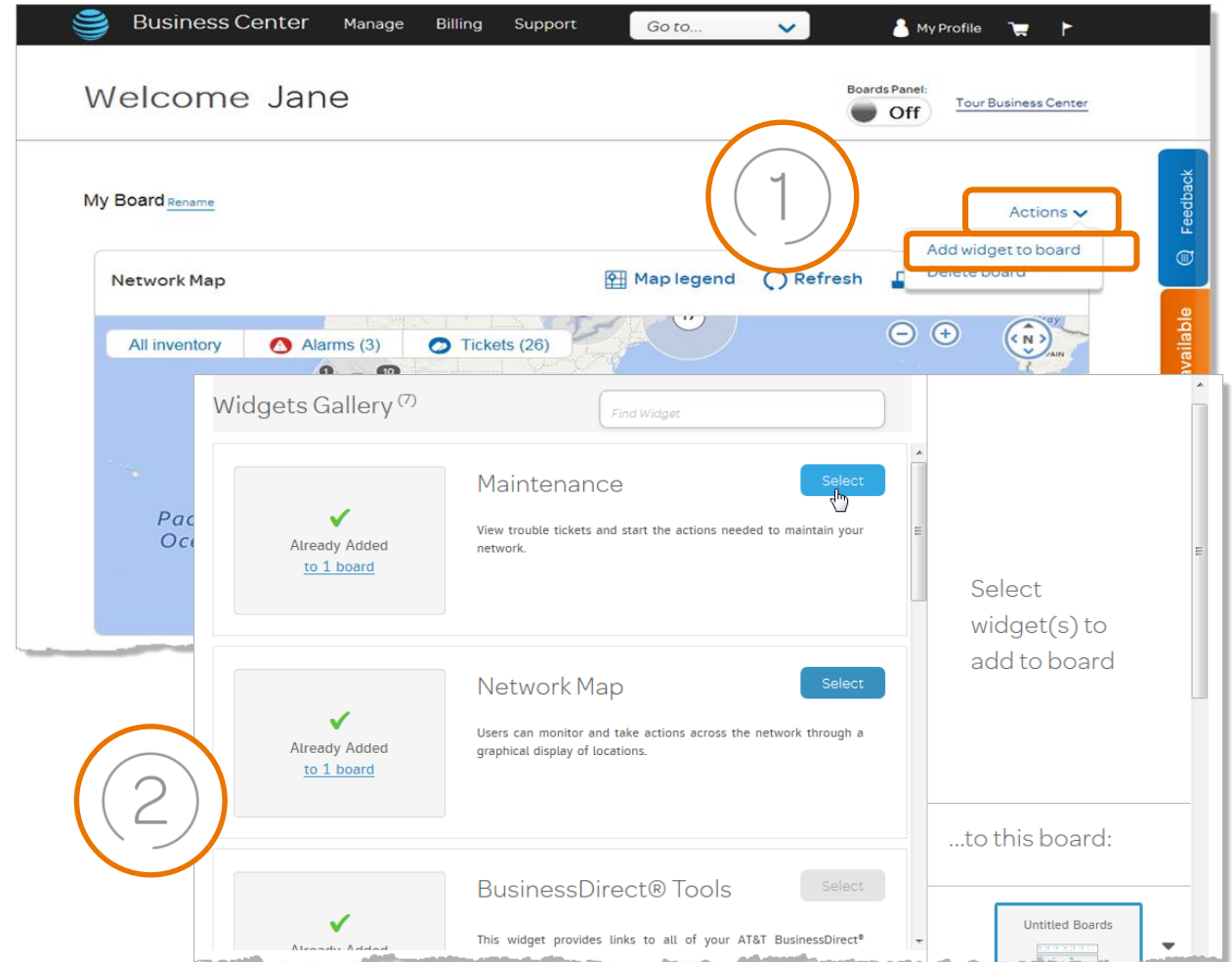
- [Add Widget to Board](#)
- [Delete Board](#)



Add Widget to Board (1 of 2)

To add a widget to a new or existing dashboard:

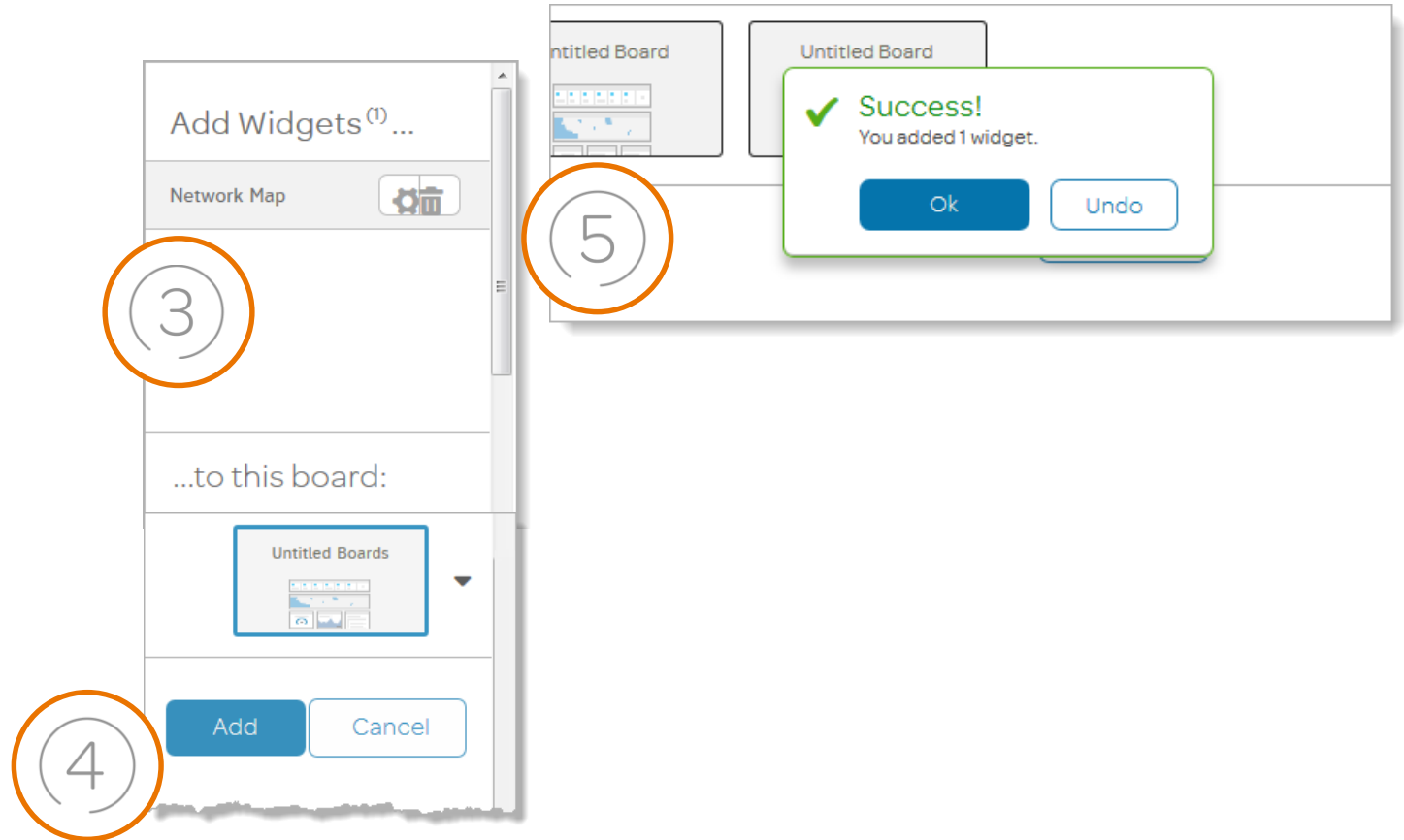
1. From your dashboard, click **Actions**. Select **Add Widget to Board**.
2. The **Widgets Gallery** page appears. Select any available widget to add to your board. You may add multiple widgets at once, as long as they are available to select.



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.

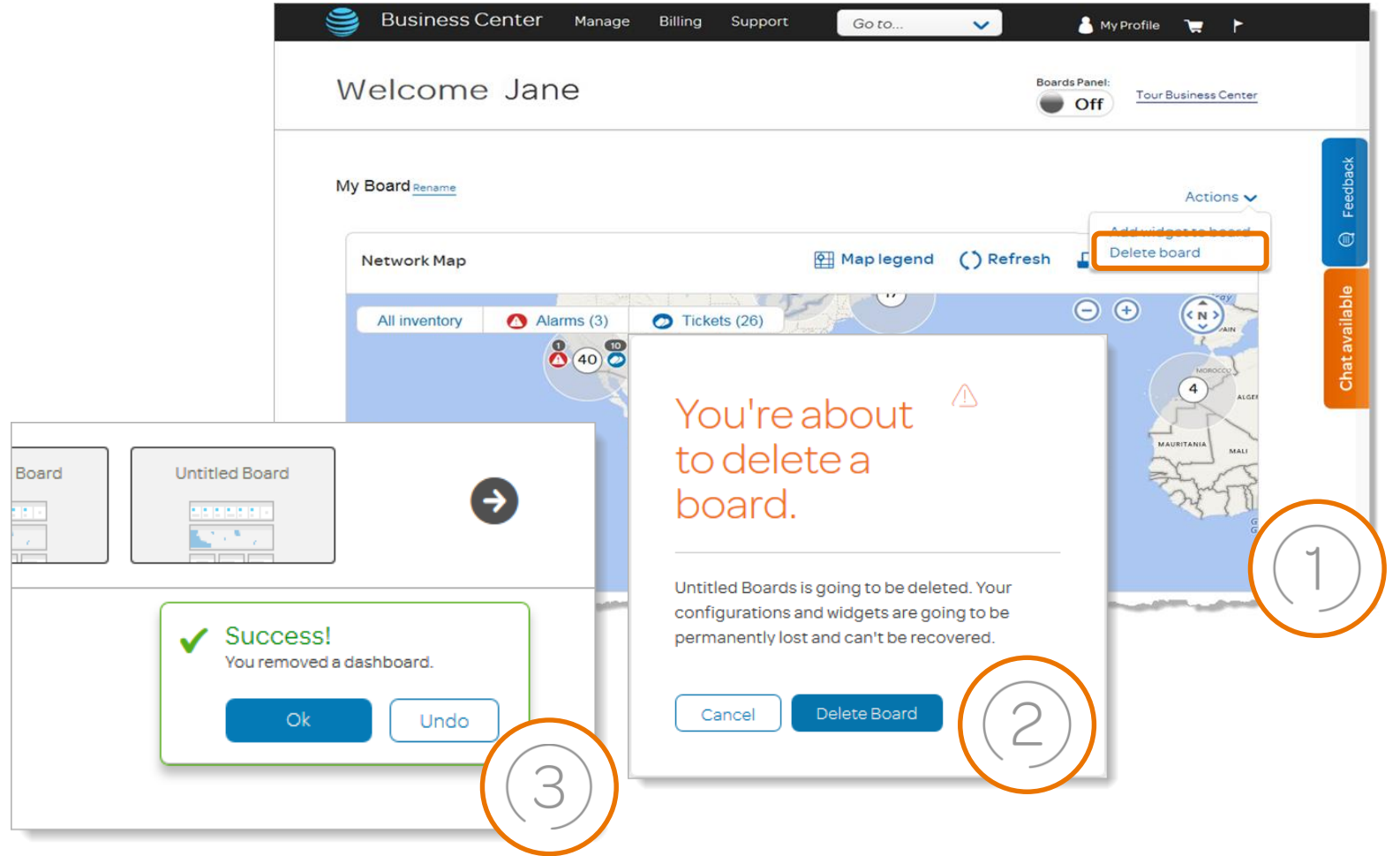


Delete a board

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.

The image consists of two screenshots of the AT&T Business Center interface. The left screenshot shows the main dashboard with a 'Help' menu open. The right screenshot shows the 'Contact us' page with various support options.

Callout 1: Select **Help** from the top menu.

Callout 2: Then enter your search criteria or select a category.

Callout 3: Need more help? Click **Contact us**.

Callout 4: 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.

Callout 5: The **Contact us** page provides several ways to reach us, including phone numbers and a **Send message** link.

Callout 6: Get service-specific support here.



