# Customer Self Activate: Step-by-step Instructions

- Customers can self-activate when order is ready for test & turn up
- Empowers customers to activate at their convenience through quick, easy process
- Eliminates scheduled appointment with AT&T technician to activate service
- Products: Ethernet ADI, ADI TDM Basic & Plus, ADI Express
- Follow these steps to activate service in OSM:

1. Please refer to the AT&T Order Status Manager (OSM) login instructions provided in your "AT&T Order Credentials" email, and the OSM link provided in your "AT&T Ready for Activation" email to access information about this order.

2. Authenticate your account using one of the following two methods:

    a) Connect using AT&T BusinessDirect if you have a Username and Password. This allows you to view information about this order and utilize full OSM functionality.

    b) Choose the second option if you do <u>not</u> have a BusinessDirect Username and Password to authenticate your access. Enter the first three characters from your Master Customer Number (MCN) and first three of your company name to verify you have authority to access information for this order.

3. Go to lower tabbed section and click "Requests & Actions" tab.

4. Look in the second column under "Order Actions" for "Initiate Service Activation".

5. If the circuit is ready for activation, the "Select" button to the right will appear blue, which means it is ready for activation. Click "Select".
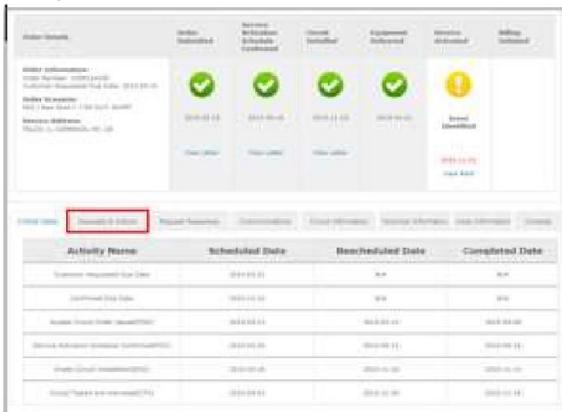
6. A security pop-up will appear to ensure action to be taken. Select "Initiate Activation" to continue self-activation.

7. The Status will show "In Progress" until user clicks "Refresh". Click "Refresh" link to obtain updated status. The status will remain "In-Progress" until the activation is completed.

Service Activation is a feature that allows you to execute automated testing and activation of the AT&T network connection.

Initiating this process will send a request to AT&T systems to perform a number of automated steps. The progress will be shown on the screen.

This process takes, on average, 10 minutes to complete.

You can leave this screen and return at any time and return to check status. Once completed the status will be displayed. If there is an issue with the activation then information will be provided regarding next steps.

To initiate the testing and activation process click on this button: Initiate Activation

Initiate Service Activation

Initiate Service Activation – In Progress

This process takes, on average, 10 minutes to complete. The progress counter below provides real-time progress toward completion.

You can leave this screen and return while activation is in progress to check status. Once completed the status will be displayed on a different screen. If there is an issue with the activation then information will be provided regarding next steps.

In Progress 65%

Activation Status: Close Window

Initiate Service Activation – Completed

The automated testing and service activation of the AT&T network connection was completed on *date_completed.*

You should now be able to activate your equipment and connect to the AT&T network.

If you need assistance, please contact XXXXXXXX.   Close Window