Retiree Website
Login Information

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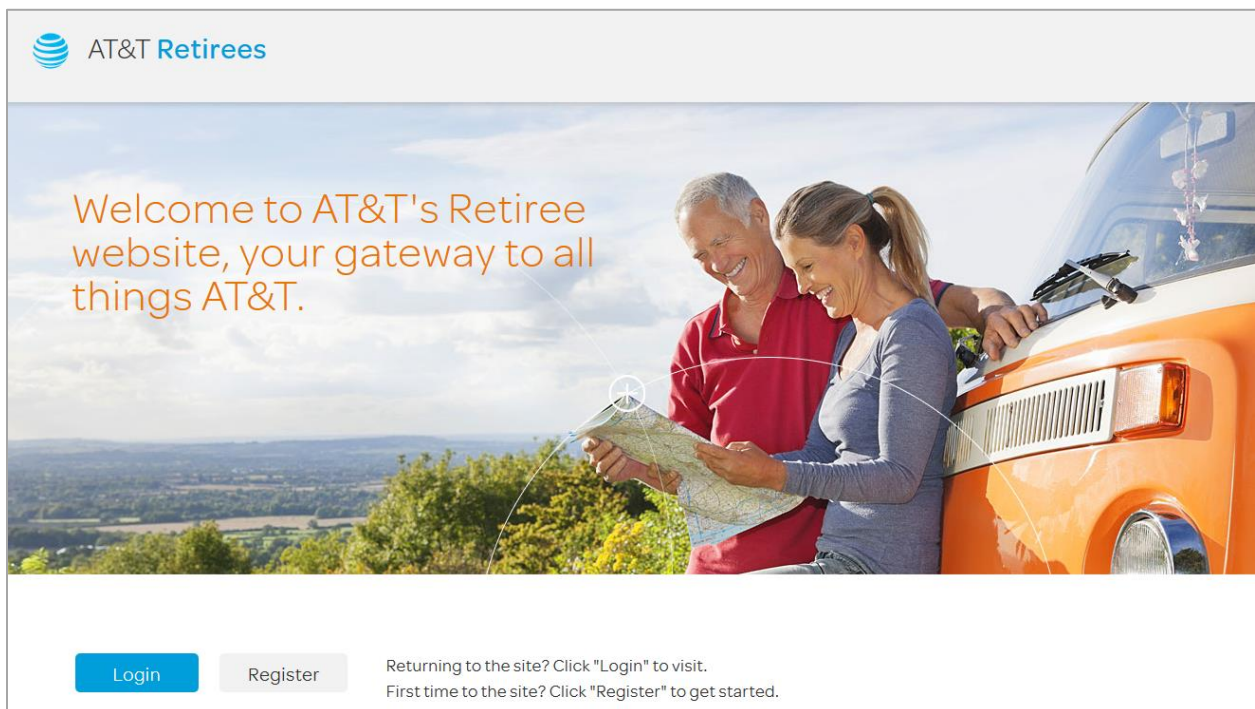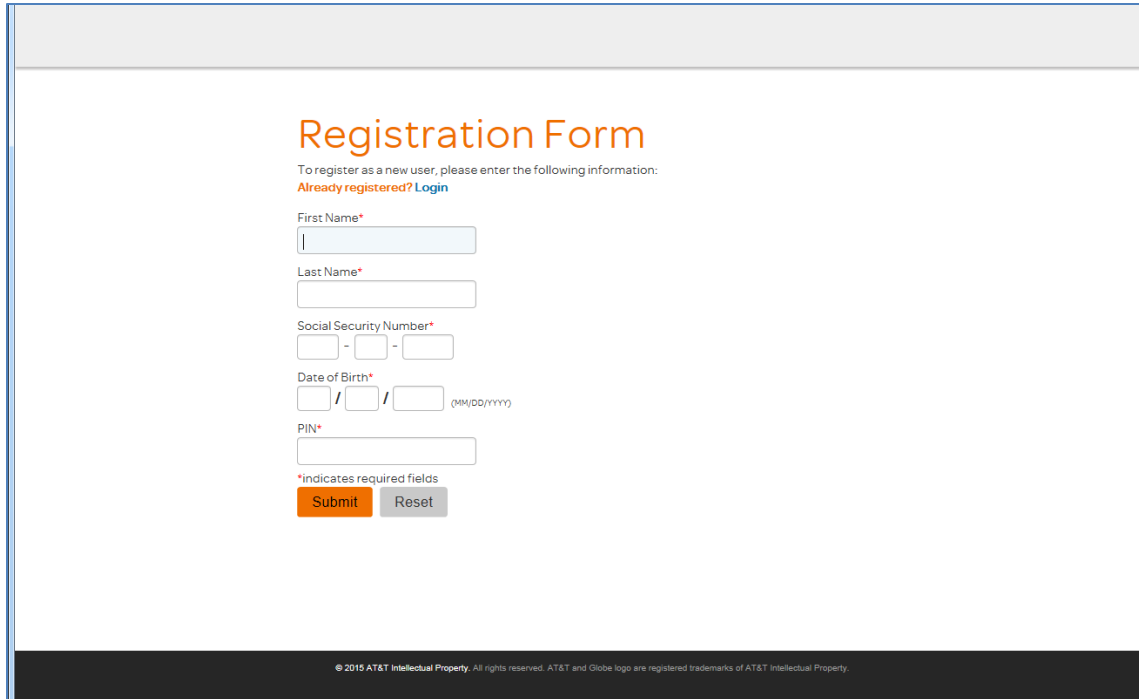
First Time User:

**You should have received a personalized letter with a one-time Personal Identification Number (PIN) needed for registration.

1. Go to http://retiree.att.com/ and click on "Register".

2. Complete the registration form; enter your name exactly as it appears on the letter.

3. Add your SSN, your date of birth and your unique one-time (PIN), then click "Submit".

Registration Form

To register as a new user, please enter the following information:
Already registered? Login

First Name*

Last Name*

Social Security Number*

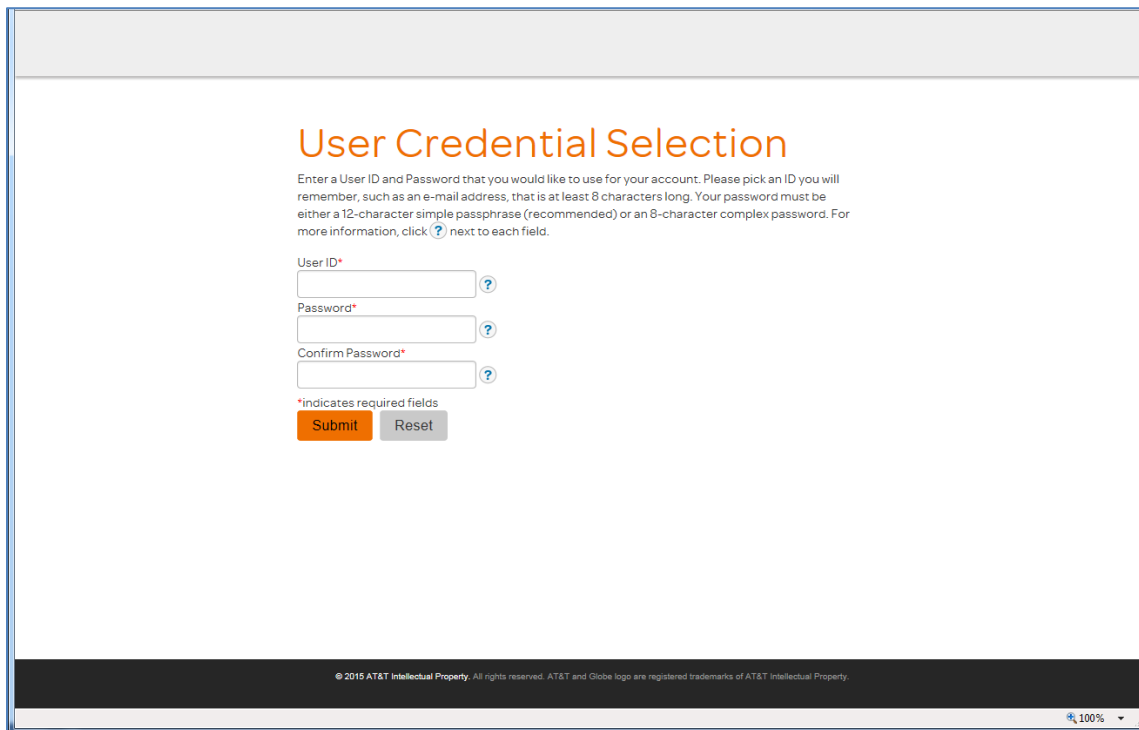Date of Birth*
/ / (MM/DD/YYYY)

PIN*

*indicates required fields

Submit   Reset

4. On the next page, create a UserID and Password and then click "Submit".
(Helpful Hints: The USER ID must be at least 8 characters and can be anything you choose. The Password is also 8 characters but must have at least 1 alpha and 1 numeric.)

User Credential Selection

Enter a User ID and Password that you would like to use for your account. Please pick an ID you will remember, such as an e-mail address, that is at least 8 characters long. Your password must be either a 12-character simple passphrase (recommended) or an 8-character complex password. For more information, click (?) next to each field.

User ID*

Password*

Confirm Password*

*indicates required fields

Submit   Reset

100%

5. A Registration Success window will open, click "OK".

6. You will then be routed to the access.att.com website, click on the "**New Retiree Website**!" link.
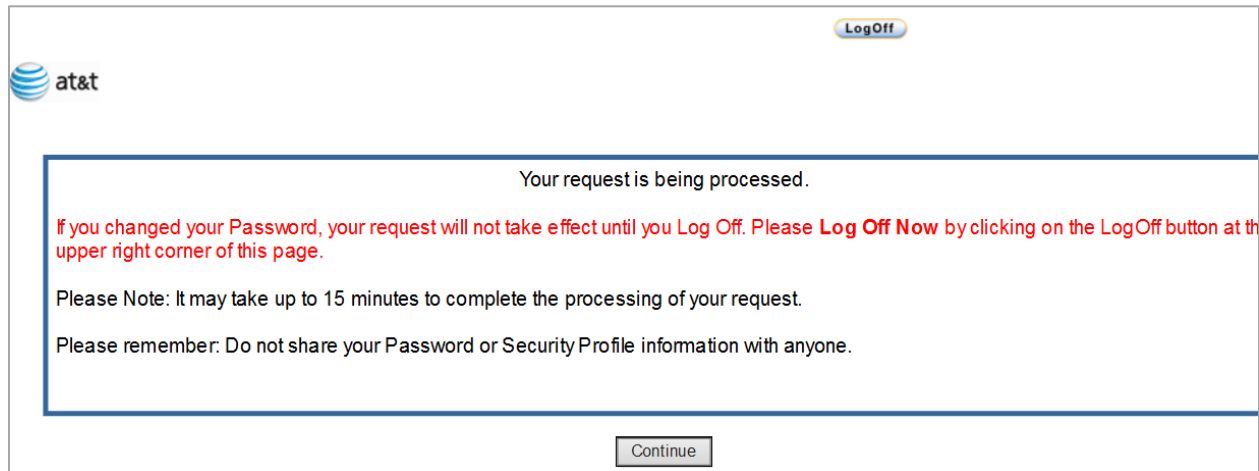
7. Enter the UserID and Password that you just created and click "OK".

8. A window will open up asking you to complete your Security Profile, click on "Edit Profile".
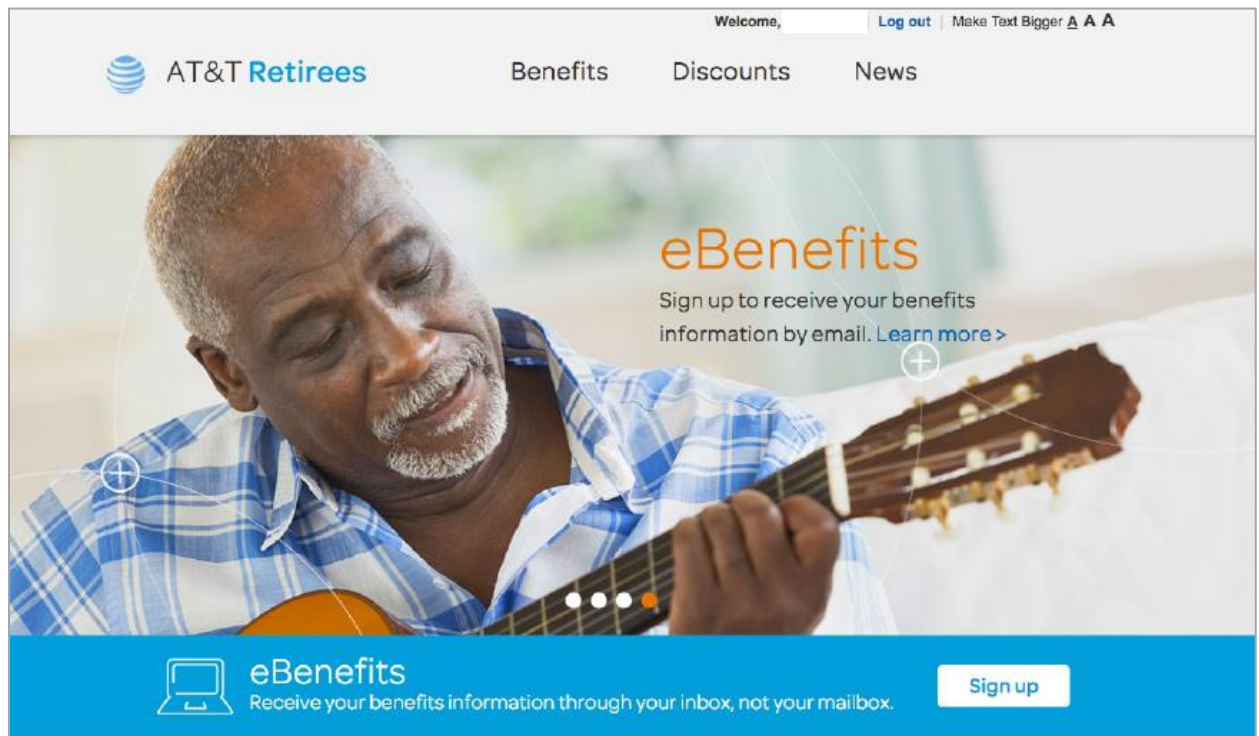

9. On the next screen:
   - ✓ Select a Secret Question from the dropdown menu.
   - ✓ Create a Secret Answer. Must be at least four characters long. (This field is case sensitive)
   - ✓ Enter your Personal Email address.
   - ✓ Enter your City of Birth (This field is case sensitive)
   - ✓ Create an AT&T PIN. Must be six numbers.
   - ✓ Then choose a Password Reset Method. Online Password Resets are the best!
   - ✓ Then click on "Save".

10. A window will open up telling you that your request is being processed, click on "Continue" to proceed to the Retiree website.
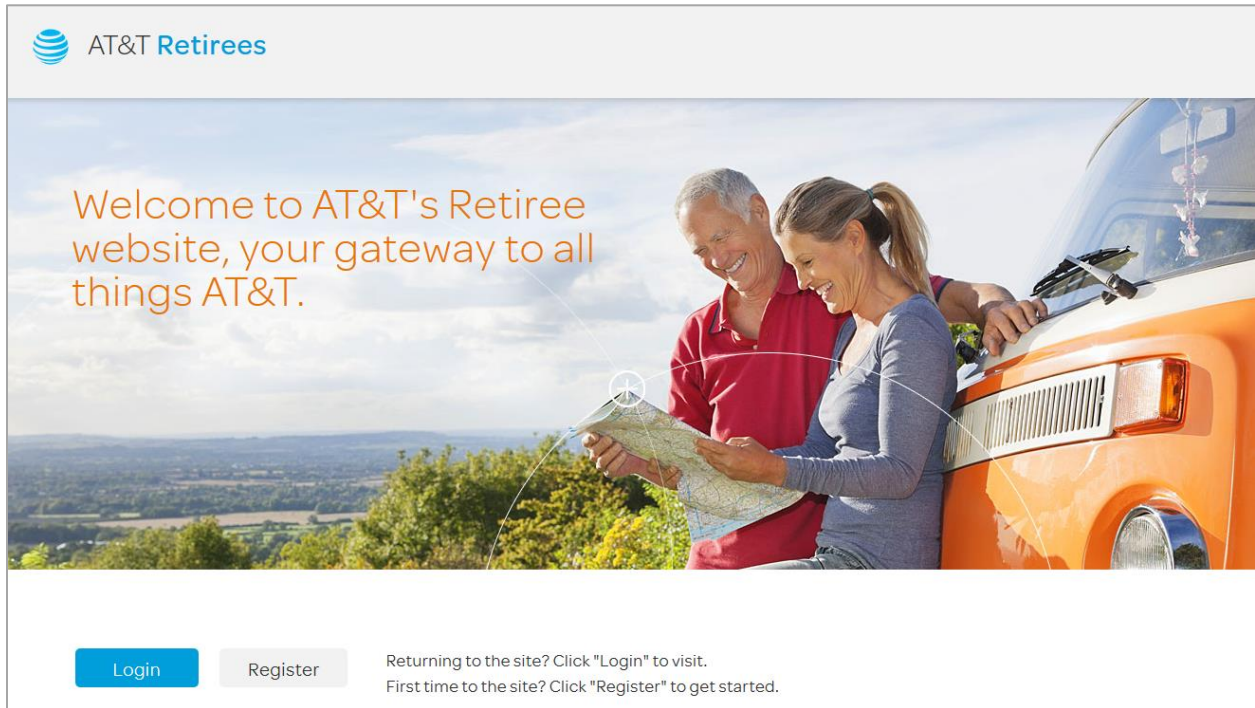

11. Welcome to the new Retiree Website! **Be sure to keep your UserID and Password information for future logins.**
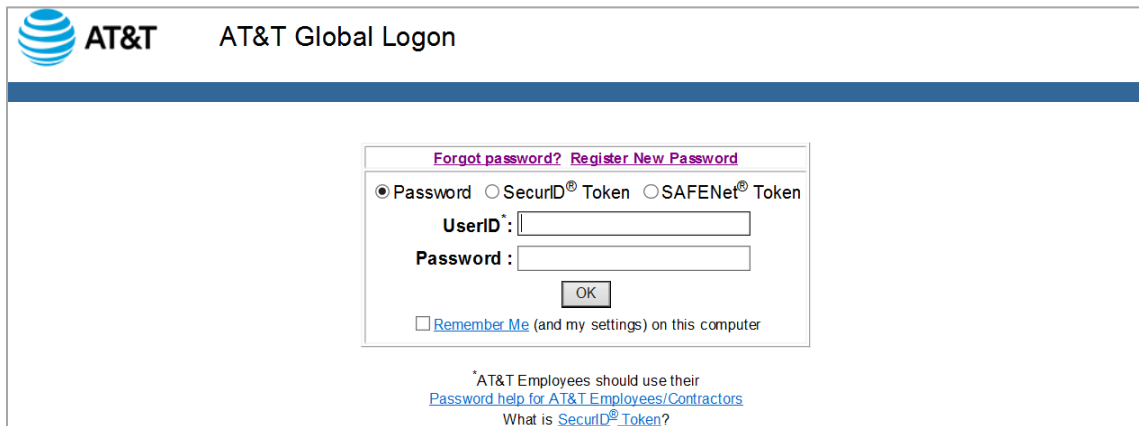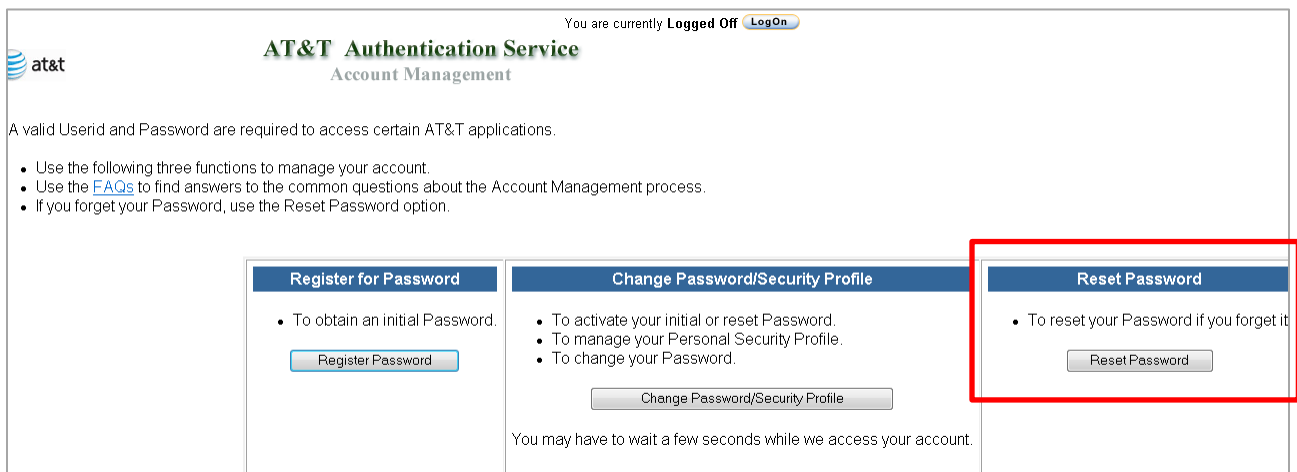
Resetting Your Password

1. Go to http://retiree.att.com/ and click on "Login".

2. Then click on the "Forgot password?" link

3. On the next page, click on the "Reset Password" button.

4. An AT&T Global Logon Terms and Conditions window will open, click on "OK"

5. Enter the following information to verify your account.
   - ✓ Enter the UserID
   - ✓ Enter the Last Name
   - ✓ Skip the Employee ID
   - ✓ Enter the month and day of your birth date
   - ✓ Enter your City of Birth (This field is case sensitive)
   - ✓ Enter the AT&T PIN (This is a six-digit pin you created when you registered)
   - ✓ Enter your Secret Answer (This field is case sensitive)
   - ✓ Then click on "Submit"

After you are verified, you will then need to follow the steps based on the reset method you selected:

If you chose, Online Password Resets skip to Page 8

If you chose, Password Resets using Email OR Email with Verification skip to Page 9

If you chose, Online Password Resets

1. A window will open, please enter your new password in the New Value field and re-enter it again. If you want to review or change any fields in the Security Profile, now is a good time to do this. Then click "Save".

2. You will then see a Password Reset Confirmation notification, click on "Continue" to proceed to the Retiree website
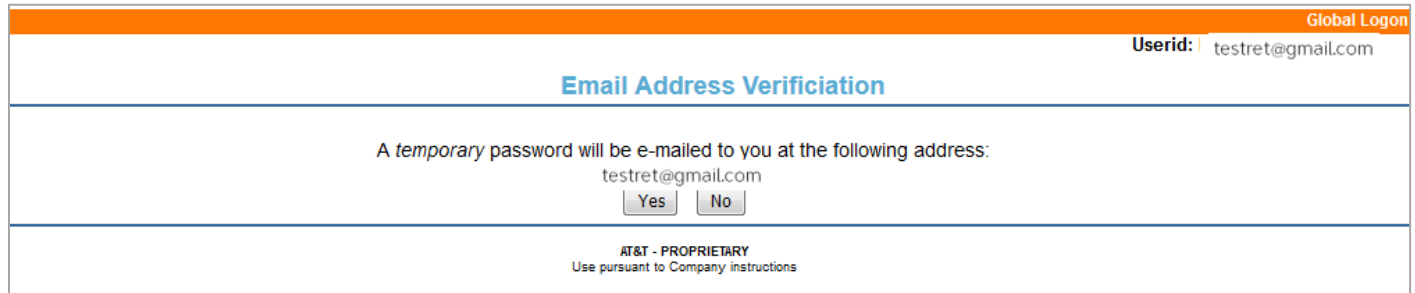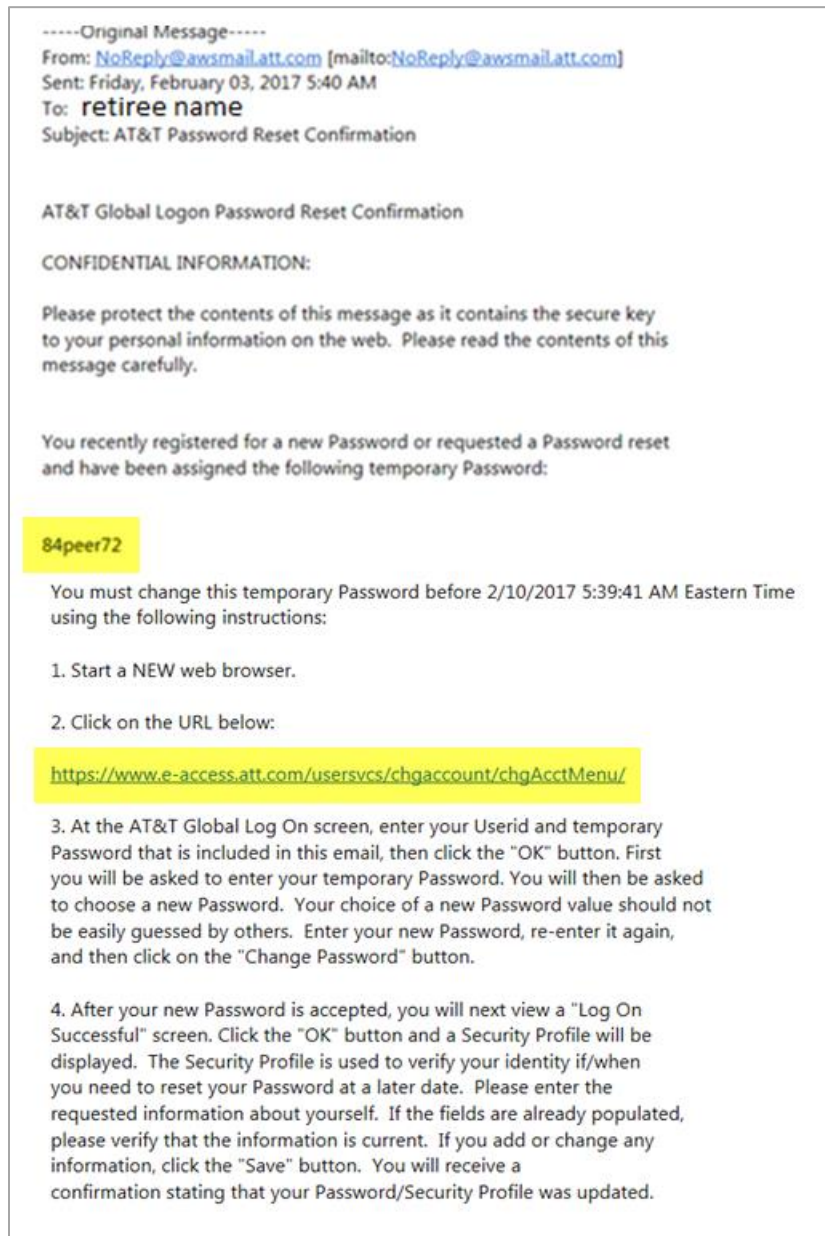
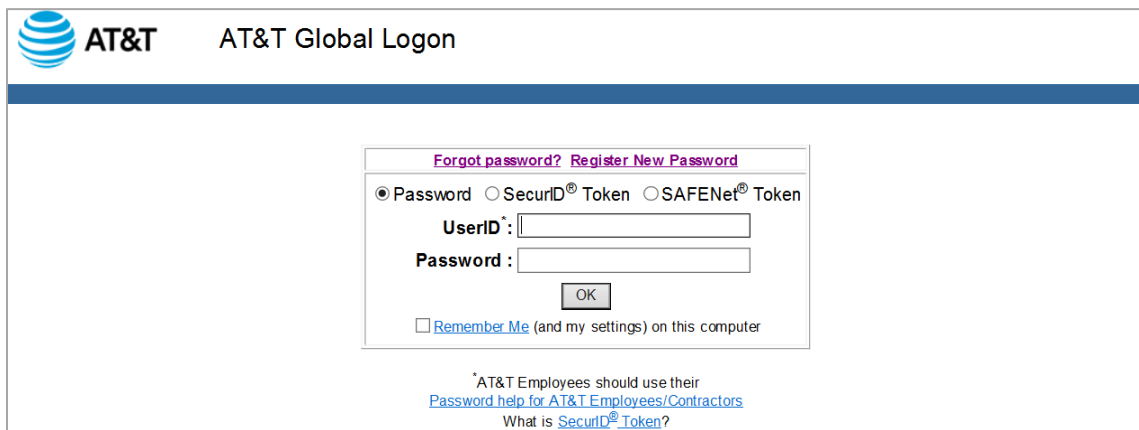**If you chose, Password Resets Using Email OR Email with Verification**

1. After entering your Security Profile information correctly, a temporary password will be sent to your email and you will see the following notification, click on "Yes".

2. Open the email, then copy the temporary password and open the link in a new browser.
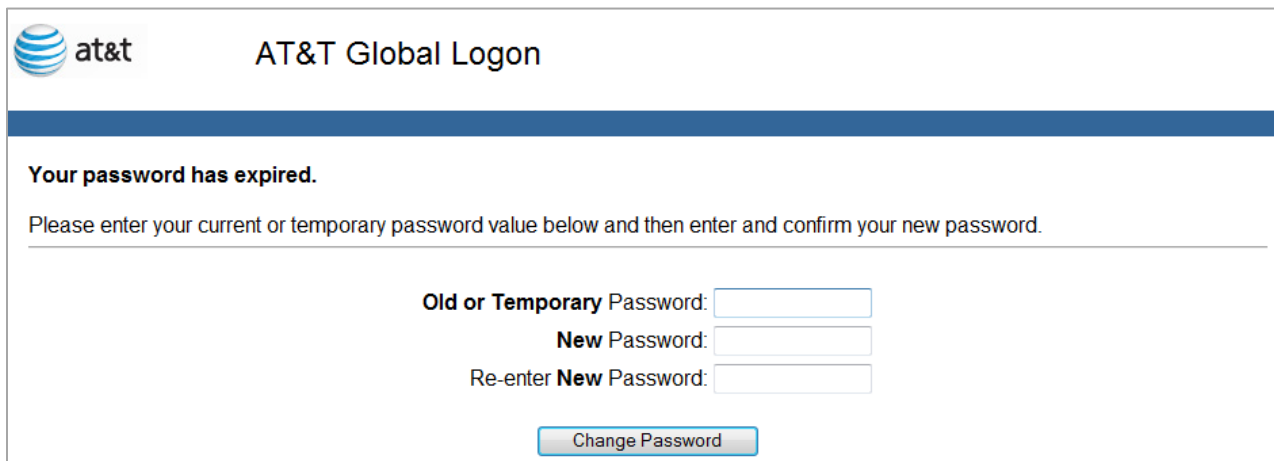
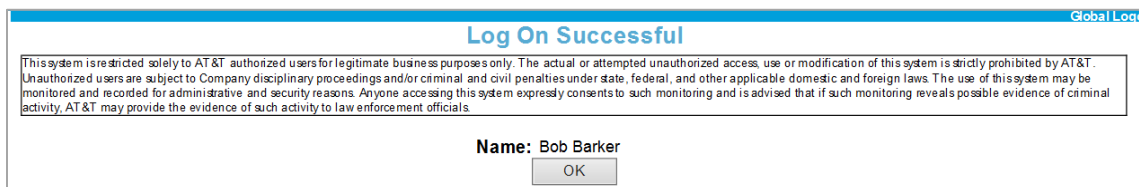3. Enter your UserID and the temporary password and click "OK".

4. Then on the next screen, enter the temporary password, then enter a New Password and Re-enter the New Password and click on "Change Password". If you need help with a new password, please review Rules for Constructing a Valid High-Strength Password on this page.
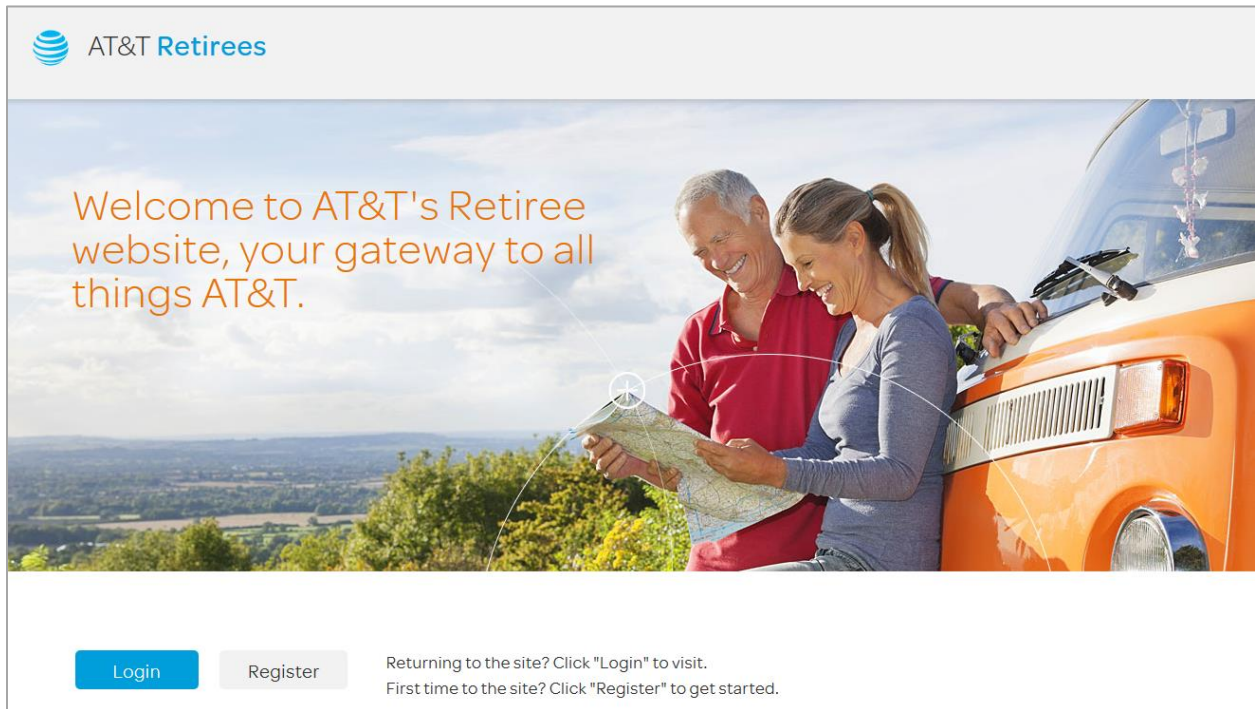

5. A Log On Successful window will open, click "OK". **Keep new UserID and Password information for future logins.**

How to Update your Email Address
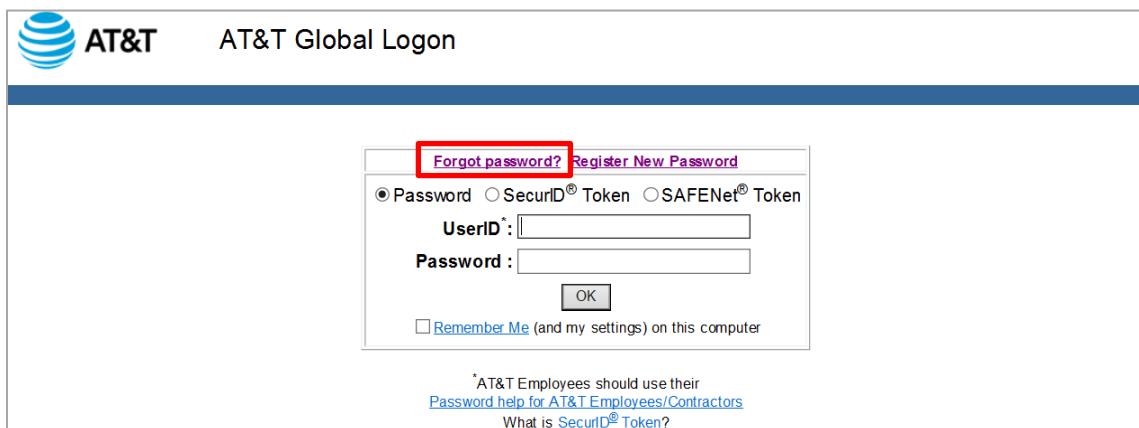
1. Go to http://retiree.att.com/ and click on "Login".

2. Then click on the "Forgot password?" link

3. On the next page, click on the "Change Password/Security Profile" button.

4. Enter your current UserID and Password that you use to access the Retiree website

5. The AT&T Authentication Service - Change Password/Security Profile screen will open up
6. Change your password and change your email address on the Personal Email field then click on "Save"

7. A window will open informing you to "Log-off". You can log back in and view the update to your account. **Please keep your new UserID and Password information for future logins.**