

# Retiree Website Login Information



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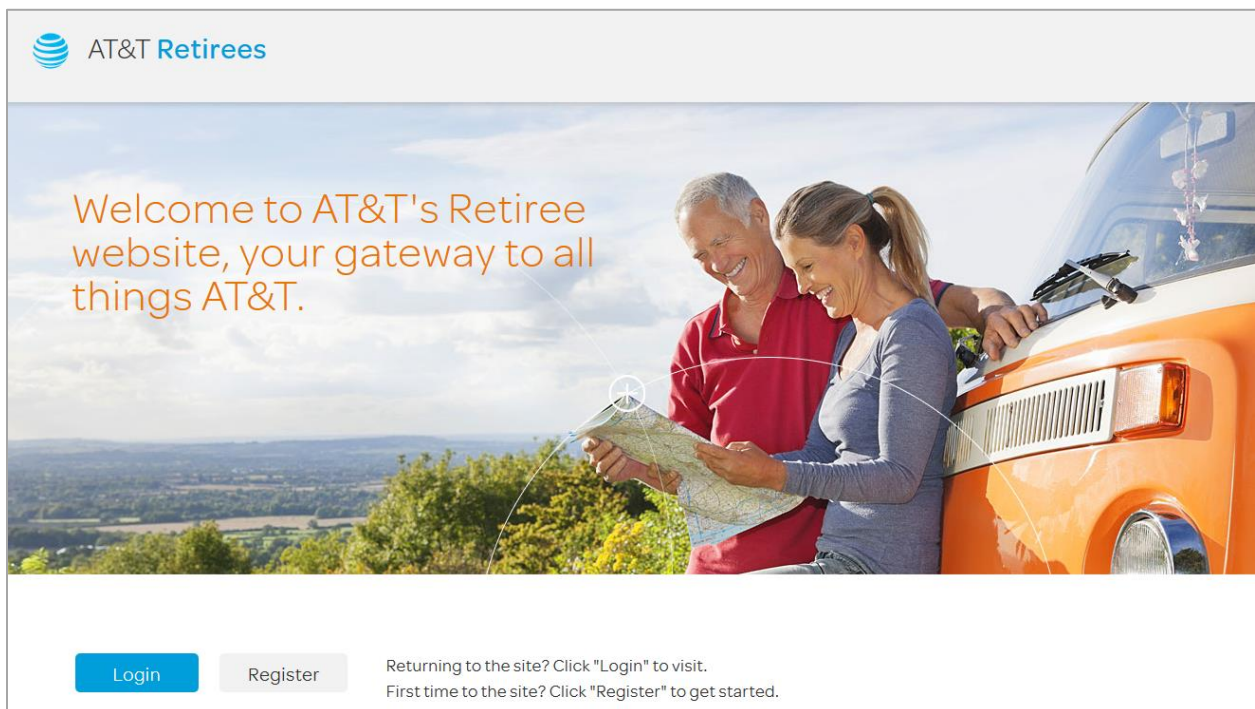
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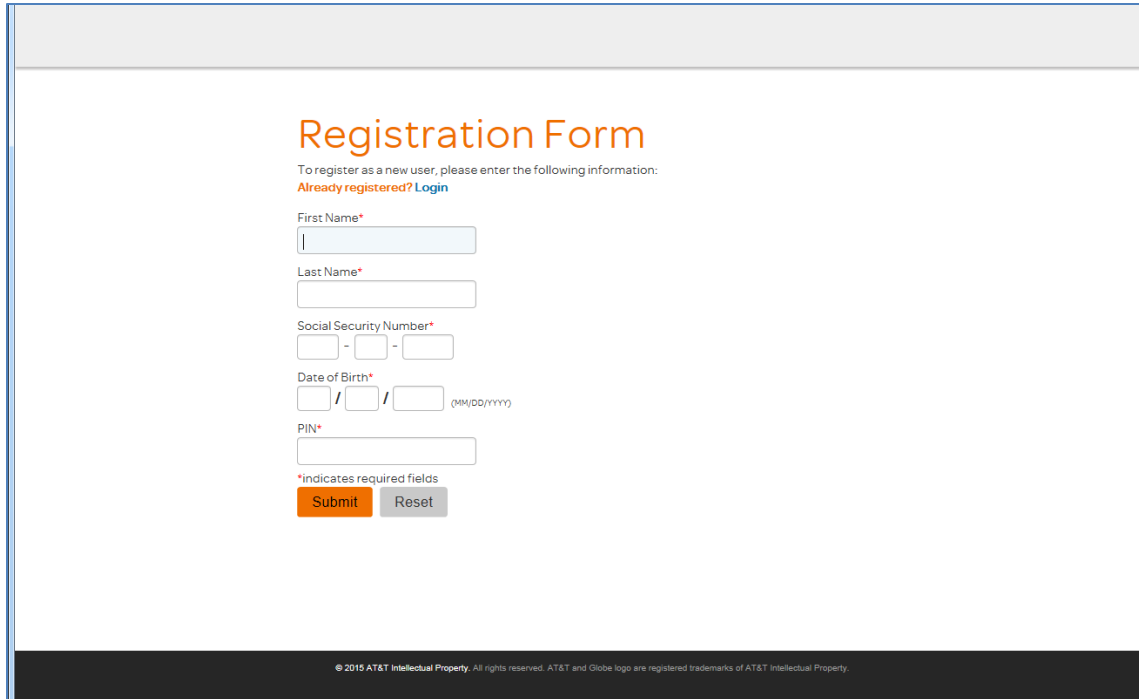
## First Time User:

**\*\*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\*  
 -  -

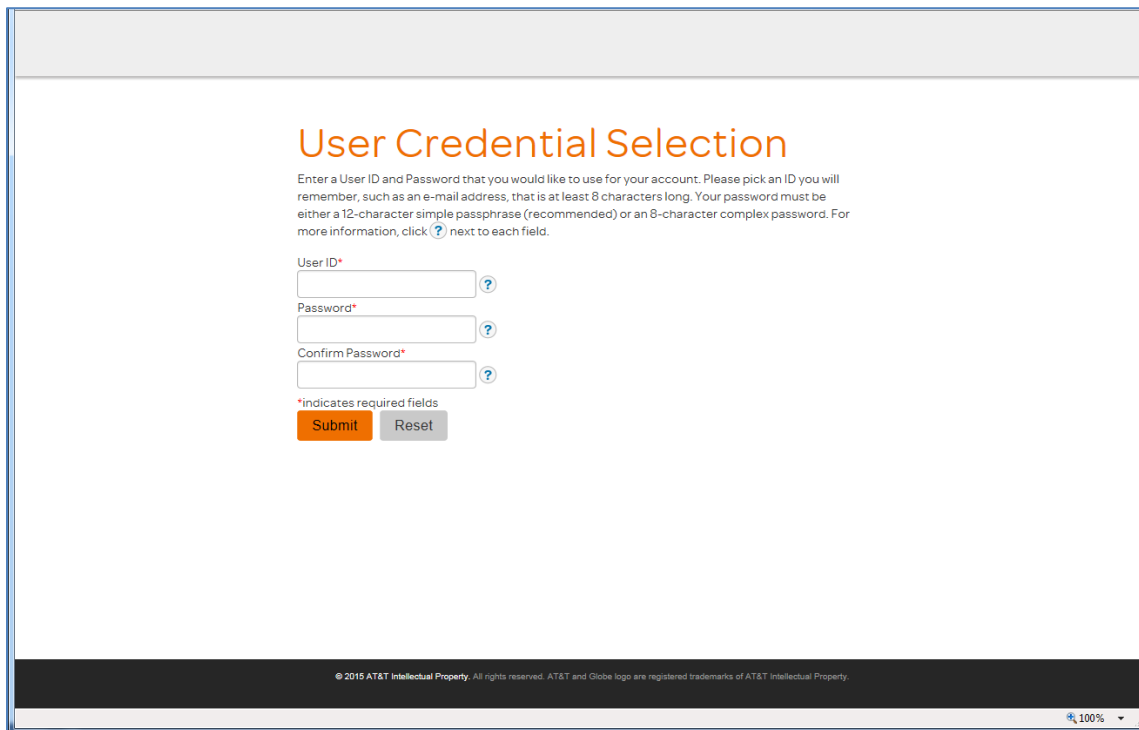
Date of Birth\*  
 /  /  (MM/DD/YYYY)

PIN\*

\*indicates required fields

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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

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100%

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

The screenshot shows a web page titled "User Credential Selection". The main heading is "User Credential Selection" in orange. Below it, there is a paragraph of instructions: "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 ? help". There are three input fields: "User ID\*", "Password\*", and "Confirm Password\*", each with an asterisk indicating it is a required field. Below the fields are "Submit" and "Reset" buttons. A modal window titled "Registration Success!" is overlaid on the page, containing the text "You will now be redirected to access.att.com to login and complete your profile setup." and an "OK" button. At the bottom of the page, there is a copyright notice: "© 2015 AT&T Intellectual Property. All rights reserved. AT&T and Globe logos are registered trademarks of AT&T Intellectual Property." and a zoom level indicator "100%".

6. You will then be routed to the access.att.com website, click on the "New Retiree Website!" link.

The screenshot shows the homepage of Access.att.com. The header includes the "Access.att.com" logo on the left and the AT&T logo on the right. Below the header, there are two main content areas. The left area contains a message about Equifax: "Access **Equifax** to view, print and/or reprint your tax forms **at the links below**. **All questions regarding the retrieval of your tax forms should be directed to Equifax at: 855-823-3723.**" Below this are sections for "Tax Form Management Services" (listing U.S. 1095 and/or W-2 Logon, Puerto Rico W-2 Logon, and Puerto Rico Form 1095 Logon) and "Other Equifax Services" (listing The Work Number (Employment Verification)). There is also a link for "Former-/Non-Employee Registration" with a brief description. The right area contains a message: "Access.att.com is a place for employees and retirees to access certain news and benefits information away from work." Below this are three featured links, each with a checkmark icon: "Active Employee Logon To HROneStop From Non-Work Location", "Non-Management Internal CareerPath", and "New Retiree Website!". A large blue arrow points to the "New Retiree Website!" link. At the bottom of the page, there is a footer: "Looking for the **Access from AT&T** low-cost wireline home Internet program? [Click here](#) to be redirected."

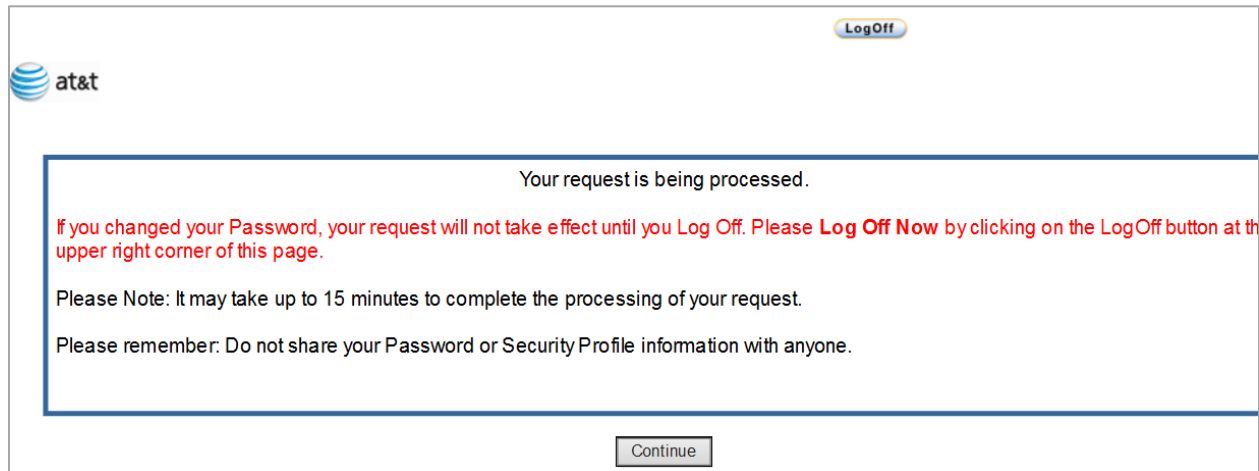
7. Enter the UserID and Password that you just created and click "OK".

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

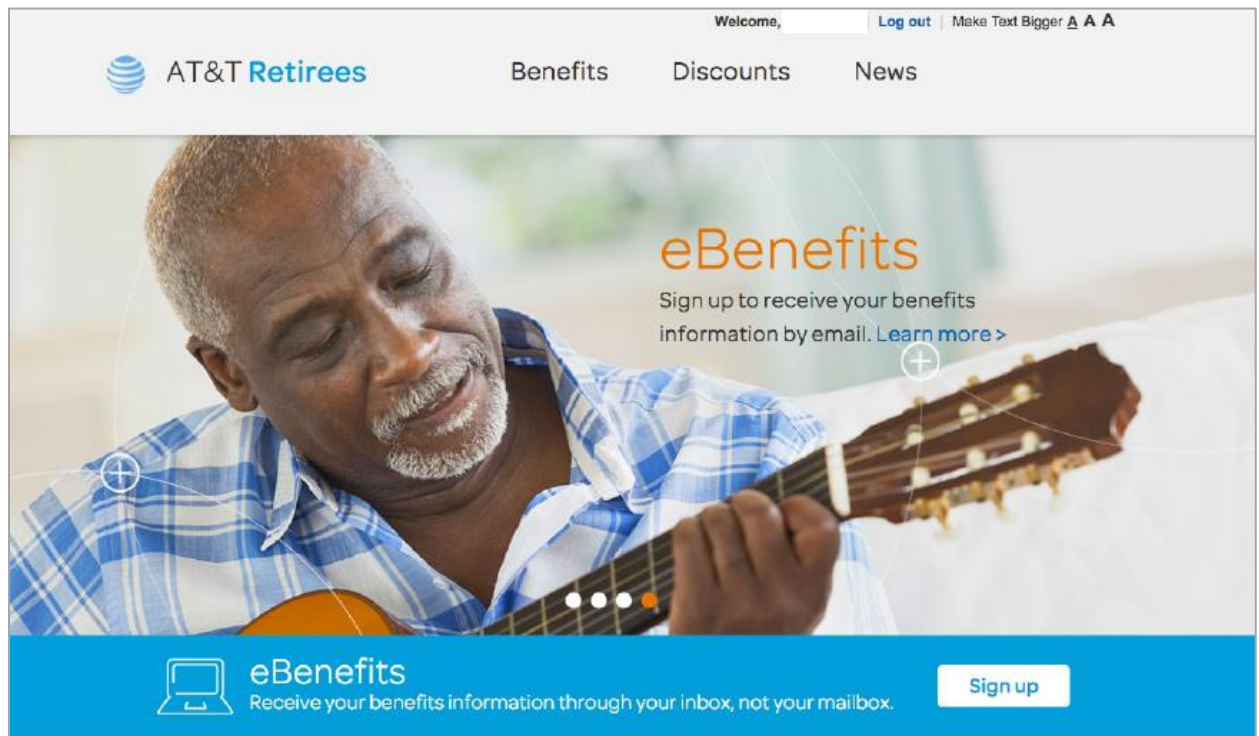
9. On the next screen:

- ✓ 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.



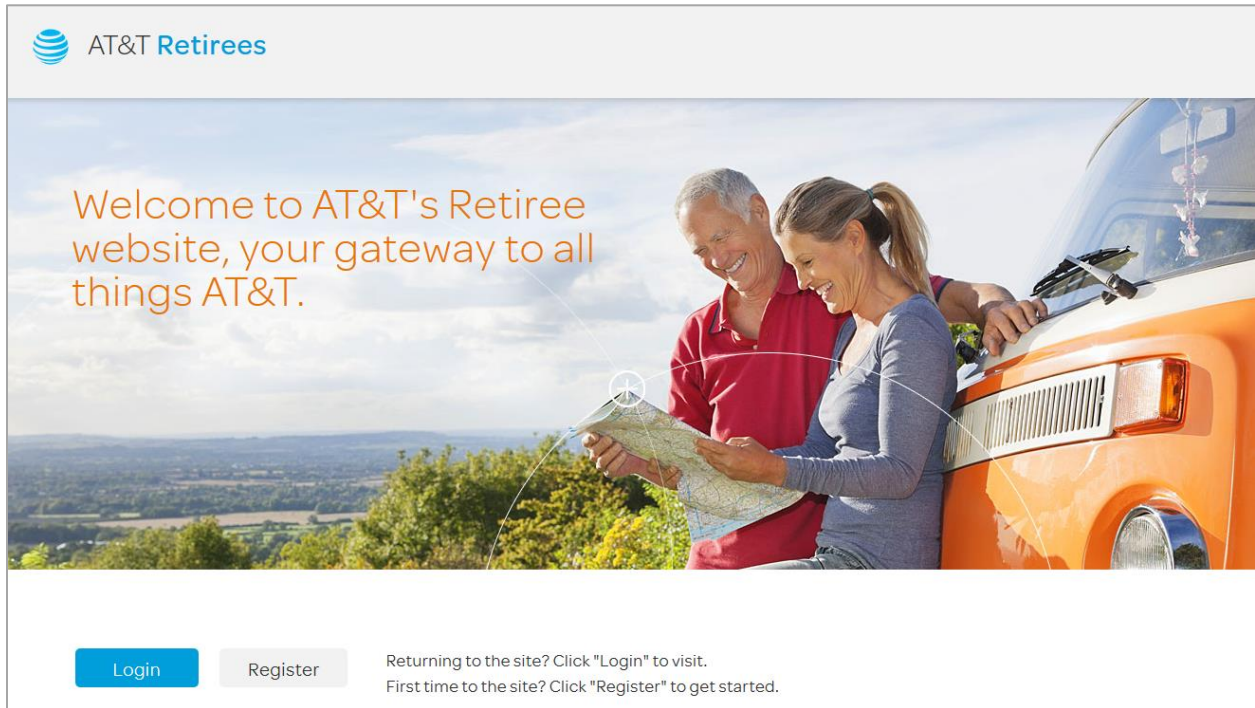
11. Welcome to the new Retiree Website! **Be sure to keep your UserID and Password information for future logins.**



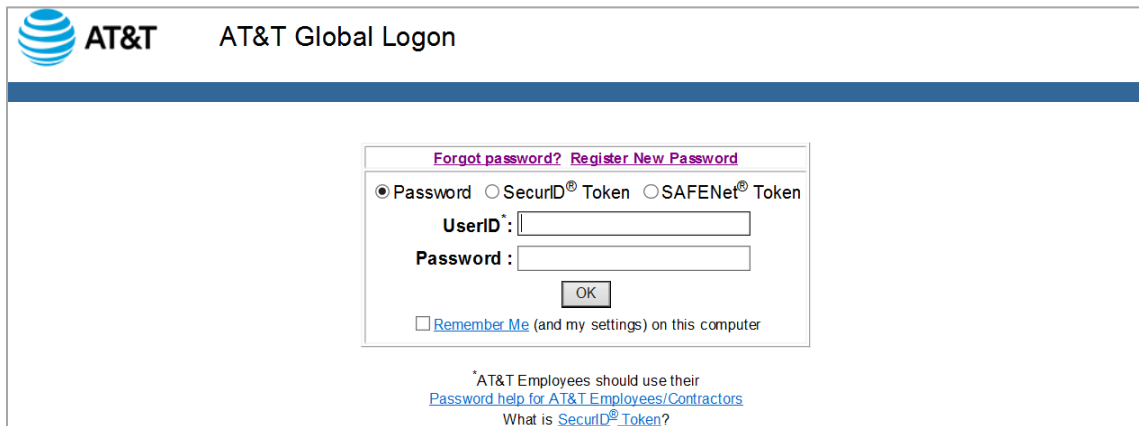


## Resetting Your Password

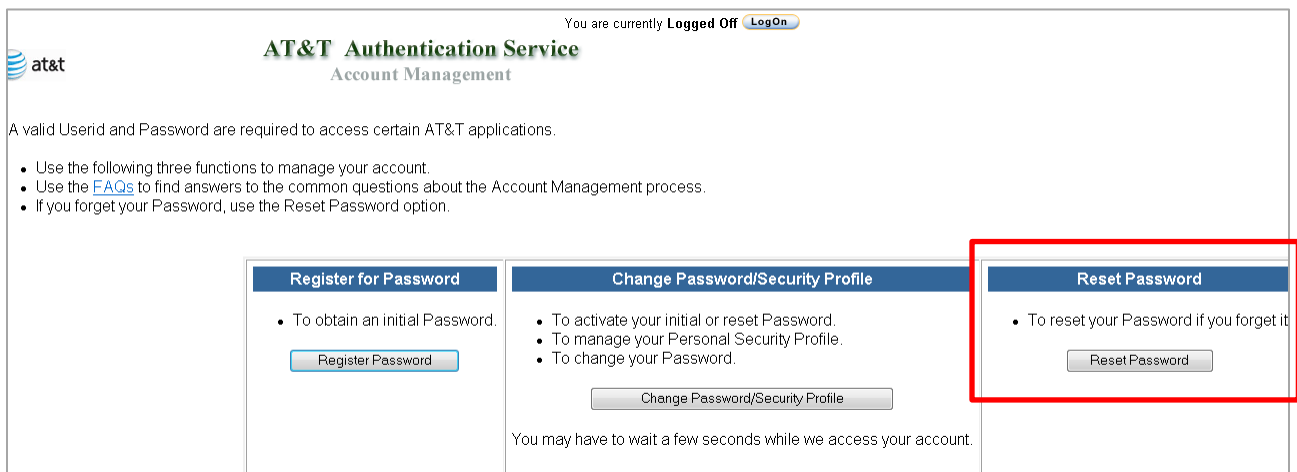
1. Go to <http://retiree.att.com/> and click on "Login".



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”

**AT&T Global Logon Terms and Conditions**

This system is restricted solely to AT&T authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use or modification of this system is strictly prohibited by AT&T. Unauthorized users are subject to Company disciplinary proceedings and/or criminal and civil penalties under state, federal, and other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, AT&T may provide the evidence of such activity to law enforcement officials.

If you have read and agree to the terms above, click OK to continue.

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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”

**AT&T Authentication Service Password Setup/Reset**

**User Verification**

Please enter as much information as you know. What you don't know leave blank.

Your Data	Explanation
<b>Userid:</b> <input type="text"/>	Enter your Userid.
<b>Last Name:</b> <input type="text"/>	Enter your Last Name.
<b>Employee ID:</b> <input type="text"/>	An ID given to you by your employer.
<b>Birth Date:</b> <input type="text"/> (mm/dd)	Enter your Birth Date. Enter it by using a two-digit month, and two digit day.
<b>City of Birth:</b> <input type="text"/>	Enter your City of Birth. If you are a brand new user to the AT&T Global Logon service, then you should leave this field blank.
<b>AT&amp;T PIN:</b> <input type="text"/>	Enter your AT&T numeric PIN. If you are a brand new user to the AT&T Global Logon service, then you should leave this field blank.
<b>Secret Answer:</b> <input type="text"/>	Enter your Secret Answer/Codeword. If you are a brand new user to the AT&T Global Logon service, then you should leave this field blank.

If you experience problems, please contact your Customer Care Representative. Click [here](#) to find your Customer Care Representative.

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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".

**at&t**

Please enter your new Password and add/edit your Security Profile.

Your Data	Explanation
Unless otherwise noted, all fields allow mixed case letters, numbers, special characters (e.g. !#\$%), and spaces	
<b>Password Style/Strength:</b> High: 180-day <a href="#">passphrase</a> or 90-day <a href="#">password</a>	<b>Note:</b> On this page, the word "password" may refer to either an 8-11 character password or a 12+ character passphrase.
<b>Create/Change your Passphrase/Password:</b> New Value: <input type="text"/> Re-enter New Value: <input type="text"/>	If you want to keep your current password, then leave this section blank. When changing your password, AT&T Security Requirements mandate that you must re-authenticate using your current password. Enter your new password and then enter it again. <b>Password Rules:</b> Max 46 chars; Leading and trailing spaces will be removed; Valid characters are alphanumeric, embedded blanks, plus the following special characters +=_)(*%\$#@!~ []?/.,- <b>High-Strength Password:</b> <a href="#">Click here to see the rules for High-Strength Passwords.</a>
You are encouraged to use a 12+ character passphrase because it has twice the lifespan of an 8-11 character password.	

**Security Profile**

AT&T is a leader in protecting your security and safeguarding personal information. Enter all of the information below to take advantage of the measures AT&T has put in place to help safeguard vital information.

<b>Secret Question:</b> Favorite pet's name? <input type="text"/>	Choose a question whose answer is known only to you. If you forget your password, you'll be asked this question to verify your identity. Your secret answer must be at least four characters long.
<b>Secret Answer:</b> <input type="text"/>	
<b>Personal Email:</b> <input type="text"/>	Enter a personal email address (e.g., joe@company.net). This email address, in addition to your primary email address (e.g. the email address populated by the organization/application that created your account), can be used for email confirmation of Password resets. Do NOT enter your primary email address. If you do not have another email address, leave this field blank. If your primary email address is incorrect, click <a href="#">here</a> for help.
<b>City of Birth:</b> Hazlet <input type="text"/>	Enter the city where you were born. If you forget your password, you may be asked this question to verify your identity.
<b>AT&amp;T PIN:</b> 325476 <input type="text"/>	Choose exactly six numbers that will be used to identify yourself to some AT&T Interactive Voice Response (IVR) telephony systems. <a href="#">Click here for tips.</a>
<b>Password Reset Method (select one):</b> <input checked="" type="radio"/> Online Password Resets <input type="radio"/> Password Resets Using Email <input type="radio"/> Password Resets Using Email with Verification	If you forget your Password, the Password Reset Method allows you to reset your Password in one of the following ways: <b>Online Password Reset</b> - I want to be able to enter a new Password value directly on the Account Management web site. Select Online if you do not have an email address. <b>Password Resets Using Email</b> - I want a Password Reset request to send a temporary Password to one of my email addresses (I can choose either my primary email address that I created when I set up my account or the Personal Email address shown above). <b>Password Resets Using Email with Verification</b> - Similar to Password Resets Using Email but I will also need to answer one of the personal items above to prove my identity. This is the Most Secure Choice. <a href="#">Click for more Password Reset Method information.</a>

2. You will then see a Password Reset Confirmation notification, click on "Continue" to proceed to the Retiree website

**at&t**

**Password Reset Confirmation**

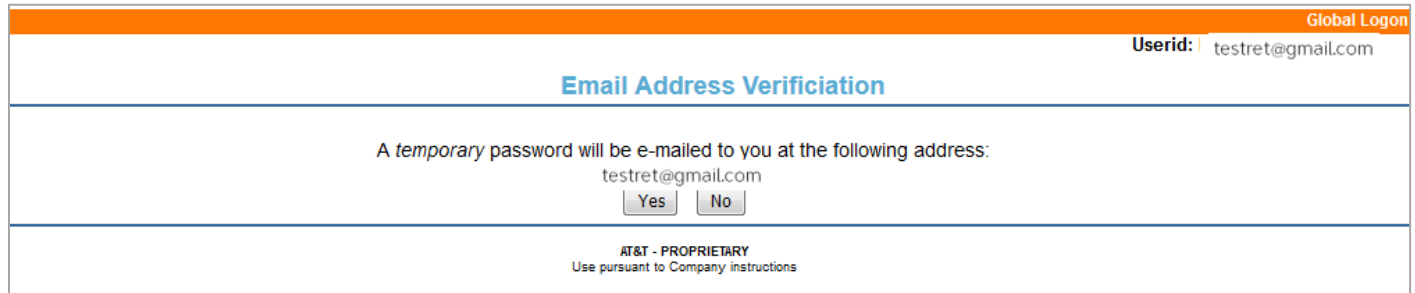
Your Password will be reset.  
Please wait 15 minutes before attempting to use it.

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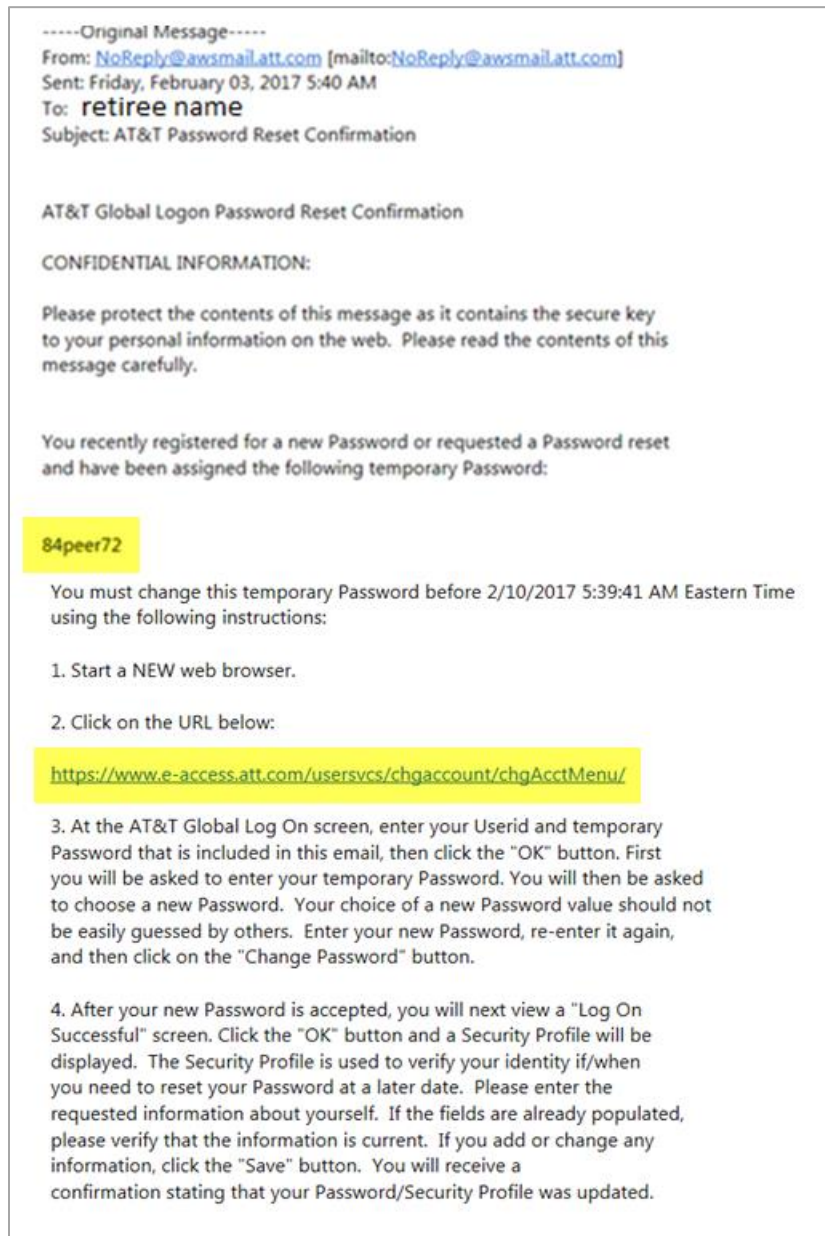


## If you chose, Password Resets Using Email OR Email with Verification

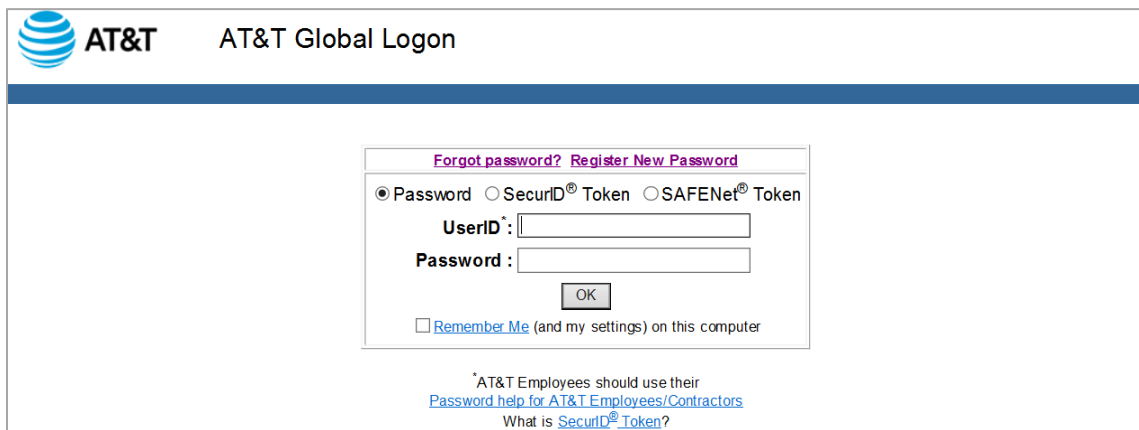
1. After entering your Security Profile information correctly, a temporary password will be sent to your email and you will see the following notification, click on "Yes".



2. Open the email, then copy the temporary password and open the link in a new browser.

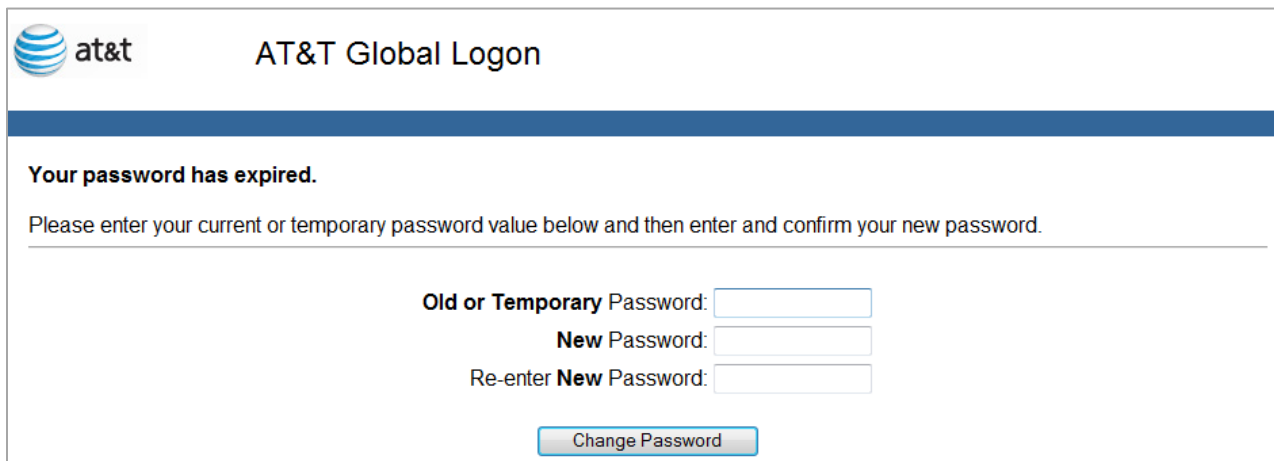


3. Enter your UserID and the temporary password and click "OK".



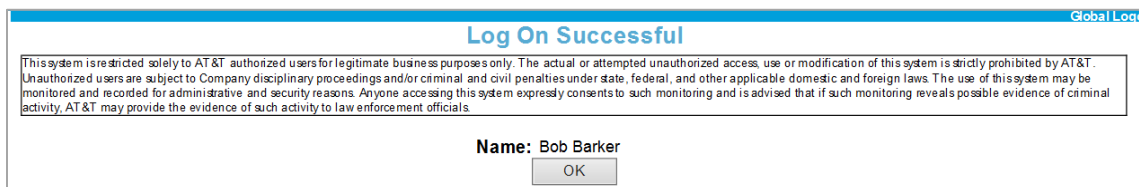
The screenshot shows the AT&T Global Logon interface. At the top left is the AT&T logo, and to its right is the text "AT&T Global Logon". Below this is a blue horizontal bar. The main content area contains a login form with the following elements: a link for "Forgot password?" and a link for "Register New Password"; three radio buttons for authentication methods: "Password" (selected), "SecurID® Token", and "SAFE.Net® Token"; a "UserID" input field; a "Password" input field; an "OK" button; and a checkbox labeled "Remember Me (and my settings) on this computer". Below the form, there is a note: "\*AT&T Employees should use their Password help for AT&T Employees/Contractors What is SecurID® Token?"

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.



The screenshot shows the AT&T Global Logon password change screen. At the top left is the "at&t" logo, and to its right is the text "AT&T Global Logon". Below this is a blue horizontal bar. The main content area contains the following text: "Your password has expired." followed by "Please enter your current or temporary password value below and then enter and confirm your new password." Below this text are three input fields: "Old or Temporary Password:", "New Password:", and "Re-enter New Password:". At the bottom of the form is a "Change Password" button.

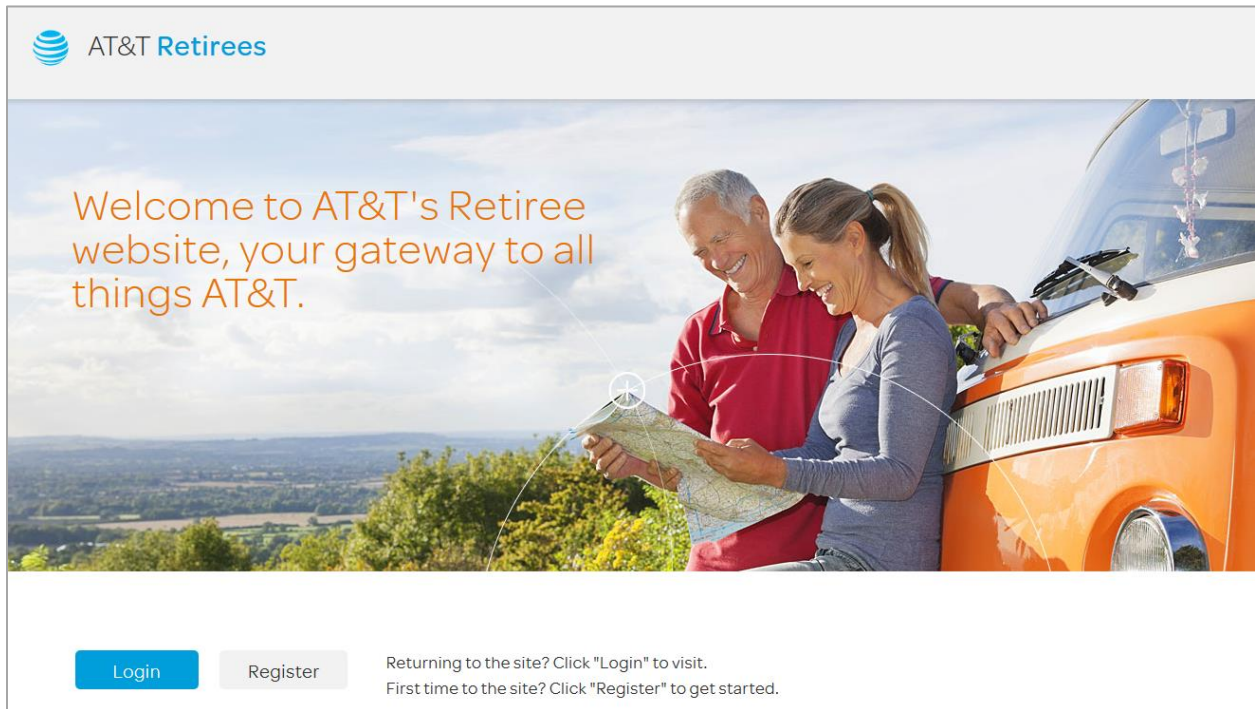
5. A Log On Successful window will open, click "OK". **Keep new UserID and Password information for future logins.**



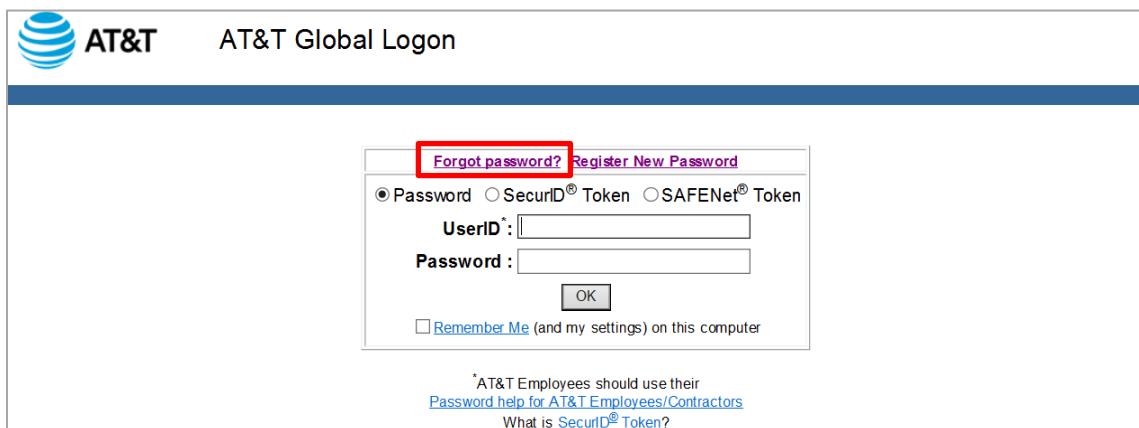
The screenshot shows a "Log On Successful" window. At the top right is the text "Global Logon". The main title is "Log On Successful". Below the title is a disclaimer: "This system is restricted solely to AT&T authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use or modification of this system is strictly prohibited by AT&T. Unauthorized users are subject to Company disciplinary proceedings and/or criminal and civil penalties under state, federal, and other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, AT&T may provide the evidence of such activity to law enforcement officials." Below the disclaimer, the text "Name: Bob Barker" is displayed, followed by an "OK" button.

## 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.**