



CALNET AT&T Billing Consolidator

What's new – March 2022



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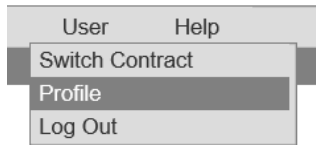
1. What's new?

The following enhancements were implemented in AT&T Billing Consolidator on March 20, 2022. This document provides a high-level overview of the specific customer-affecting changes that were made. Content will be integrated into the AT&T Billing Consolidator user guide.

2. Password reset

The process to change your password from within Billing Consolidator has been simplified.

Go to the User tab and choose **Profile**.



Click the **Change Password** button.



At the prompts, input your current password and your new password.



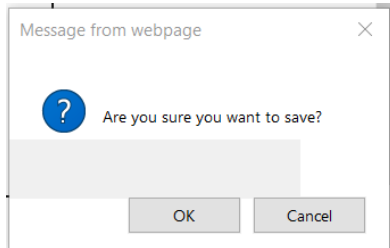
Your password will be masked, so you will only see dots on the screen. You will need to enter your new password twice to be sure you did not mistype.

The rules for a new password are unchanged but are displayed on the screen.

When complete, click **Save**.



A system pop-up will prompt you to confirm that you wish to change your password.



Click **OK**.

Once confirmed, you will see a confirmation message (yellow font in the upper left corner) that your password reset was completed successfully.

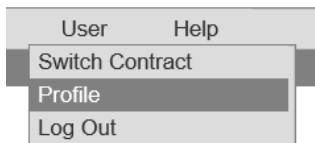
1. Your password has been updated.

It is always a good idea to log out and log back in to test your new password right away.

3. Change security question

The process to change your security questions from within Billing Consolidator has changed.

Go to the User tab and choose **Profile**.



Click the **Change Security Question** button.

Change Security Question



Choose 2 security questions from the drop-down list of choices and provide an answer for each.

Change Security Question

Exp Date: 04-10-2025 Status: Active

Email: heath_braggsupport@att.com Is R-Rate User: No

Opt Out of Invoice Email Notifications: Is Agency User: No

Change Password

Change Security Questions/Answers

Enter Question 1: What is the last name of your favorite element

Enter Answer 1: Jones

Enter Question 2: What was the first concert you attended?

Enter Answer 2: Michael JacksonZ

Note: The answers to your security questions are case-sensitive. If you include uppercase characters, then you must do the same when asked to supply your answers.

Update

Click **Update**.

You will be required to authenticate with your password.

Enter your password and click **Continue**.

Change Security Question

1. Please re-authenticate with password in order to continue saving changes.

Email: heath_braggsupport@att.com Is R-Rate User: No

Opt Out of Invoice Email Notifications: Is Agency User: No

Change Password

Change Security Questions

Enter Password: [masked]

Continue

User's Assigned Clients

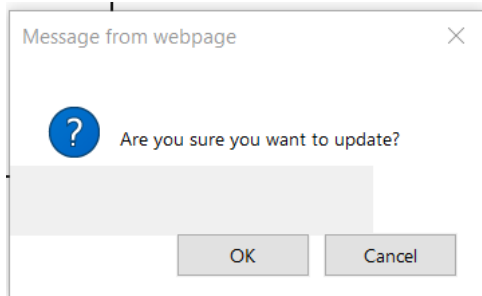
- CALNET
- GAURETS

User's Assigned Sec / Agency Groups

- App Admin - 12201078 - DC DAVIDS HEALTH



A system pop-up will prompt you to confirm that you wish to change your security questions.



Click **OK**.

Once confirmed, you will see a confirmation message (yellow font in the upper left corner) that your security questions and answers were updated successfully.

1. Your security question and answer has been updated.

4. Forgot password

If you forget your password and need to reset it using automation, go to the Login page (<https://singlebill.att.com>) and choose the link for **Forgot Password?**

Sign On

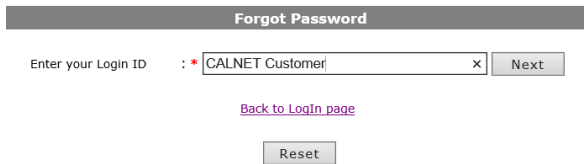
Enter your user id and password in the fields below and click **Sign on**.

User ID
Password

Sign on

Forgot **Login ID** or **Password?**
Need a Login ID? [Register today](#)
Inactivated? [Request Login ID Activation](#)

Enter your Login ID and click **Next**.





Enter your email address and responses to your 2 security questions and click **Next**.

Forgot Password

Enter your Login ID : *

Enter your Email Address : *

Your Security Question 1 is : * What is the last name of your favorite elementary school teacher?

Enter Your Answer 1 : *

Your Security Question 2 is : * What was the first concert you attended?

Enter Your Answer 2 : *

[Back to Login page](#)

Note: all users will be required to set 2 security questions and answers on or after March 21, 2022.

You will see a confirmation message (yellow font in the upper left corner) that an email was sent.

1. If the credentials submitted were on file, then an email will be sent.

Note: The system will only send you an email if your responses above were correct. If responses did not match what is in Billing Consolidator, you will not receive an email. If you do not receive a new / temporary password, please contact the CALNET Billing Consolidator Helpdesk at CALNETBCHelpdesk@att.com for assistance.

If you have any questions on using AT&T Billing Consolidator or the content of this guide, please contact CALNETTraining@att.com.