A woman with dark hair tied back, wearing a grey blazer over a light blue striped shirt, is looking down at a smartphone in her hands. The background is a blurred office setting.

2-Factor Authentication in Premier

Release Notes

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Enhanced login security with 2-factor authentication

When you log in* to Premier from a new device or web browser, you won't need to answer secret questions. Instead, you'll now be able to receive a one-time security code by text or email. Just enter the code to verify your identity.

Benefits with 2-factor authentication



Increased log in security.



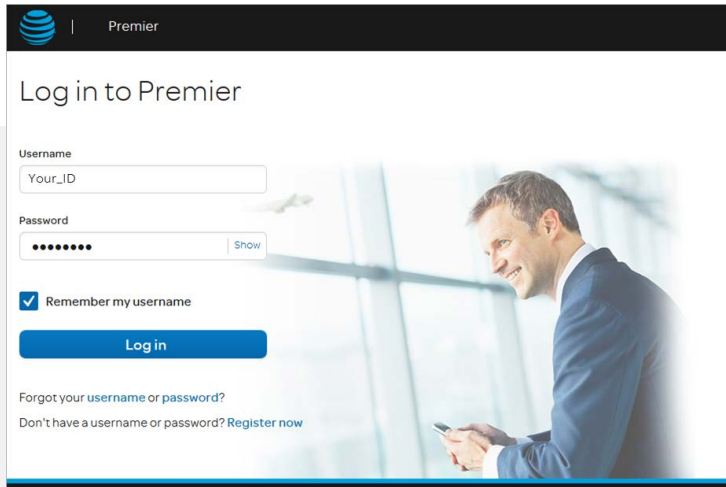
Provides a fast, online method to access your account.



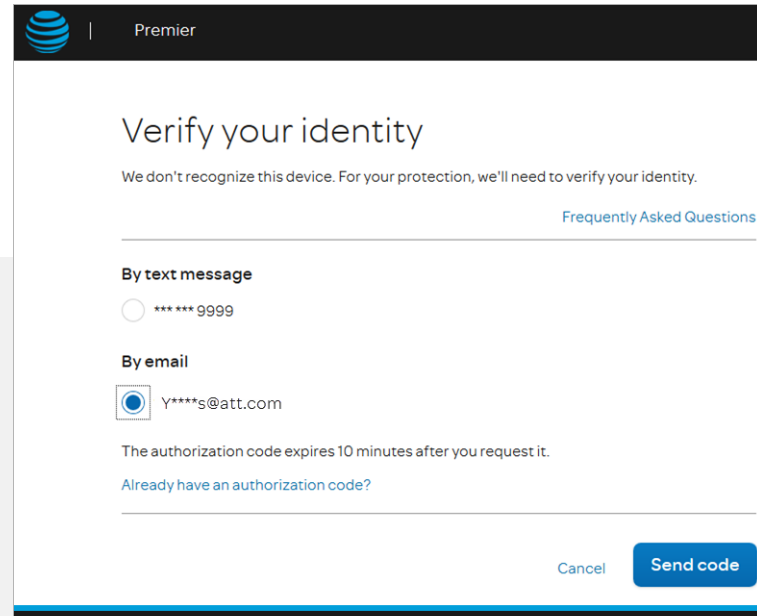
Easier to log in – no need to remember your answers to secret questions.

*Applies to Company and Billing Account Administrators, and Corporate Responsibility Users. Excludes FirstNet and Integrated Small Business Solution users.

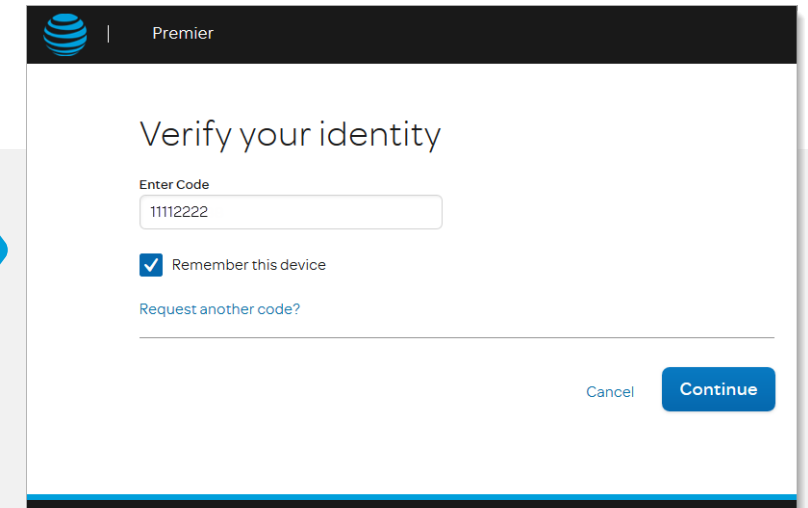
Verify your identity in 3 simple steps



1. Log in to Premier.



2. Request an authentication code be sent by text or email to your profile contact information.



3. Enter the authentication code. To skip this next time, check the **Remember this device** box.

Images provided in this presentation are for illustrative purposes only.

Frequently asked questions

Why are these steps necessary?

At AT&T, protecting our customers' privacy and security is a top priority. We've enhanced our security measures to make sure that only you or your authorized users can log in to your account if the account is accessed from a device we don't recognize.

Is there a way to bypass entering the authentication code?

No. You will be required to enter an authentication code each time you log in unless you check the **Remember this device** box.

What if I don't receive my authentication code?

You can request a code again, using the same contact method, or if you have both a phone number and email address on your profile, you can try a different method. Otherwise, contact us at Premier Support at 866.499.8008 Monday through Friday, 8 a.m. to 10 p.m. ET, for assistance with a new code.

Why did I get an error message when I entered the code I received?

If you submitted multiple requests, you may have entered the wrong code. Make sure you enter the last code you received.



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