Common Login Issues

We're sorry you're having trouble logging in to the *Employee & Retiree Self-Service Site* (the Discount Enrollment Portal) or enrolling your account. Here are some common issues you may encounter on the site, and what you need to do if you are getting an error code.

Error Code	Error Message	What This Means	What You Need to Do
DEP_AUTH_001 OR *DEP_AUTH_001_1*	You have entered information that does not match our records; we are unable to confirm your eligibility.	You must enter your First Name, Last Name and Last Four **EXACTLY** as it is on record with Payroll, or you'll get this error when you try to access the *Employee & Retiree Self-Service Site (DEP)*.	Check *eLink (or the payroll system for your company)* to see how your information is on file with HR. Then, try to log in again. If you're still having trouble, reach out to HR OneStop at 888-722-1STP (888-722-1787) and say "Policy" when prompted. Ask the agent to help you troubleshoot access to the site. **WarnerMedia Employees:** When you're promoted for an ATT UID, say "I don't know," and identify yourself as a WarnerMedia employee to the agent.
DEP_SYS_001	We are experiencing a temporary error that prevents us from processing your request. Please wait a few moments and try again.	You're getting this error, because your account has unified/combined billing, and the discount cannot be applied. This typically happens when you have Wireless and another product on the same bill. You'll have to take action to deunify/decombine your account. Only have one product? Your account may show unified/combined even if you only have Wireless service.	Contact Wireless Customer Care at 800.331.0500 or 611 from wireless phone and tell the agent you need t deunify/decombine your account. You will not be able to enroll in the discount until the accounts are de-unified/de-combined, which can take 3-4 billing cycles. If you've reached out to customer care, and they were not able to help you, reach out to HR OneStop at 888-722-1STP (888-722-1787) and say "Policy" when prompted. Ask the agent to send a deunification and enrollment request to the EMO back office. **WarnerMedia Employees:** When you're promoted for an ATT UID, say "I don't know," and identify yourself as a WarnerMedia employee to the agent.

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DEP_AUTH_003	Has exceeded the maximum sign in attempts.	You've tried to log into the site too many times without being successful.	Wait 24 hours and then try again.
DEP_BR_W_001	Your current wireless plan is ineligible for EMO discount.	This could mean you have a promotional plan or "SAVE" plan that is not eligible for a discount. TIP: If the plan is not listed on the AT&T site it is more than likely a promotional plan.	Contact Wireless Customer Care at 800.331.0500 or 611 from your wireless phone to change your plan and/or update your account. You can also change your rate plan in the myATT app. Eligible rate plans have a green dollar sign next to them.
No Error Code	System temporarily down. **OR** Experiencing temporary system error.	The discount enrollment portal is down.	Clear your internet cache/history. If that doesn't help, try again later. If you're still getting the error after you do that, reach out to HR OneStop at 888-722-1STP (888-722-1787) and say "Policy" when prompted. If they cannot help you resolve the issue, they'll escalate it for a resolution. **WarnerMedia Employees:** When you're promoted for an ATT UID, say "I don't know," and identify yourself as a WarnerMedia employee to the agent.
No Error Code	Unsupported Browser	Your browser is not supported by the site.	The site is compatible with Internet Explorer 8 and above or any other browser such as Firefox, Chrome, Safari (for MAC) etc.

Error Code	Error Message	What This Means	What You Need to Do
System Error	We are experiencing a temporary error that prevents us from processing your request. Please wait a few moments and try again.	You're getting this error, because your wireless account cannot be enrolled in the wireless employee discount. This can happen if you have a unified/combined bill, have a consumer promotion, an ineligible rate plan, a "save" plan, or a discount on your account already (i.e., AutoPay).	Check your account to make sure you don't have a unified bill and are not receiving any other promotion/discount. **If you're bill is unified or combined...** Reach out Wireless Customer Care at 800.331.0500 or 611 from your AT&T wireless phone and tell the agent you need to deunify/decombine your bill. You can have a unified bill even if you only have a single product (i.e., Wireless). If they are unable to help you, reach out to HR OneStop at Call OneStop at 888-722-1STP (888-722-1787) and say "Policy" when prompted. Ask the agent to send a deunification request to the EMO back office. **WarnerMedia Employees:** When you're promoted for an ATT UID, say "I don't know," and identify yourself as a WarnerMedia employee to the agent. **If you're receiving a consumer promotion or discount...** Contact Wireless Customer Care at 800.331.0500 or 611 from wireless phone and request the discount be removed from your account. You will not be able to enroll in the employee discount if you are receiving another discount or are on a promotional or "save" plan. Once the discount is removed, you'll be able to enroll using the *Employee & Retiree Self-Service Site (DEP).*

Error Code	Error Message	What This Means	What You Need to Do
DEP_SYS_002 OR DEP_SYS_007 OR Account doesn't show up on Wireless tab	Unable to retrieve the account to enroll in the discount, the name or full Social Security number does not match the billing record.	The name and social security on your wireless account must match the name and social security number on file with HR **EXACTLY**. If it doesn't, you will receive this error when you try to enroll your account. **This is also the most common reason an account does not show up when you log into the site.** **Common Causes of This Error:** • Internet browser isn't working. Try a new browser to see if it solves the problem. • SSN was mistyped during account setup. • Account is being transferred to the employee/retiree through a Transfer of Billing Responsibility (ToBR), and the there is an issue with the transfer. • Generic SSN was used for account setup, making the account ineligible for discounts.	Unfortunately, we cannot override the name or SSN on your wireless account. You'll need to visit an AT&T company-owned retail store and confirm the name and SSN on your account match what you've provided to HR. Take identification with you to the store. **If the name and SSN on the account don't match what is on file with HR,** work with the retail sales consultant at the store to correct the name and SSN on the account then visit the *Employee & Retiree Self-Service Site (DEP)* to enroll. **If you've confirmed the name and SSN on the account match what is on file with HR,** reach out to HR OneStop at 888-722-1STP (888-722-1787) and say "Policy" when prompted. Ask the agent to send a manual enrollment request to the EMO back office.
Account cannot be found – DIRECTV Tab	Account cannot be found	Your DIRECTV account is on a billing system that doesn't support the employee discount and needs to be moved to a billing system that does support the discount.	Submit an *Employee Discount Program Support Center Contact Request Form* with your account number asking to enroll in the DIRECTV discount, or reach out to the Employee Discount Support Center at 877.377.9010. Agents are available M-F, 8 a.m. and 9 p.m., and Sat., 8 a.m. and 6 p.m. Saturday CT.

Still Need Help?

If you are still unable to log into the *Employee & Retiree Self-Service Site* and/or enroll your account, contact HR Onestop for assistance at 888-722-1STP (888-722-1787) and say "Policy" when prompted. You'll be asked for your ATTUID. If you do not have an ATTUID, say "I don't know" when you are asked for it. They agent will still be able to assist you without an ATTUID.