



AT&T Connect

Add-in for Google Calendar

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Revision number	02

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About this User Guide

This User Guide describes the features available to users working with the AT&T Connect Add-in for Google Calendar.

Note: This document applies only to the AT&T Connect Add-in for the Google Chrome browser. Other browsers are not explicitly supported.



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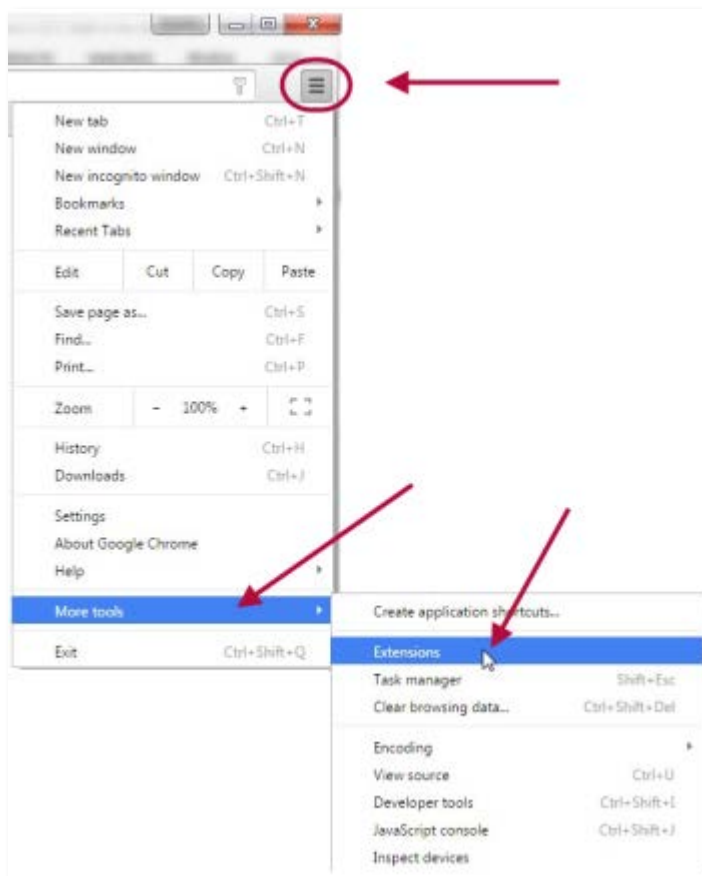
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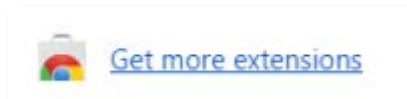
1. Installation of the AT&T Connect Add-in for Google Calendar

Finding the AT&T Connect Add-in for Google Calendar

1. In the Google Chrome browser, open the **Customization** menu, and select **More Tools > Extensions**.



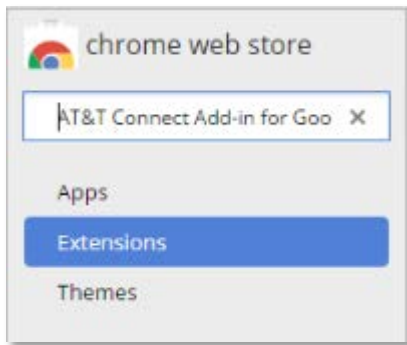
2. Click **Get more extensions** to open the Chrome web store.



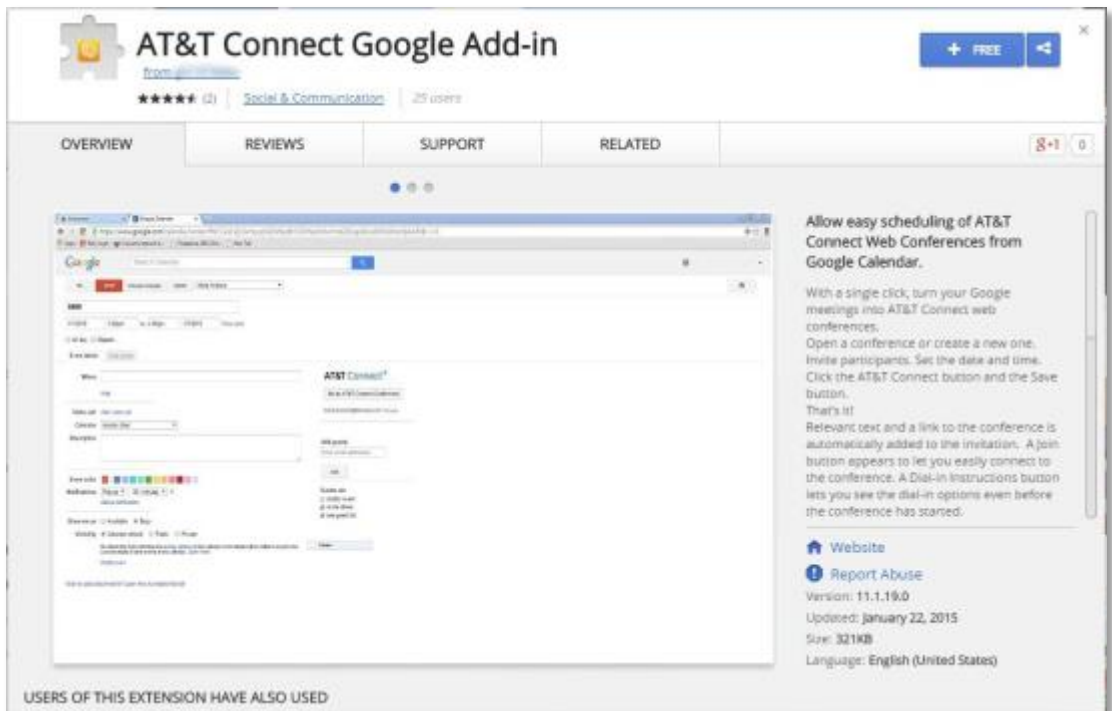


Finding the AT&T Connect Add-in for Google Calendar

3. Search the store for the **AT&T Connect Add-in for Google Calendar**.



4. Click on the App listing to open the **AT&T Connect Add-in for Google Calendar** page.

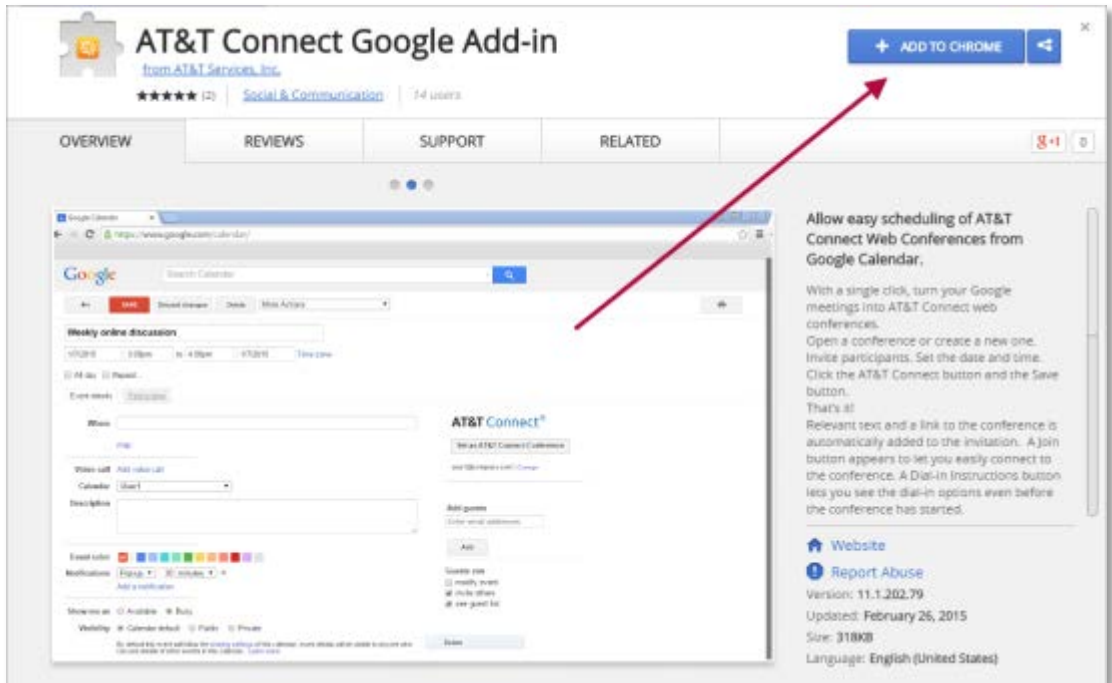


Alternatively, in the AT&T Connect Support site there is a direct link to the AT&T Connect Add-in for Google Calendar extension in the Chrome web store.

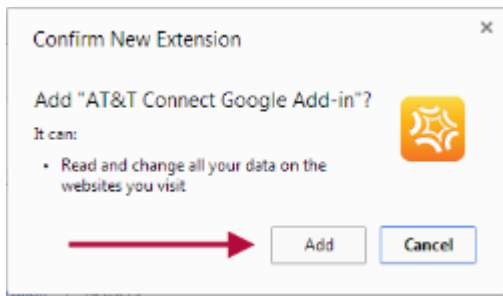


Installing the AT&T Connect Add-in for Google Calendar

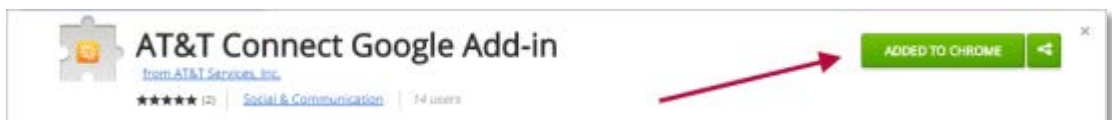
1. In the Chrome web store, using the Google Chrome browser, find the AT&T Connect Add-in for Google Calendar extension. Click **Add to Chrome**.



2. Click **Add** to confirm that you want to install the new extension.



3. The extension will install automatically. When the installation is complete, the blue **Add to Chrome** button will change to a green **Added to Chrome** button.




Note: The Add-in is only visible when you open a meeting in the Google Calendar.



2. Setting up conferences using the AT&T Connect Add-in for Google Calendar

Creating a new AT&T Connect conference

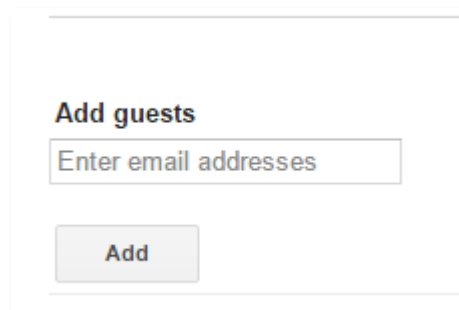
1. In Google Calendar, create an event. Either:

- Click **Create**. 
- or
- Double-click a time slot on the Calendar.

2. Enter a title, date and time.

3. If the event is to repeat, select **Repeat** and enter the repeat details.

4. Add guests to be invited. Enter an email address and click **Add** for each guest.



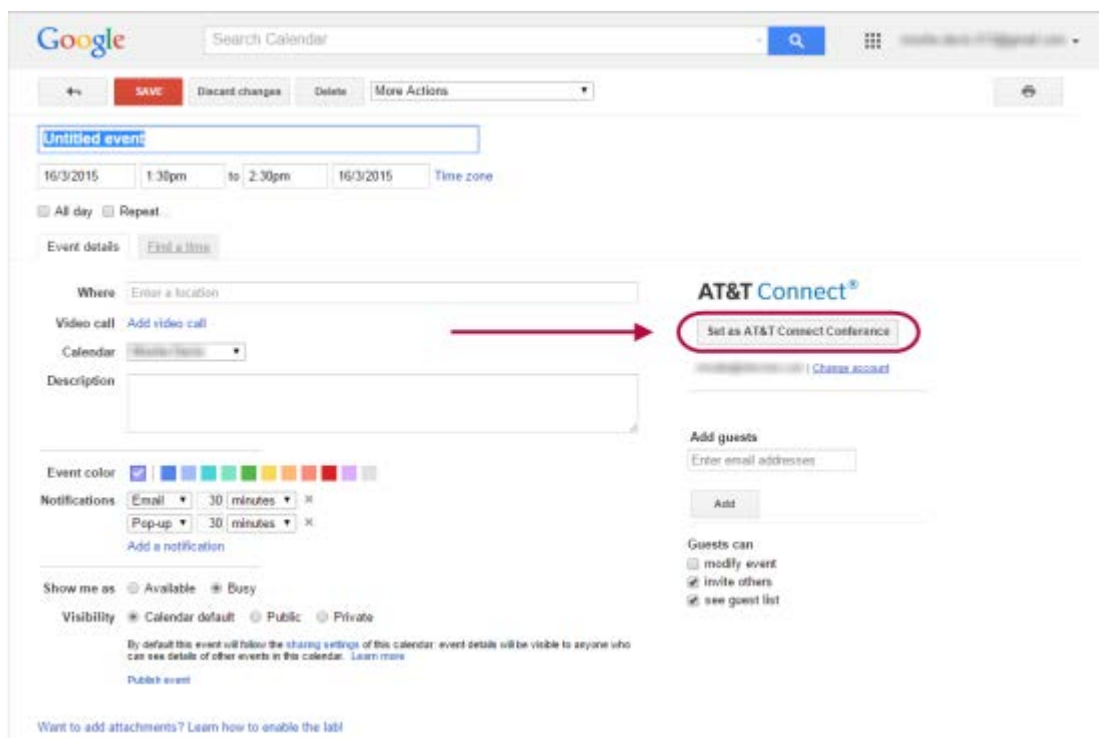
Add guests

Add

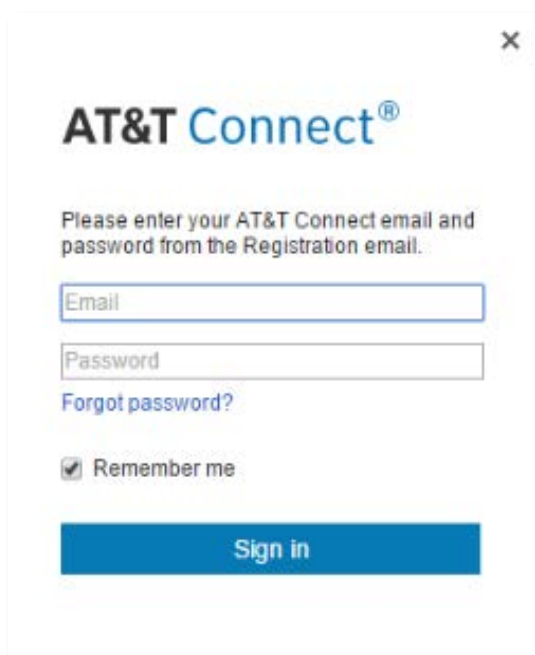


Creating a new AT&T Connect conference

5. Click **Set as AT&T Connect Conference**.



6. If you aren't logged in to your AT&T Connect account, you will be prompted to log in. Use your email address (not your username) and password. Click **Sign in**.





7. When you are successfully logged in, the following will automatically take place:
 - The online address for your AT&T Connect conference will automatically be added to the **Where** field.
 - Instructions how to connect to your new AT&T Connect conference will automatically be added to the **Description** field.
 - The color of the AT&T Connect conference in your Google Calendar will by default be orange.
8. The contents of the **Description** field will be sent to each participant in the conference. If you want to add a message to the **Description** field, do so before the set of tilde symbols ~~~~ at the beginning of the instructions, and/or after the set of tilde symbols at the end of the instructions. Any text added between the two sets of tilde symbols might be removed by the Add-in. Do not delete or modify the two sets of tilde symbols themselves.

Description HI everyone! We need to plan for the upcoming reunion.
~~~~

You are invited to attend an AT&T Connect [iMeeting](#) .

To connect to the Web Conference:  
=====

Click here: [https://](https://www.att.com/attconnectsupport/...)

TO CONNECT WITH YOUR \*TELEPHONE ONLY\* (no computer):  
=====

1. Choose one of the following numbers to dial:  
If you are calling from an office location with on-site number(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.

- \* On-site number(s):
- \* Office: ( )
- \* AT&T direct number ( ( ) ): ( ) . When prompted dial the number: ( ) - ( )
- \* Caller-Paid number: ( ) - ( )
- \* Blackberry (Caller-Paid): ( ) - ( )
- \* iPhone (Caller-Paid): ( ) - ( )
- \* A number in your country or in a country close to you (may be toll free):

<http://www.>

2. When prompted, enter the Meeting Access Code: ( ) - ( )

To prepare in advance for the conference (for all devices):  
<https://>

To view supported Operating Systems and devices:  
<http://www.corp.att.com/attconnectsupport/supporteddevices>

Powered by AT&T Connect.  
~~~~

Don't forget!

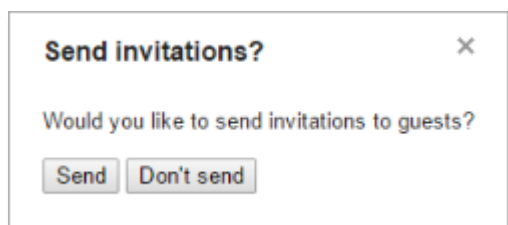


Creating a new AT&T Connect conference

9. Click **Save**.



A reminder appears, asking if you want to send invitations to the guests.



10. Click **Send**. The meeting is now added to your Google Calendar, and invitations are automatically sent to all of the guests.

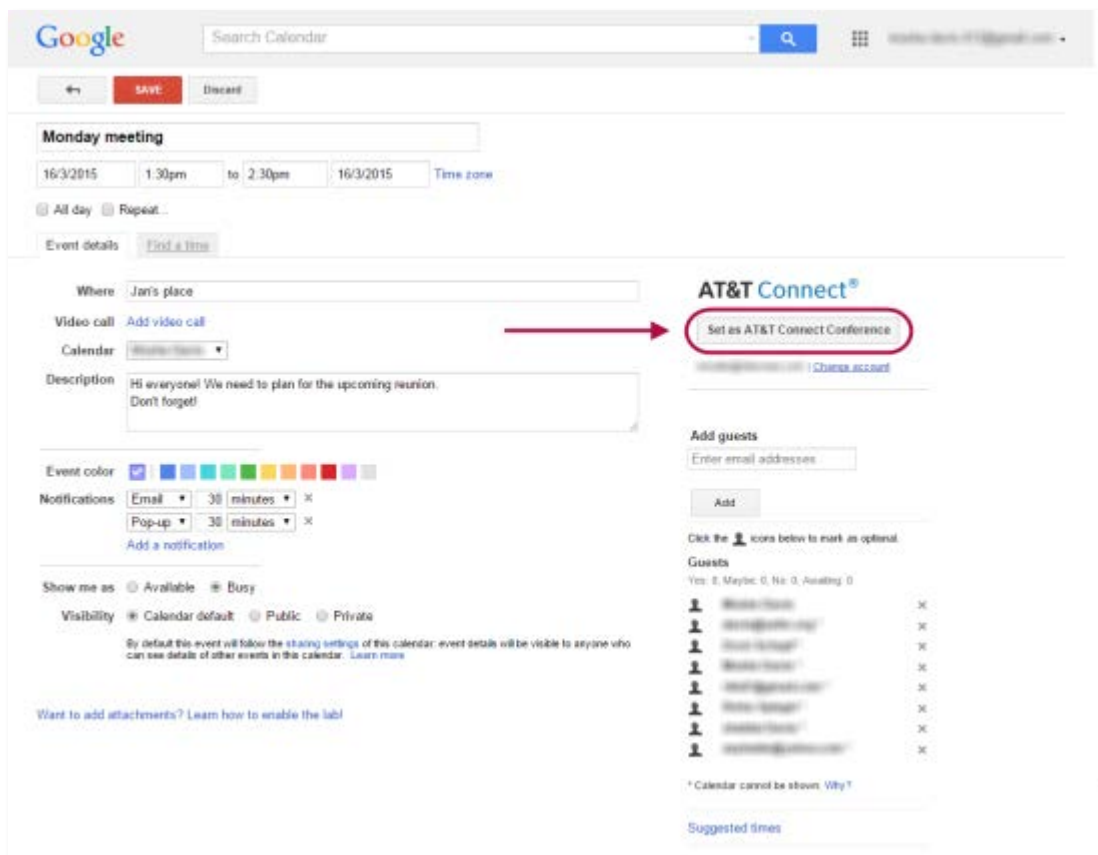


Changing a Google meeting to an AT&T Connect conference

Changing a Google meeting to an AT&T Connect conference

If you have a scheduled Google meeting that you want to change to an AT&T Connect conference:

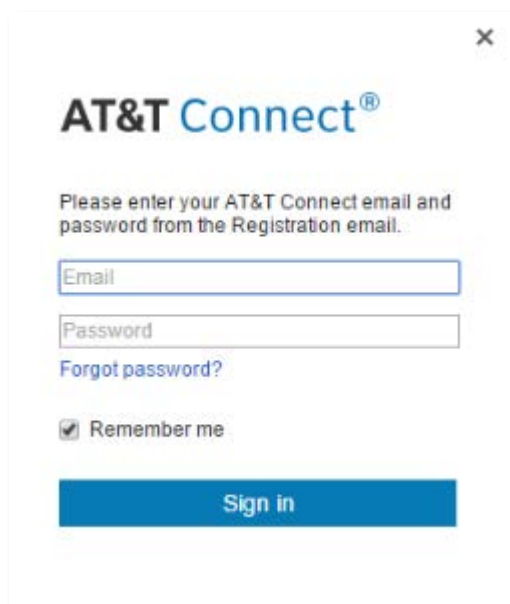
1. Open the Google meeting in your Google Calendar.
2. Click **Set as AT&T Connect Conference**.





Changing a Google meeting to an AT&T Connect conference

3. If you aren't logged in to your AT&T Connect account, you will be prompted to log in. Use your email address (not your username) and password. Click **Sign in**.



The image shows a login dialog box for AT&T Connect. It features the AT&T Connect logo at the top. Below the logo, there is a prompt: "Please enter your AT&T Connect email and password from the Registration email." There are two input fields: "Email" and "Password". Below the "Password" field is a link for "Forgot password?". There is a checkbox labeled "Remember me" which is checked. At the bottom of the dialog is a blue button labeled "Sign in".

4. When you are successfully logged in, the following will automatically take place:
 - The online address for your AT&T Connect conference will automatically be added to the **Where** field.
 - Instructions how to connect to your new AT&T Connect conference will automatically be added to the **Description** field.
 - If the color of your Google meeting was the default color for that calendar, the color of the AT&T Connect conference in your Google Calendar will be changed to orange. If you had changed the color of your Google meeting to something other than the default color, that color will remain unchanged.



Changing a Google meeting to an AT&T Connect conference

The screenshot shows the Google Calendar interface for editing a meeting. The meeting is titled "Monday meeting" and is scheduled for 16/3/2015 from 1:30pm to 2:30pm. The "Where" field contains the URL "Jan's place AT&T Connect online meeting at https://system5.uclab.com/farm2/meeet?ExE:". The description includes a greeting, a link to the meeting, and detailed instructions for connecting via telephone. The "Event color" is set to red. The right sidebar shows the "AT&T Connect" logo, a "Join Conference" button, and a list of guests.

Monday meeting
16/3/2015 1:30pm to 2:30pm 16/3/2015 Time zone

Event details Find a time

Where Jan's place AT&T Connect online meeting at https://system5.uclab.com/farm2/meeet?ExE-

Video call Add video call

Calendar Monday, March 16, 2015

Description
Hi everyone! We need to plan the upcoming reunion. Don't forget!

You are invited to attend an AT&T Connect Meeting.
To connect to the Web Conference:

Click here: https://system5.uclab.com/farm2/meeet?ExE-

TO CONNECT WITH YOUR "TELEPHONE ONLY" (no computer):

1. Choose one of the following numbers to dial.
If you are calling from an office location with on-site numbers(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.
* On-site numbers:
* Office: (800) 451-4511
* AT&T direct number (toll-free): 800-451-4511. When prompted dial the number: 800-451-4511
* Caller-Paid number: 800-451-4511
* BlackBerry (Caller-Paid): 800-451-4511
* iPhone (Caller-Paid): 800-451-4511
* A number in your country or in a country close to you (may be toll free):
http://www.attconnect.com
2. When prompted, enter the Meeting Access Code: 12345678

To prepare in advance for the conference (for all devices):
https://system5.uclab.com/farm2/meeet?ExE-

To view supported Operating Systems and devices:
http://www.corp.att.com/attconnectsupport/supporteddevices

Powered by AT&T Connect.

Event color [Color selection]

Notifications Email 30 minutes x
Pop-up 30 minutes x
Add a notification

Show me as Available Busy

Visibility Calendar default Public Private

By default this event will follow the sharing settings of this calendar. event details will be visible to anyone who can see details of other events in this calendar. [Learn more](#)

[Publish event](#)

Want to add attachments? [Learn how to enable the label](#)

AT&T Connect
Join Conference
Dial-in instructions
Revert to a regular meeting
[Change account](#)

Add guests
Enter email addresses
Add

Click the icons below to mark as optional

Guests Yes: 0, Maybe: 0, No: 0, Inviting: 0 [Email guests](#)

	John Doe	X
	Jane Smith	X
	Bob Johnson	X
	Alice Williams	X
	Mike Brown	X
	Chris Davis	X
	David Miller	X
	Michelle Garcia	X

* Calendar cannot be shown. Why?

Suggested times

Guests can
 modify event
 invite others
 see guest list

at&t
Report a problem / Help



Changing a Google meeting to an AT&T Connect conference

5. The contents of the **Description** field will be sent to each participant in the conference. If you want to add a message to the **Description** field, do so before the set of tilde symbols ~~~~ at the beginning of the instructions, and/or after the set of tilde symbols at the end of the instructions. Any text added between the two sets of tilde symbols might be removed by the Add-in. Do not delete or modify the two sets of tilde symbols themselves.

Description Hi everyone! We need to plan for the upcoming reunion.

~~~~

You are invited to attend an AT&T Connect Meeting .

To connect to the Web Conference:  
=====

Click here: <https://www.att.com/attconnectsupport/supporteddevices>

TO CONNECT WITH YOUR \*TELEPHONE ONLY\* (no computer):  
=====

1. Choose one of the following numbers to dial:  
If you are calling from an office location with on-site number(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.

- \* On-site number(s):
- \* Office: (800) 441-1234
- \* AT&T direct number (800) 441-1234: (800) 441-1234. When prompted dial the number: (800) 441-1234
- \* Caller-Paid number: (800) 441-1234
- \* Blackberry (Caller-Paid): (800) 441-1234
- \* iPhone (Caller-Paid): (800) 441-1234
- \* A number in your country or in a country close to you (may be toll free): (800) 441-1234

<http://www.att.com>

2. When prompted, enter the Meeting Access Code: 123456

To prepare in advance for the conference (for all devices):  
<https://www.att.com/attconnectsupport/supporteddevices>

To view supported Operating Systems and devices:  
<http://www.corp.att.com/attconnectsupport/supporteddevices>

Powered by AT&T Connect.

~~~~

Don't forget!

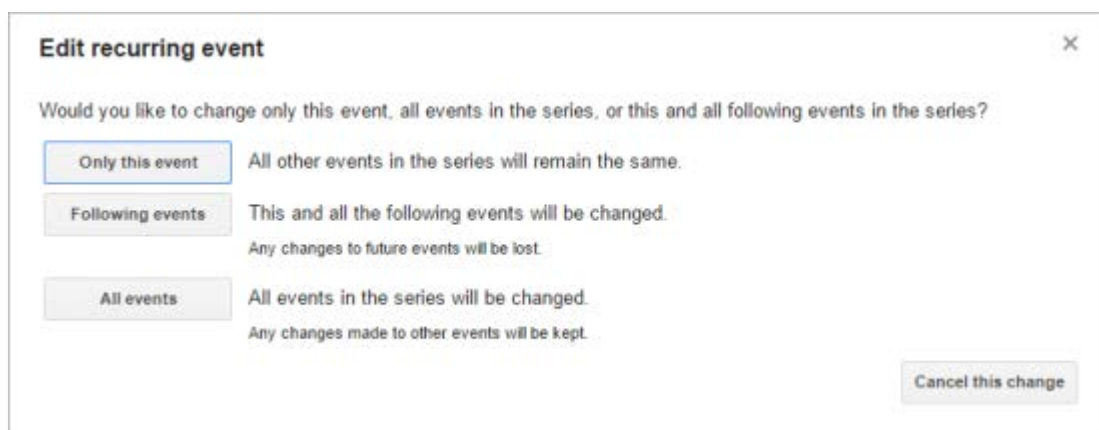


Changing a Google meeting to an AT&T Connect conference

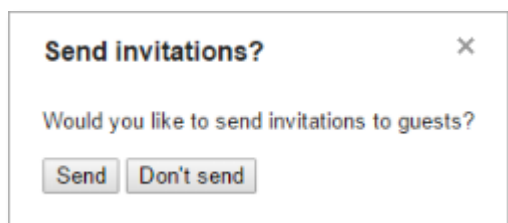
6. Click **Save**.



7. If the Google meeting was a recurring meeting, choose which meetings in the series you want to convert to an AT&T conference:
 - only the present meeting
 - the present meeting and all following meetings
 - all meetings in the series



8. A reminder appears, asking if you want to send updated invitations to the guests. To send updated invitations, click **Send**.



9. The changes now appear in your Google Calendar. If you chose to send updated invitations, the invitations are automatically sent to all of the guests.

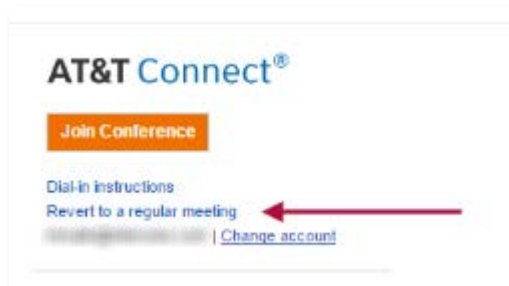


Changing an AT&T Connect conference to a Google meeting

Changing an AT&T Connect conference to a Google meeting

If you have a scheduled AT&T Connect conference that you want to change to a Google meeting:

1. Open the AT&T Connect conference in your Google Calendar.
2. Click **Revert to a regular meeting**.



3. The following will automatically take place:
 - In the **Where** field, the online address for the AT&T Connect conference will be removed.
 - If you did not change the color of the conference in the calendar, the color will revert from orange to the default color for the meetings of the Google Calendar.
 - The **Description** field contains two sets of tilde symbols ~~~~. One set is at the top of the description, and another set is at the bottom. All information between the two sets of tilde symbols, including the AT&T Connect conference instructions, will be deleted.



Changing an AT&T Connect conference to a Google meeting

Before:

Description

Hi everyone! We need to plan for the upcoming reunion.
~~~~~

You are invited to attend an AT&T Connect [iMeeting](#).

To connect to the Web Conference:  
=====

Click here: <https://www.attconnect.com/join/1234567890>

TO CONNECT WITH YOUR \*TELEPHONE ONLY\* (no computer):  
=====

1. Choose one of the following numbers to dial:  
If you are calling from an office location with on-site number(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.

- \* On-site number(s):
- \* Office: 1-800-123-4567
- \* AT&T direct number (toll-free): 1-800-123-4567. When prompted dial the number: 1234567890
- \* Caller-Paid number: 1-800-123-4567
- \* Blackberry (Caller-Paid): 1-800-123-4567
- \* iPhone (Caller-Paid): 1-800-123-4567
- \* A number in your country or in a country close to you (may be toll free): <http://www.1234567890.com>

2. When prompted, enter the Meeting Access Code: 1234567890

To prepare in advance for the conference (for all devices):  
<https://www.attconnect.com/join/1234567890>

To view supported Operating Systems and devices:  
<http://www.corp.att.com/attconnectsupport/supporteddevices>

Powered by AT&T Connect.  
~~~~~

Don't forget!

After:

Description

Hi everyone! We need to plan for the upcoming reunion.
Don't forget!

4. Click **Save**.





Changing an AT&T Connect conference to a Google meeting

5. If the conference is part of a recurring series, you will be asked which of the AT&T conferences in the series you want to convert to a Google meeting:
 - only the present conference
 - the present conference and all following conferences
 - all conferences in the series

Edit recurring event ×

Would you like to change only this event, all events in the series, or this and all following events in the series?

Only this event	All other events in the series will remain the same.
Following events	This and all the following events will be changed. Any changes to future events will be lost.
All events	All events in the series will be changed. Any changes made to other events will be kept.

Cancel this change

6. A reminder appears, asking if you want to send updated invitations to the guests. To send updated invitations, click **Send**.

Send invitations? ×

Would you like to send invitations to guests?

Send **Don't send**

7. The changes now appear in your Google Calendar. If you chose to send updated invitations, the invitations are automatically sent to all of the guests.



Allowing all guests to modify a conference

Allowing all guests to modify a conference

By default, guests invited to an AT&T Connect conference cannot modify any of the conference details. However, the conference host can allow the invited guests to modify the conference details.

To allow the invited guests to modify the conference details, the conference host should perform the following procedure:

1. Below the Guests list, select **Guests can modify event**.

Add guests

Enter email addresses

Add

Click the icons below to mark as optional.

Guests

Yes: 0, Maybe: 0, No: 0, Awaiting: 0

	Walter (Guest)	x
	Frank (Guest)	x
	John (Guest)	x
	Michael (Guest)	x
	Thomas (Guest)	x

* Calendar cannot be shown. [Why?](#)

Suggested times

Guests can

- modify event
- invite others
- see guest list

When the conference host allows the invited guests to modify the conference, each of the invited guests is given permission to:

- Edit the conference details (such as the title, date, and time).
- Send notifications to the entire list of attendees.
- Change the AT&T conference to a Google meeting.
- Revert the meeting from a Google meeting back to an AT&T Connect conference. In doing so, the AT&T Connect conference will now be hosted by the person who reverted the meeting, and not by the original host.



Changing your account

All guests who can modify conference details can change an AT&T conference to a Google meeting, whether or not they are logged in to their AT&T Connect account.

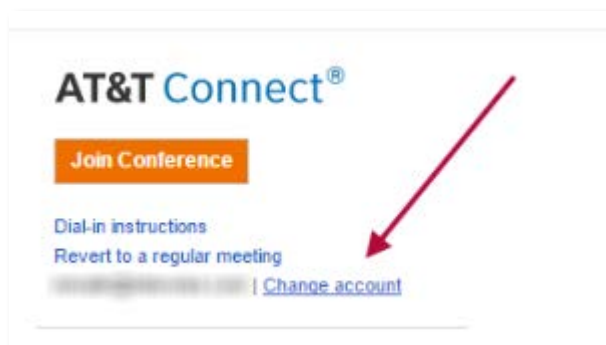
When logged in to their AT&T Connect account, such guests can revert a Google meeting to an AT&T Connect conference. The reverted conference will be set with the guest's own credentials, not those of the original host.

If the guest is not logged in to their AT&T Connect account and attempts to revert a Google meeting to an AT&T Conference, the guest will be prompted to log in before being allowed to revert the meeting.

Changing your account

If you are logged in to one AT&T Connect account, but want to change to a different AT&T Connect account:

1. Click **Change account**.



2. You will be prompted to fill in your AT&T Connect email and password.

A screenshot of a sign-in form for AT&T Connect. The form has a close button (X) in the top right corner. It features the AT&T Connect logo at the top. Below the logo is the instruction: 'Please enter your AT&T Connect email and password from the Registration email.' There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a link for 'Forgot password?'. There is a checked checkbox labeled 'Remember me'. At the bottom of the form is a blue button labeled 'Sign in'.

3. Click **Sign in**.



3. Delegating calendar management

Setting delegation permissions

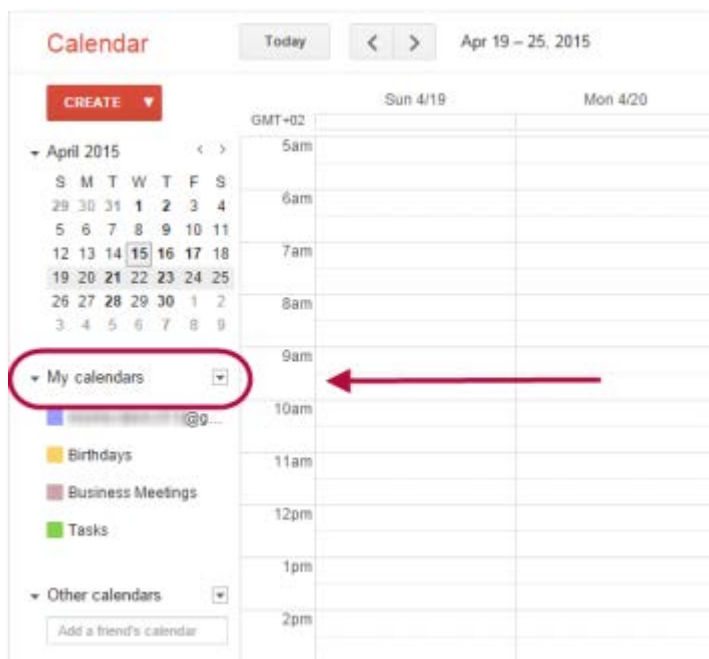
Google Calendar allows you to maintain multiple calendars. You can choose to share any of your calendars with others. Each of your calendars can have independent sharing settings.

When you share a calendar with someone else, you can decide how they see the individual events in your calendar. You, as “Manager” of the calendar, can also delegate “Assistant” privileges so that the person you are sharing the calendar with can also make changes such as adding or editing events in your calendar.

This functionality is supported in the AT&T Connect Add-in for Google Calendar.

To delegate privileges to an Assistant:

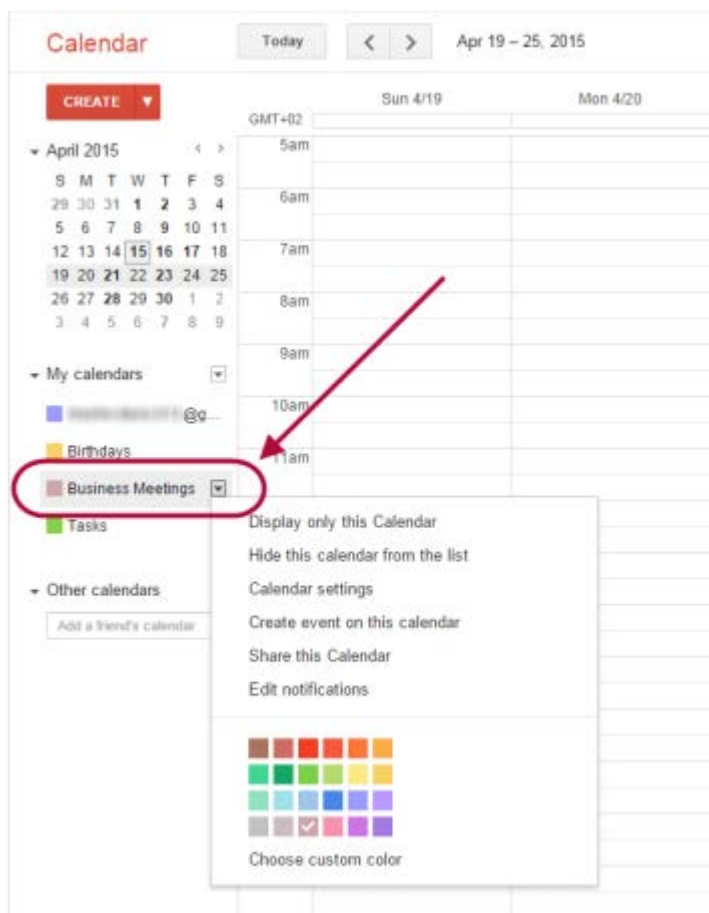
1. In Google Calendar, find **My Calendars**. You may have to click to expand it.



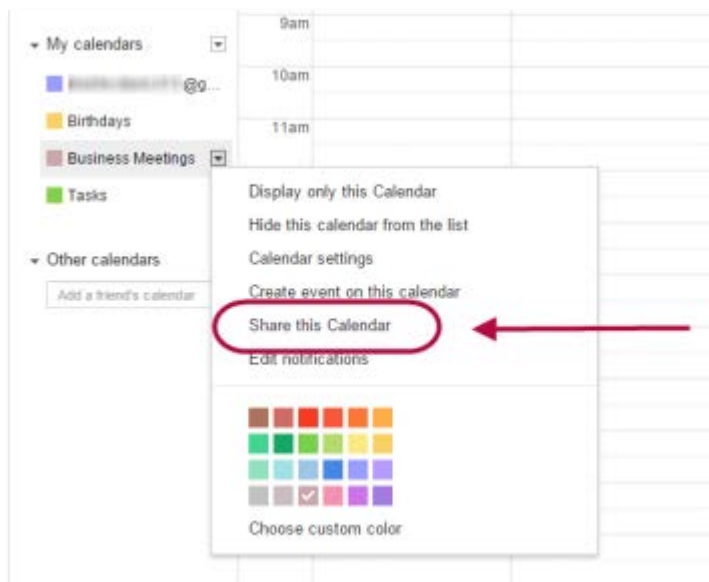


Setting delegation permissions

2. Find the calendar you want to share, and click the arrow next to it.



3. Select Share this Calendar.





Setting delegation permissions

4. Under **Share with specific people**, if you are not yet sharing your calendar with the Assistant to whom you want to delegate privileges, add the Assistant's email address and click **Add person**.

Business Meetings Details
[Calendar Details](#) [Share this Calendar](#) [Edit notifications](#)

[Back to calendar](#) [Save](#) [Cancel](#)

Make this calendar public [Learn more](#)
This calendar will appear in public Google search results.
 Share only my free/busy information (Hide details)

Share with specific people

Person	Permission Settings	Remove
<input type="text" value="Enter email address"/>	See all event details	Add Person
XXXXXXXXXX@gmail.com	See all event details	Remove
XXXXXXXXXX@gmail.com	Make changes AND manage sharing	Remove
XXXXXXXXXX@gmail.com	Make changes AND manage sharing	Remove

Tip: Sharing with coworkers?
Companies can move to Google Calendar to make sharing easier. [Learn how](#)

[Back to calendar](#) [Save](#) [Cancel](#)

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5. In **Permission Settings** for the "Assistant", choose either the option **Make changes to events** or the option **Make changes AND manage sharing**.

Business Meetings Details
[Calendar Details](#) [Share this Calendar](#) [Edit notifications](#)

[Back to calendar](#) [Save](#) [Cancel](#)

Make this calendar public [Learn more](#)
This calendar will appear in public Google search results.
 Share only my free/busy information (Hide details)

Share with specific people

Person	Permission Settings	Remove
<input type="text" value="Enter email address"/>	See all event details	Add Person
XXXXXXXXXX@gmail.com	See all event details	Remove
XXXXXXXXXX@gmail.com	Make changes AND manage sharing	Remove
XXXXXXXXXX@gmail.com	Make changes to events	Remove
XXXXXXXXXX@gmail.com	See only free/busy (hide details)	Remove

Tip: Sharing with coworkers?
Companies can move to Google Calendar to make sharing easier. [Learn how](#)

[Back to calendar](#) [Save](#) [Cancel](#)

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6. Click **Save**. The "Assistant" will receive an email invitation to view your calendar. If they click on the link in the email, your calendar will be added to their list of calendars.

The changes that the Assistant makes are saved on the Manager's calendar. The Assistant uses the AT&T Connect credentials of the Manager, but the Assistant cannot see those credentials.



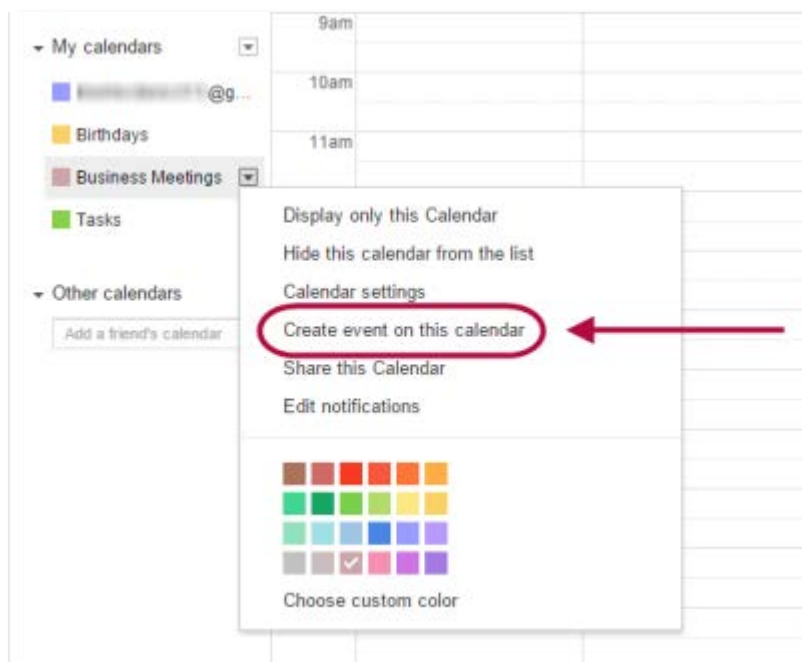
Managing conferences by an assistant

When a Manager's calendar is shared with an Assistant, the Assistant is automatically sent an email invitation to view the Manager's shared calendar. When the Assistant clicks on the link in the email, the Manager's calendar is added to Assistant's list of calendars.


If the Manager has set the Assistant's **Permission settings** as either **Make changes to events** or as **Make changes AND manage sharing**, the Assistant is able to create new events on the Manager's calendar, and to modify existing events.

To add an AT&T Connect conference on behalf of the Manager:

1. In Google Calendar, find **My Calendars**.
 - In **My Calendars**, click the arrow next to the Manager's calendar, and select **Create event on this calendar**.



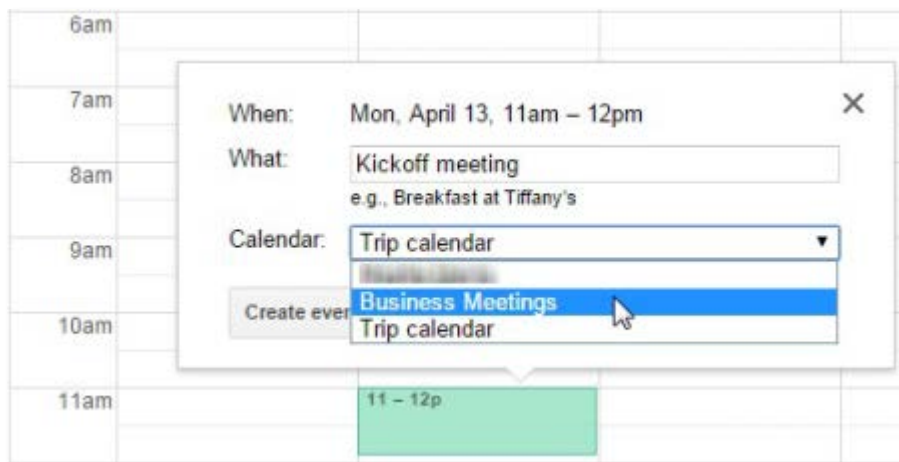
Alternatively, from within the Manager's calendar:

- Click **Create**. 
- or
- Double-click a time slot on the Calendar.

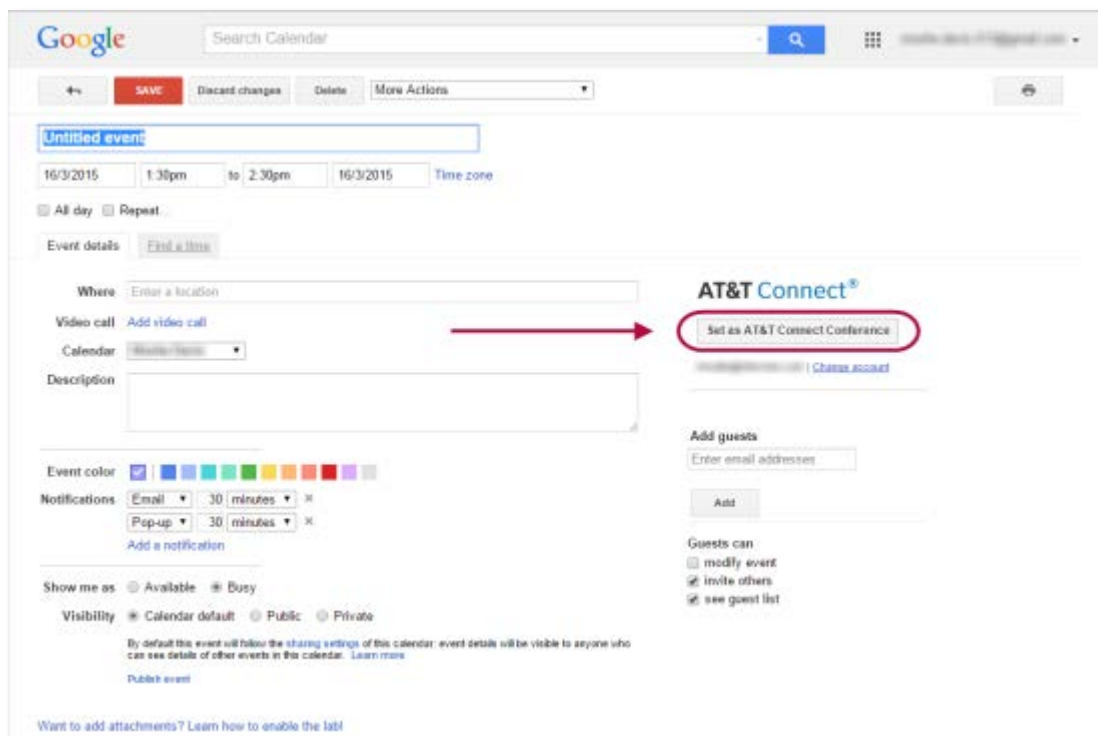


Managing conferences by an assistant

Then choose the Manager's calendar from the list of calendars.



2. Click Set as **AT&T Connect Conference**.



3. Follow the remaining instructions for [Creating a new AT&T Connect conference](#).



Managing conferences by an assistant

To modify an AT&T Connect conference on behalf of the Manager:

1. In Google Calendar, find **My Calendars**.
2. Choose the Manager's calendar from the list of calendars.
3. Click on the conference that you wish to modify.
4. Make whatever modifications are needed.
5. Click **Save**.

The changes that the Assistant makes are saved on the Manager's calendar. The Assistant uses the AT&T Connect credentials of the Manager, but the Assistant cannot see those credentials.



4. Joining a conference

Joining a conference using a computer

If you are hosting or have been invited to a conference, you will have received an invitation email.

If the AT&T Connect Add-in for Google Calendar is installed on your computer, when you open the conference in your calendar, you will see the **Join Conference** button.



If you have been invited to a conference and you see your email address below the **Join Conference** button, you are signed in to your AT&T Connect account. Click **Join Conference** to immediately be connected to the conference. You will not need to manually log in.



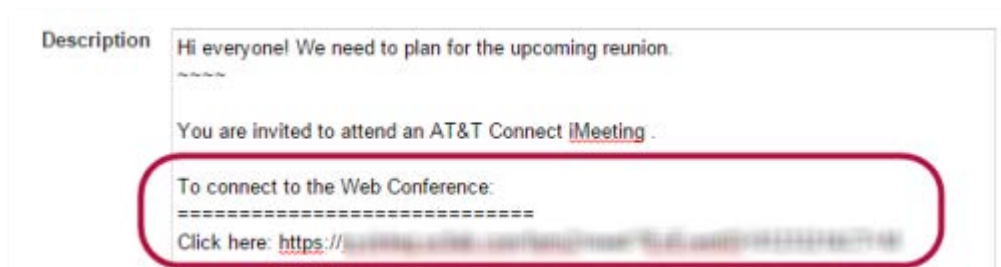
If you do not see your email address below the **Join Conference** button, you are not signed in to your AT&T Connect account. When you click **Join Conference**, you will be prompted to log in.





Joining a conference using a computer

Whether or not the AT&T Connect Add-in for Google Calendar is installed on your computer, the email invitation that you received will contain a link to the conference.



To connect to a conference:

1. Click the **Join Conference** button.
– or –
Click on the link in the email invitation.
2. A new tab will open. Follow the directions to join the conference.



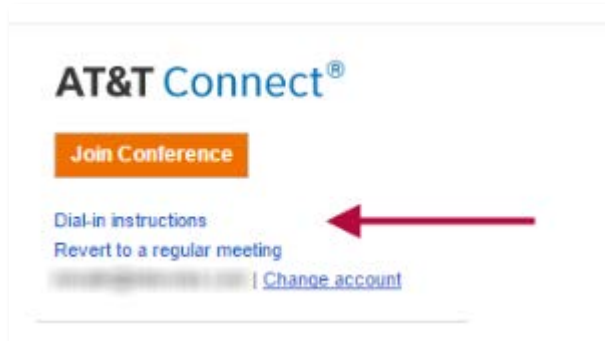
Joining a conference using only a telephone

Joining a conference using only a telephone

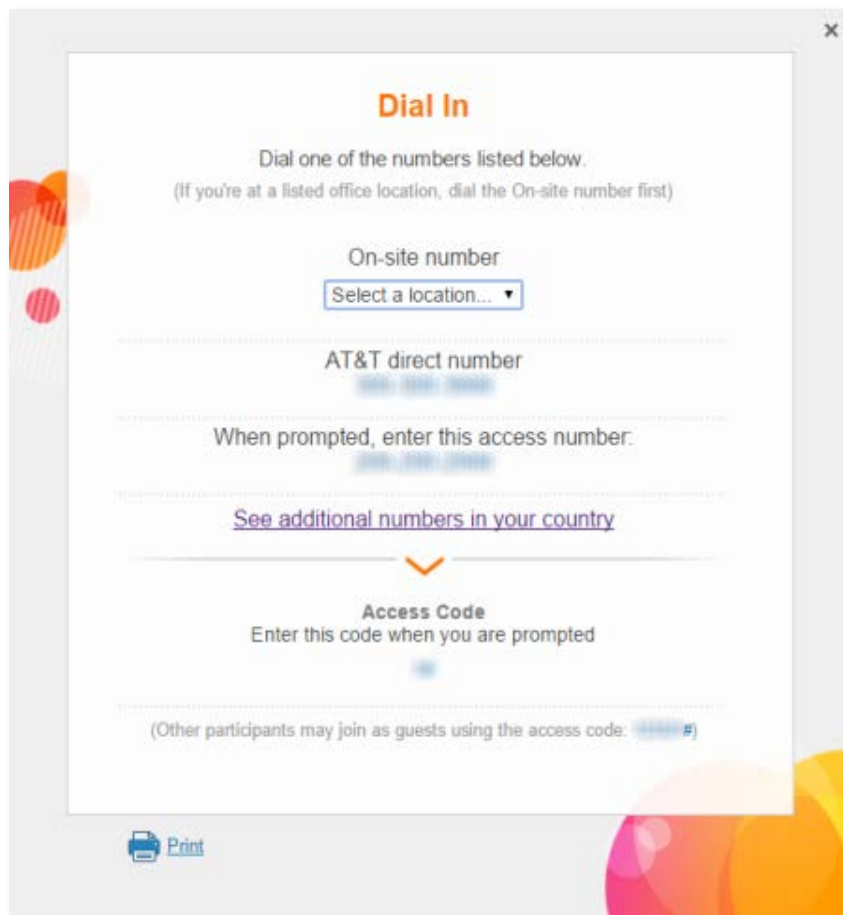
It is recommended to join an AT&T Connect conference by web rather than by telephone.

If you need to join an AT&T Connect conference by using a telephone only, it is recommended to join the conference by following the Dial-in instructions.

1. In the conference entry in the Google Calendar, click **Dial-in instructions**.



2. Follow the Dial-in instructions.





Joining a conference using only a telephone

If you do not have access to the online Dial-in instructions, use the following procedure:

If you are hosting or have been invited to a conference, you will have received an invitation email.

- Follow the Dial-in instructions in the email.

Monday event
Hi everyone! We need to plan for the upcoming reunion.

You are invited to attend an AT&T Connect iMeeting .

To connect to the Web Conference:

Click here: <https://www.at&t.com/joinmeeting?dial=web&meetingid=12345>

TO CONNECT WITH YOUR "TELEPHONE ONLY" (no computer):

1. Choose one of the following numbers to dial:
If you are calling from an office location with on-site number(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.

- * On-site number(s):
 - * Office: (800) 456-7890
 - * AT&T direct number (in US): (800) 456-7890. When prompted dial the number: (800) 456-7890
 - * Caller-Paid number: (800) 456-7890
 - * Blackberry (Caller-Paid): (800) 456-7890
 - * iPhone (Caller-Paid): (800) 456-7890
 - * A number in your country or in a country close to you (may be toll free): <http://www.at&t.com>

2. When prompted, enter the Meeting Access Code: 123456

To prepare in advance for the conference (for all devices): <http://www.at&t.com/online/faq>
To view supported Operating Systems and devices: <http://www.corp.at&t.com/at&tconnectsupport/supporteddevices>

Powered by AT&T Connect.

Don't forget!

When: Mon Feb 2, 2015 10am - 11am [View/Hide](#)

Where: AT&T Connect online meeting at <https://www.at&t.com/joinmeeting?dial=web&meetingid=12345> - Details below [\(map\)](#)

Who:

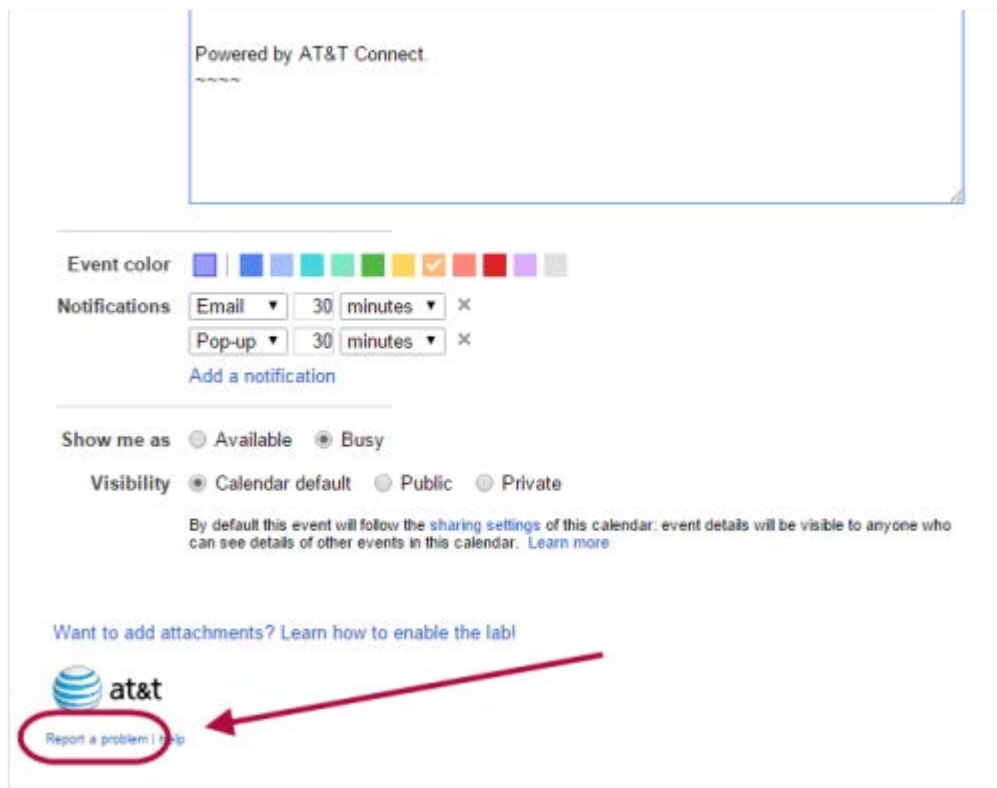
- [Shirley \(AT&T\)](#) - organizer
- shirley@at&t.com
- shirley@at&t.com



5. Reporting a problem

How to report a problem

If you have any problems with the AT&T Connect Add-in for Google Calendar, click the **Report a problem** link located at the bottom of the Add-in interface.



This link enables you to send logs and other AT&T Connect data to the AT&T Customer Support team. The data helps the AT&T Customer Support team analyze problems with the AT&T Connect Add-in for Google Calendar within your local environment, and will help to improve AT&T Connect products in future versions.

Your personal information remains confidential and is not shared or used for purposes other than AT&T technical support.

Please note that clicking **Report a problem** will not by itself open an AT&T support ticket, and you will not be contacted by the AT&T Connect support team. Your logs will be used for statistical purposes only.

If you need to directly contact AT&T Connect support:

1. [Report the problem](#) using the **Report a problem** link.
2. Note the [Report ID](#) that is displayed in the **Report a problem** dialog box.
3. Contact [AT&T Connect support](#). You will need the Report ID.

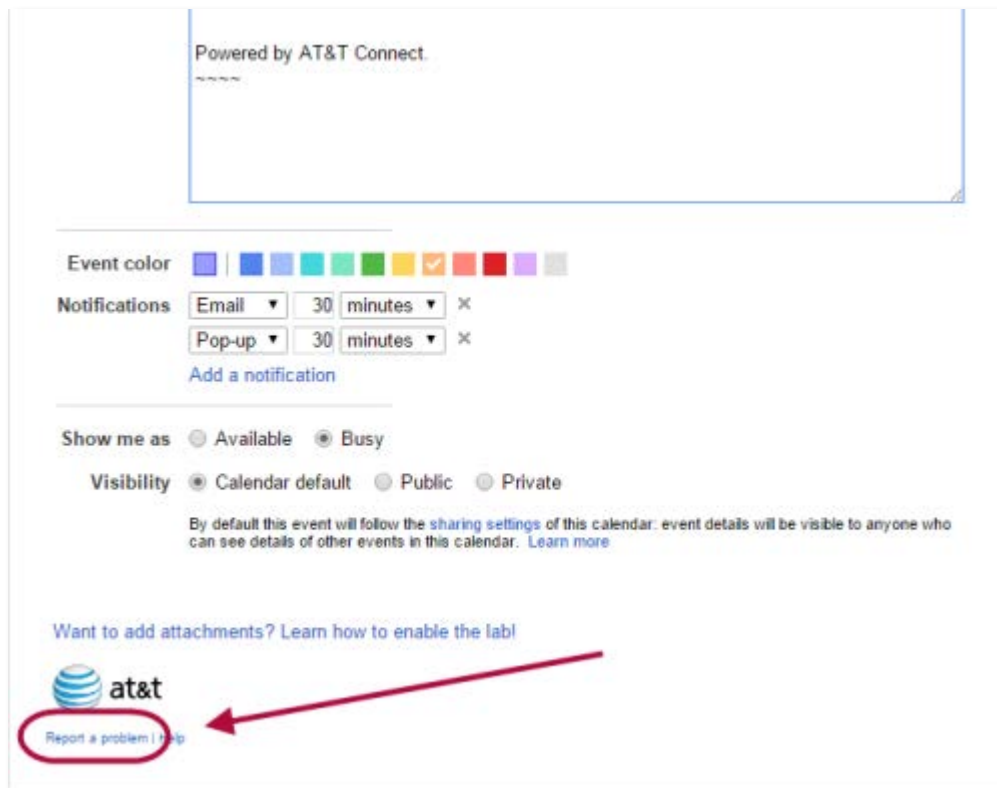


Sending a problem report

Sending a problem report

To send a problem report:

1. Click **Report a problem**.



2. In the dialog box, write a description of the steps that you took before the problem occurred. This is optional, but will help the AT&T support team analyze the problem.



Sending a problem report

A screenshot of a dialog box titled "AT&T Connect Report a problem". The dialog box has a close button (X) in the top right corner. Below the title, it says "Please enter detailed description of the problem:". There is a text input field with the placeholder text "Before the problem occurred I was...". Below the input field, there is a "Legal Notice" section with a blue link. The notice contains three bullet points: "The report will be sent anonymously.", "This submission will not generate a trouble ticket.", and "To follow up, please contact your helpdesk or AT&T Customer Care. You may be asked for the report ID below:". Below the notice, there is a "Report ID:" label followed by a blurred text field. At the bottom of the dialog box, there are two buttons: "Cancel" and "Send Report".

AT&T Connect[®]
Report a problem

Please enter detailed description of the problem:

Before the problem occurred I was...

[Legal Notice](#)

- The report will be sent anonymously.
- This submission will not generate a trouble ticket.
- To follow up, please contact your helpdesk or AT&T Customer Care. You may be asked for the report ID below:

Report ID:

Cancel **Send Report**

3. Write a detailed description of the problem.
4. Click **Send Report**.



Report ID

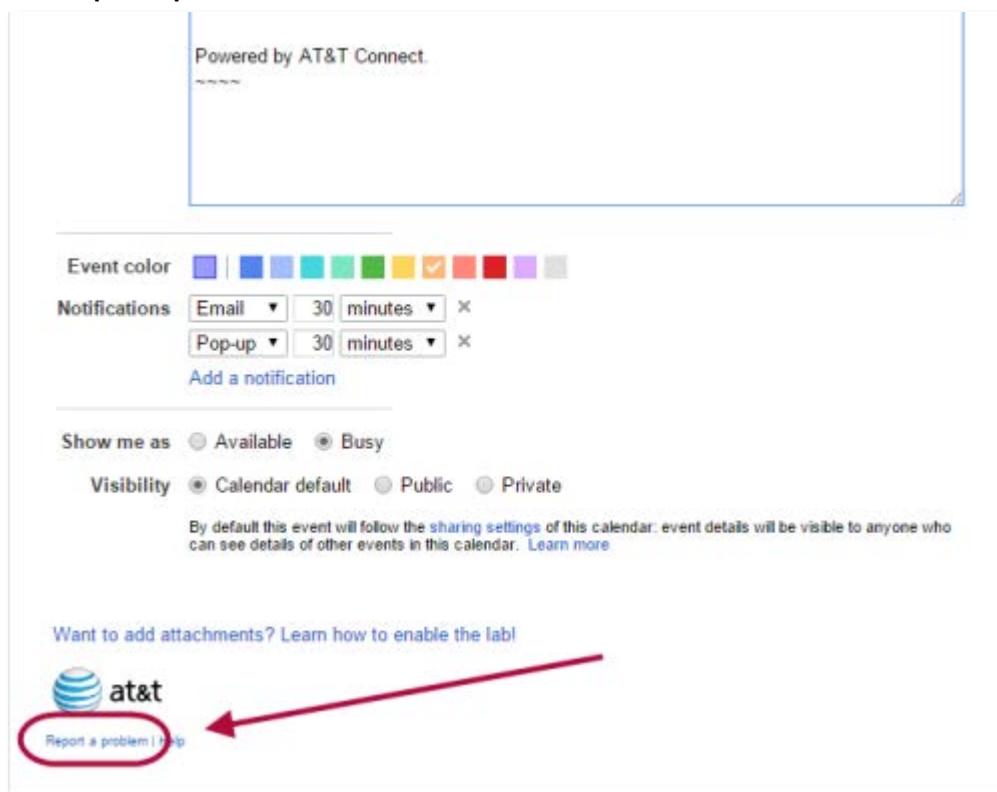
Report ID

Reports sent without calling AT&T Connect customer support are used for statistical purposes only. The Report ID displayed at the bottom of the dialog is a random number that identifies your reports. The same Report ID is used for all the reports you send.

You will need this Report ID if you contact [AT&T Connect Support](#) or [AT&T Customer Care](#) about your problem after sending the report.

To retrieve your Report ID:

1. Click **Report a problem**.





Report ID

2. Your Report ID is included in the dialog box which opens.

AT&T Connect[®]
Report a problem

Please enter detailed description of the problem:

Before the problem occurred I was...

[Legal Notice](#)

- The report will be sent anonymously.
- This submission will not generate a trouble ticket.
- To follow up, please contact your helpdesk or AT&T Customer Care. You may be asked for the report ID below:

Report ID: XXXXXXXX

Cancel Send Report

3. You can copy and paste the Report ID to any other document.