

AT&T Office@Hand 1.0

Customer Next Steps



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Order Submission



An AT&T representative will submit the order for the # seats and phones shipped to the billing address



An Implementation Coordinator will contact customer to discuss implementation and training



Customer will receive e-mail with information to activate the new account

Service Activation



Customer respond to the Activation e-mail within 48 hours of receipt to activate the account and perform Admin Express setup



After 48 hours, call 866-563-4703 option 1 to have a new Activation e-mail resent



Note; Orders are cancelled if an account not activated within 14 days of receipt of initial Activation email



Click [here](#) for Admin Express Setup instruction

Phone Delivery



Expect phones to be delivered within 5 to 7 business days from Order submission



If phones are required to be shipped to multiple addresses, then Customer self order the phones thru the customer Admin Portal

Implementation Call



Click [here](#) for a pre implementation workbook



An Implementation Advisor will conduct 2 sessions providing up to 3 hours of training. Training will cover:

- How to use the system
- Account set up
- End-user set up
- Hard Phone provisioning
- Number porting



To start your sessions now please call 866-218-8142 option 1 (M-F, 8am to 5pm PST)

Number Porting



Customer submit number port request thru the Admin Portal. Click [here](#) for porting reference information.



Expect porting to complete within 5 to 30 business days from port request



For porting questions call 888-388-1058 (M-F, 7AM-4PM PST)



Click [here](#) to confirm if your numbers can be ported

Additional Reference Resources:	Network Requirements – Click Here	Supported Phones – Click Here	Technical Questions 866-563-4703 opt 1, 1 <i>Credentials Required: Telephone Number & Security Question and Answer</i>
	Features, FAQs, How-To Guides – Click Here	Billing Questions 866-563-4703 opt 1, 0	