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 not 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.