

# Employee Discount Sign-In Site Login Issues

## Why am I receiving this error?

- You need to be using your name as listed in company records to access the site. For example, if the name on your paycheck says 'Robert' don't use 'Rob' to access this site.
- If your employment status recently changed (i.e., you returned from a leave of absence), it may take up to 2 weeks for your data to be available on this site.

## I have used the information as documented on payroll records, and I still can't access the site.

- Reach out to HR OneStop for help at 888-722-1STP (888.722.1787) to speak to a Customer Care Manager. Help is available M-F, 8 a.m. to 6 p.m. CST. When you call the number, you will reach an automated system. Say "Policy" when prompted to say why you are calling. When you're promoted for an ATT UID, say "I don't know," and identify yourself as a WarnerMedia employee to the agent.

## I don't see my wireless account when I log in to the site. What do I do?

- The name and social security number on the account must match the name and social security number you have on file with HR. If the name and/or social security number doesn't match, you can't enroll in your discount. Confirm your information with Human Resources, then contact Wireless Customer Care at 800.331.0500 to confirm the information on your account matches what is on file with HR.  
*Note: Make sure you check the entire social security number, not just the last four on the account.*
- If you've already confirmed your name and social security match, contact HR OneStop using the information provided in the previous question to request a manual enrollment.

## I need to make changes to my account. What do I do?

- You can make changes to your account by logging in to your account on att.com or DIRECTV.com.
- If you need additional assistance with:
  - **DIRECTV, DIRECTV NOW, U-Verse TV and Internet:** Contact the Employee Discount Program Support Center at 877.377.9010. Agents are available M-F, 9 a.m. to 6 p.m. CT. This is a dedicated call center that can assist you with your discounted AT&T product accounts.
  - **Wireless:** Contact Wireless Customer Care at 800.331.0500 or 611 from your wireless device.

