Report service trouble quickly online

AT&T Express Ticketing℠ user guide

August 2018
Welcome to AT&T Express Ticketing

AT&T Express Ticketing℠ enables you to quickly and easily submit trouble tickets for certain voice, data, and managed services from your mobile phone, tablet, or computer – without logging in. Then you will simply enter your asset ID, and AT&T Express Ticketing will route the ticket to the appropriate service center.

In the following sections, you’ll learn how easy it is to create your ticket and view your ticket status:

– Get started (create ticket)
– Check ticket status
– Chat with an AT&T representative
– Add a log note to your report
– Request ticket closure
– Request ticket escalation
– Customize your time zone
– Service-specific help numbers

Images provided in this presentation are for illustrative purposes only.
Get started

To get started, enter att.com/expressticketing into your Web browser. No sign-in is needed.

To create a new ticket, click Create Ticket.
Enter your asset ID and validate it

Your asset ID can be a circuit ID, such as DHEC.123456..ATI or 12/dhec/123456/SC; a telephone number, such as 555.867.5309; an IP address, such as 192.168.1.1; or a Router Hostname, such as ZZABCLQUE0001R. If you need help finding your asset ID, click circuit lookup wizard.

When you enter your asset ID, you will use alphanumeric values only; these values may include a slash (/), a period (.) or a dash (-). You may copy and paste your asset ID.

For help finding your asset ID, click circuit lookup wizard.

Enter your asset ID, and then click Validate Asset.
Select the service location

Select the state in which your asset is located, and then click **Validate Asset**.

Click **Validate Asset**.

Select the state.
Verify your location has power

If your location has power, select Yes.
Enter your report description details

Under **Problem Information:**

- Enter a short **Report Description.**
- Enter **Report Details** describing your trouble.
- Select the **Report Type.**
- Optionally, in the **Customer Ticket Number** field, enter your system’s ticket number.
- To authorize AT&T to test your circuit, select **Yes** for **Testing Authorization.**
- To authorize AT&T to dispatch a technician to your location, select **Yes** for **Dispatch Authorization.**

**Note:** When you authorize AT&T to dispatch a technician to your site and the trouble is not on our network, you may incur a service fee.

- Click **Save & Continue.**

Enter your report information, and then click **Save & Continue.**
Enter your local access hours

Next, under **Access Hours**, enter the hours during which AT&T can access your site.

- To set the hours when you open and close, use the dropdown list for any day.
- If there is no access on a given day, click **No Access** to the right.
- To set hours for multiple days at once, click **Multi-Day Edit**.
- When you are ready, click **Save & Continue**.

**Note:** If you have created a ticket before, the system remembers your access hours and you can skip this step.

To set hours for multiple days at once, click **Multi-Day Edit**.

Or use the dropdown lists to select access hours for individual days.
Enter your contact information

- Under **Contact Information**, choose the notification method you prefer, **E-Mail**, **Phone**, or **Both**.
- Enter the **Primary Contact Information**.
- If the information is different for the local contact, clear the checkbox. The screen refreshes; enter the **Local Contact Information**.
- When you are ready, click **Validate Report**.

**Note:** If you have created a ticket before, the system remembers your contact information and you can skip this step.
Review the report information summary

- A summary of your report information appears. If you need to change anything, click **Edit Report**.

- When the screen refreshes, select the section you need to update, such as access hours.
  - The green check mark indicates your information is complete.
  - The caution symbol indicates you have incomplete data.

- Check the box to agree to the **Terms of Use**.

- When you are ready, click **Submit Ticket**.
View the ticket confirmation window

After your ticket is successfully created, a confirmation message appears.

For your ticket status, click the **Ticket Number** link.

From the **Ticket Status** pop-up window, you can:

- Refresh Ticket
- Add Log Note
- Request Escalation
- Request Closure
You will receive an email confirming that your ticket was created.

**Thank you for using AT&T Express Ticketing!**

**Trouble Ticket Details:**
- Ticket Number(s): 000000123456789
- Primary Contact: John Doe
- Local Contact: Jane Smith
- Customer Ticket Number: ZJ680338
- Asset ID(s): 123456
- Ticket Created: 2017-11-28 01:01 GMT
- Trouble Description: Express Ticketing

For ongoing status of this ticket, visit Express Ticketing: [000000238982900](#)

Thank you,
The AT&T Express Ticketing Team
Check ticket status, view log notes, and more
Check ticket status

You can check the status of your ticket from the AT&T Express Ticketing homepage.

To view ticket status, enter the ticket number and country or state. Then click Get Status.

The Ticket Status pop-up window appears.
Add a log note to your report

You can add a log note from the **Ticket Status** window.

1. Click **Add Log Note**.

2. Complete the form and click **Submit**.
Request ticket closure

You can request that a ticket be closed from the **Ticket Status** window.

Click **Request Closure**.

Complete the form and click **Submit**.
Request ticket escalation

You can request a ticket escalation from the **Ticket Status** window.

Click **Request Escalation**.

Complete the form and click **Submit**.
Submit your feedback

We would love to hear from you! Please let us know about your experience with AT&T Express Ticketing.

Click **Provide Feedback**.

Rate your AT&T Express Ticketing experience.
Additional help
Service-specific help numbers

For help locating your asset ID, see the table below.

*Service types and help numbers*

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>High-Speed Internet Access for Enterprise</td>
<td>877.937.5288, prompts 4, 2, 2</td>
</tr>
<tr>
<td>Local voice and data services</td>
<td>800.247.2020</td>
</tr>
<tr>
<td>AT&amp;T Virtual Private Network (VPN) Transport Service</td>
<td>877.288.3499</td>
</tr>
<tr>
<td>AT&amp;T Virtual Private Network (VPN) Managed Service</td>
<td>866.287.6288</td>
</tr>
<tr>
<td>AT&amp;T Dedicated Internet Service</td>
<td>888.613.6330</td>
</tr>
<tr>
<td>Voice over IP</td>
<td>877.288.8362</td>
</tr>
<tr>
<td>Others</td>
<td>Contact your local Maintenance Center. The number is on your billing statement.</td>
</tr>
</tbody>
</table>

The AT&T Express Ticketing site is located at [att.com/expressticketing](http://att.com/expressticketing).