

## AT&T Toolbar Instructions

Please utilize the following steps for accessing the AT&T Toolbar via the Internet:

1. CLEC users and Non-CLEC external users who do not have a Toolbar ID should contact their company's Block ID Administrator to obtain a Toolbar ID. Questions about Toolbar IDs from CLEC Block ID Administrators should be directed to your Account Manager or the AT&T IS Call Center at 1-877-681-2271 (Option #3) during business hours of 7:00 a.m. - 7:00 p.m. Central Time, Monday through Friday. You will not be able to access the Toolbar without an ID and password provided by AT&T.
2. AT&T internal users, please utilize your Global Logon ID and password to access Toolbar. If any issues are encountered, please contact the Technology Service Desk at 1-877-448-6767 or visit [support.web.att.com](http://support.web.att.com).
3. Listed below are the Technical Requirements for running the new AT&T Toolbar and hosted suite of applications:
  - A. Microsoft Edge: AT&T Toolbar and the hosted applications have been modernized to be compatible with MS Edge Native mode. MS Edge in Internet Explorer Compatibility mode will no longer function for the Toolbar suite of applications.
  - B. Oracle Java JDK 17.
  - C. Microsoft Windows Version 11 or higher.
4. On the Toolbar home page, click "**Click here to Log On to AT&T Toolbar**" and log on using your AT&T Global Logon User ID and Password.
5. When logged into AT&T Toolbar for access to the hosted applications, please do not use the forward, back, and refresh options of the browser bar. Instead, please utilize the menu options to navigate within each individual application.