



AT&T Website SolutionsSM

FAQ for

Online Presence Portal
Online Presence Builder
and My Upgrade

Welcome to AT&T Website SolutionsSM. We are focused on providing you the very best web products and services including all the tools necessary to establish and maintain a successful website. This document contains Frequently Asked Questions (FAQs) for our new Online Presence Portal (control panel) and Online Presence Builder (website building tool.)

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1 What are the Online Presence Portal and the Online Presence Builder?

The control panel, now your Online Presence Portal, is an intuitive interface which connects you to the complete suite of business applications and services available with Website Solutions— giving you the ability to manage your online presence.

Using the applications and services contained in the portal, you can build websites, operate an online store, manage security, write blogs, create photo albums and chat systems.

We have updated our current website building tool with the new Online Presence Builder tool to help you manage and build your website.

This new Online Presence Builder is designed to help you to build and update a more responsive website. It also enables your website to be viewed proper format on desktop, mobile and tablet devices.

2 What happens on the day my Control Panel is upgraded:

Depending upon when you access the portal on September 9th, you may experience a delay in accessing the portal or some delays in accessing certain advanced tools within the portal. If you are still experiencing issues accessing your portal or tools the following day, please do not hesitate to contact technical support. You will be able to access your Webmail, Online Fax or other services through our website (<https://webhosting.att.com/client-login/>) as usual.

3 Online Presence Builder

3.1 Does the Online Presence Builder cost extra or affect the bill of my current website plan?

No. There is no additional cost to you. The Online Presence Builder and associated updates will have no impact to your current website plan bill. They are automatically included in your current hosting package beginning September 9, 2015.

3.2 Why don't I see the new Online Presence Builder in my account?

Online Presence Builder will be available to customers with a website hosting plan. If you are a Website Solutions customer, but do not have a website plan with us, then visit webhosting.att.com to see our website plan options or call 888.WEB.HOST to speak with a sales representative and for more information.

3.3 Does the Online Presence Builder impact my current website?

No. Currently, your existing website will not change or be affected. You are still able to use your EasySiteWizard website tool. However, if you would like to refresh your website, then we suggest you consider creating a fresh new look using our new tool.



3.4 How do I use the new Online Presence Builder?

First, select a new design from a selection of brand new, stylish designs created by professionals (and remember you can change your design at any time). Customizing your site is as easy as dragging and dropping your elements onto the page. Just pick your element, for example a heading, text or image, place it on the page, and double-click to edit – what you see is what you get.

If you have an existing website and have chosen to refresh it with new designs, images and content, then when you click Publish on a new website with Online Presence Builder, your fresh, new website will replace your existing one.

3.5 Do I need to build a separate mobile site with the Online Presence Builder?

Online Presence Builder automatically adjusts your website to display accurately on most every device: desktop, mobile or tablet. You will not need to spend your time in developing a separate, mobile-friendly site. Your website will automatically adapt to the device your visitors are using, because the designs were built using ‘responsive design’. When designing and editing your website, you will have the opportunity to preview how it looks on a desktop, tablet and mobile device.

3.6 Can I change my design once I select it?

Yes, you can change your design at any time. Select “Design” in the tool to view the available designs. You also have the option to preview how existing content will look with the new design before making the change.

3.7 Can I transfer my existing website to the new Online Presence Builder?

Not at this time. The new Online Presence Builder has fresh new designs that are SEO-friendly.

Once you pick your template, you can easily copy and paste text and upload your existing images into the new builder. You might take this opportunity to refresh your content and make sure your details are up-to-date, and you’ll have fantastic, new site when you’re done.

4 Online Presence Portal

4.1 What changes have been made to my Control Panel and management tools?

Your Control Panel where you manage your services has been upgraded to Online Presence Portal. This upgrade includes a new look-and-feel and easier navigation to everything you need to manage your website and other services.

Online Presence Portal also includes a new Shop section, allowing you to quickly and easily add services to your account at any time.

To take a tour of your new Online Presence Portal, log-in beginning September 9, 2015 at webhosting.att.com/client-login/ with your username (domain or email) and password.



4.2 Where can I access my Online Presence Portal and Online Presence Builder?

Beginning September 9, 2015 log-in at webhosting.att.com/client-login/ with your username (domain or email) and password.

5 Password Reset

5.1 Where can I reset my log-in password?

Beginning September 9, 2015 visit webhosting.att.com/client-login/ and provide your username (domain or email). If you need to reset your password, select the “Forgot password?” option and enter your username. A link to reset your password will be emailed. Once logged in, you can edit your username, email address, password and other details in your account settings.

6 Email Set Up and Access

6.1 Where can I set up my email addresses?

Select Apps and then launch the “EasyMail Setup” to create a new email account or manage an existing email address.

6.2 How do I check my email?

There’s a variety of ways you can access your mail – through your Online Presence Portal webmail on your desktop or mobile devices, through a desktop email client (like Microsoft Outlook or Mac Mail), or through an email client on your mobile devices.

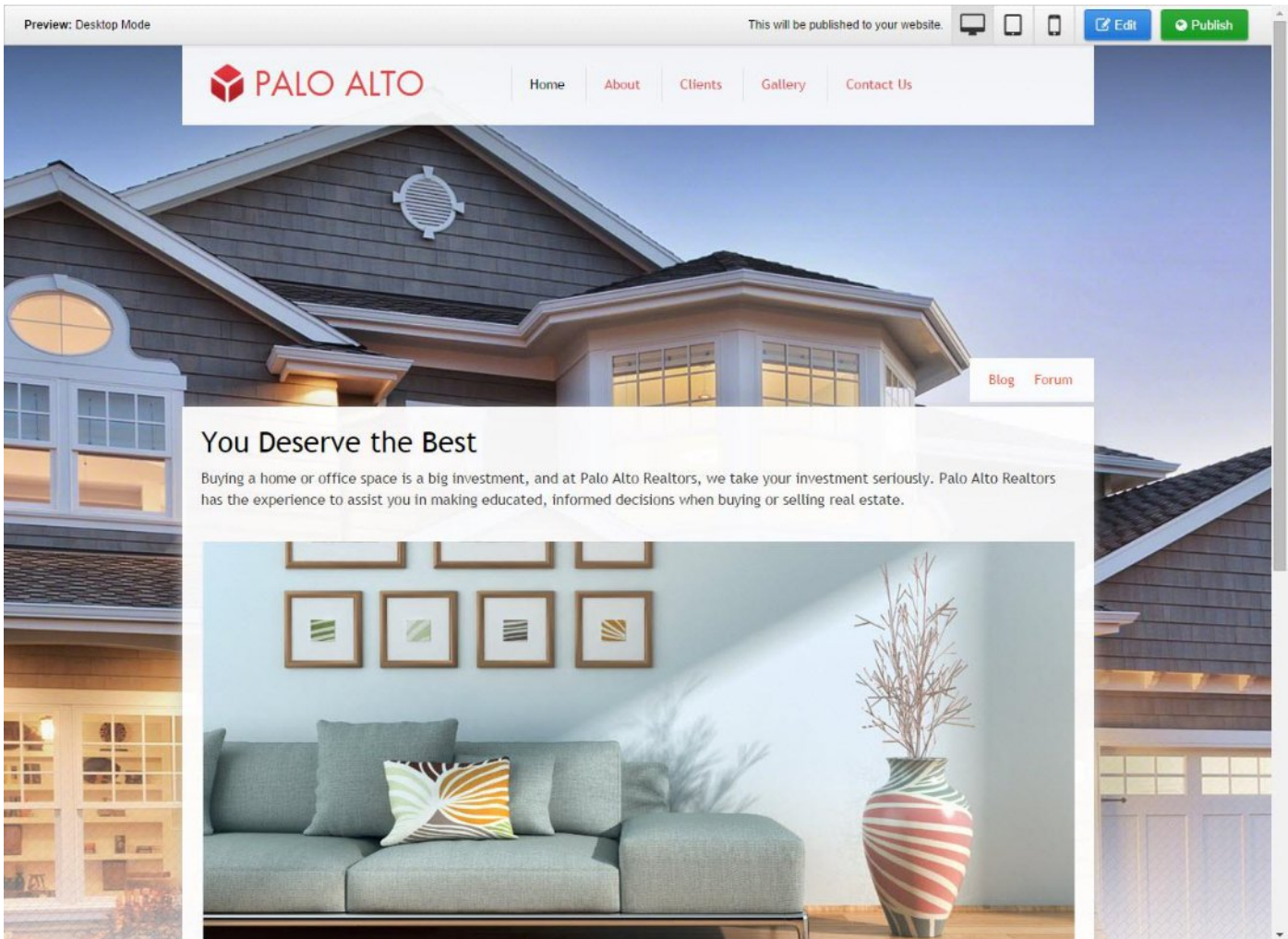
To access Webmail, click on the envelope icon on the top right of your new Online Presence Platform. If you need detailed, step-by-step instructions on how to setup your email in an email client, open up the EasyMailSetup in the Apps section, click launch and select “Help” in the top right side of the window.



7 Responsive Design Website Examples

Below are examples of customers viewing your website using various devices. You will also be able to see these views during the preview process, before you publish your website.

7.1 Desktop Preview:



7.2 Mobile Preview:



Preview: Mobile Mode



This will be published to your website.

⌂ Edit Publish

PALO ALTO

Menu

A Glimpse into Palo Alto Realtors





7.3 Table Preview:


PALO ALTO

[Home](#) | [About](#) | [See Us in Action](#) | [Contact Us](#)

You Deserve the Best

Buying a home or office space is a big investment, and at Palo Alto Realtors, we take your investment seriously. Palo Alto Realtors has the experience to assist you in making educated, informed decisions when buying or selling real estate.

Services Contact Us Feedback

Palo Alto has  Your Name



8 Where to find Help/Instructions

AT&T Website Solutions includes a number of applications and tools that you can use with your website.

Help/Instructions on how to use each of these features are located in the top right of your control panel. For specific help for each application together with instructions, select the application you want in the control panel and click the help button in the top right corner.

The screenshot shows a control panel interface. At the top right, there is a blue bar with the word "SHOP" and a question mark icon. Below this, the page is divided into two columns. The left column contains contact information for Technical support, Billing, Sales, and General. The right column contains "Support Links" with links for Support, Chat, Resource Center, and Online Tutorials.

Category	Contact Information
Technical support:	T: 1.888.WEB.HOST E: support@websites.att-mail.com
Billing:	T: 1.888.WEB.HOST E: billing@websites.att-mail.com
Sales:	T: 1.888.WEB.HOST E: sales@websites.att-mail.com
General:	T: 1.888.WEB.HOST

Support Links

- Support [Click Here](#)
- Chat [Chat With Agent](#)
- Resource Center [Need Additional Support](#)
- Online Tutorials [Access User Guides](#)

8.1 How to Contact Support by email

Submit a ticket by email: support@websites.att-mail.com
For support issues, please also include a step-by-step on how to replicate your problem including your operating system, browser type and version, and any links and login information that may be needed to duplicate and correct the reported issue.

8.2 How to Contact Support in your control panel / Online Presence Portal

When in your control panel (Online Presence Portal), we provided various ways to contact us. When in your control panel, mouse over the Question Mark icon for help.

We also have a Resource Center webpage: <http://webhosting.att.com/resource-center> where you can find guides, blogs and videos as well as provide feedback.

8.3 How to Contact Support by phone

You may also reach us by dialing 888.WEB.HOST (888.932.4678).

- ✓ Our Technical Support staff is available 24 hours a day, 7 days a week; choose the tech support option.
- ✓ Our billing group is available Monday - Friday 8 a.m. – 8 p.m. (Eastern); select the billing option. All questions concerning billing, renewal or cancellation should be directed here.
- ✓ Our sales staff is available Monday – Friday 8 a.m. – 8 p.m. (Eastern); select the sales option.
- ✓ International customers may reach us by calling 972-234-4847.