

Administrator Frequently Asked Questions

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Definitions

What is an employee group?

An employee group is a collection of employees who share the same order preferences and addresses for a given customized Premier environment.

What is a managed group?

A managed group is a group of company employees managed by an administrator or billing account administrator, who can assign permissions and settings for these groups. Typically, a managed group is a group of wireless users on the same foundation account or billing account.

Login

What if I forget my username, password, secret question, or billing account PIN?

If you forget your username or billing account PIN, contact your AT&T account representative. To change your password or secret question, on the Premier homepage, under Profiles & Permissions, click **Update My Login Profile**.

I created a new administrator account. The new administrator received a confirmation email but cannot log in. Why?

When you create a new administrator account, a username and temporary password are sent to the new administrator in 2 separate email messages. After both messages are received, the new administrator must click the Login link in the email to go to the login page.

The administrator must enter the username and temporary password provided, as well as a valid U.S. mail address. A valid U.S. mail address is now required by Federal Communications Commission (FCC) security regulations.

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Permissions and Settings

How do I change permissions or settings for a foundation account number? On the Premier homepage, under **Profiles & Permissions**, click **Manage Foundation Account Permissions**. When you set permissions at the foundation account level, they apply to all users in the foundation account unless they are overridden by billing account settings.

How do I change permissions or settings for a billing account number? On the Premier homepage, under **Profiles & Permissions**, click **Manage Billing Account Permissions**. Permissions set at the billing account level apply to all users in the billing account and override permissions set at the foundation account level.

How do I change permissions for a wireless user?

A wireless user's permissions are controlled at the foundation account and billing account levels. You cannot change permissions for an individual.

If I change permissions for a foundation or billing account, does it affect wireless users?

Yes. Changing permissions for a foundation account or billing account changes the permissions for all wireless users under that account. However, permissions set at the billing account level override those set at the foundation account level.

Why can't I assign more permissions?

You can only assign the same types of permissions that are assigned to you. Contact your administrator for additional assistance.

Can I set billing account administrator settings?

Yes. An administrator, also known as a telecommunications manager, can set billing account administrator settings.

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Account Management

How do I add or create an employee group?

Contact your AT&T account team.

What are the benefits of tax-exempt status?

If tax-exempt status is established for a billing account in your organization, you'll be exempt from paying sales tax and surcharges for services and equipment used by the billing account.



How do I establish my tax-exempt status?

Tax-exempt status is offered for AT&T services and equipment and can be established for each billing account for your organization.

When you are creating a new billing account, you can declare your status by sending documentation of your tax exemption to the AT&T tax team at www.att.com/taxexempt.

How can I get an explanation of each status on the foundation account or billing account lists?

Move your cursor over the status code. A text box appears with a description of the status.

Why can't I click foundation account numbers listed in the Browse Accounts area of a Permissions & Settings page?

If you cannot click a foundation account number on the list, you do not have permission to make changes to the information for that account.

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Navigation

Why are some items gray and unable to be selected?

Items that appear in gray text are not available or do not apply for your user type.

Why are some links unavailable for use?

If a wireless number is in an inactive or suspended status, the link to it will be unavailable.

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