

# AT&T Device Management Program

Everything you need to know about enrollment for customers



**Presenter's Name / Title**

Month Day, Year

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# AT&T Device Management Program overview

## Device Management Program is:

- Complementary service offered to AT&T customers at no charge
- Facilitates the enrollment of AT&T devices into the customer's preferred device enrollment program
- Designed to aid technology managers and IT administrators with managing seamless device rollouts
- Complements device enrollment programs; it does not replace them
- Out of box device security and configuration

## Features:

- Auto-enrollment of newly purchased AT&T devices into device enrollment programs
- Enables enrollment of eligible existing devices purchased from AT&T
- Two programs on one FAN: 1. Apple & Samsung or 2. Apple & zero-touch
- **Self-service features:**
  - See device enrollment status with partner enrollment program
  - Run device inventory reports
  - Send text messages to devices
  - Claim and un-claim specific devices

# Device Enrollment Programs

- Device enrollment programs configure devices with an enterprise mobility management (EMM) profile. Customers should set up a device enrollment program before DMP is activated.
- There are three device enrollment program options for AT&T customers: [Apple Business Manager](#), [Android zero-touch](#), and [Samsung Knox Mobile Enrollment](#).

## [Apple Business Manager \(ABM\)](#)

Enables automated enrollment and configuration of your corporate-owned Apple devices in addition to streamlined setup and deployment.

Supports Apple devices

[Get Started](#)

## [Android zero-touch](#)

Allows you to streamline the setup and deployment of corporate-owned Android devices as well as deploy and secure devices in bulk. Samsung devices are also supported.

Supports Android devices including Samsung

[Get Started](#)

## [Knox Mobile Enrollment \(KME\)](#)

Helps you manage deployments, maintain security, promote productivity, and control your Samsung devices right out of the box.

Supports Samsung devices

[Get Started](#)

# Sign Up For AT&T Device Management Program with Apple Business Manager

## New Customer

If you don't have an ABM account, then go to the [Apple website](#) and sign up for ABM.

Collect the Apple organization ID and continue to the next slide to sign up for AT&T Device Management Program to automatically send new devices from your FAN to ABM.

Be sure to create an ABM account and complete DMP sign up before purchasing devices.

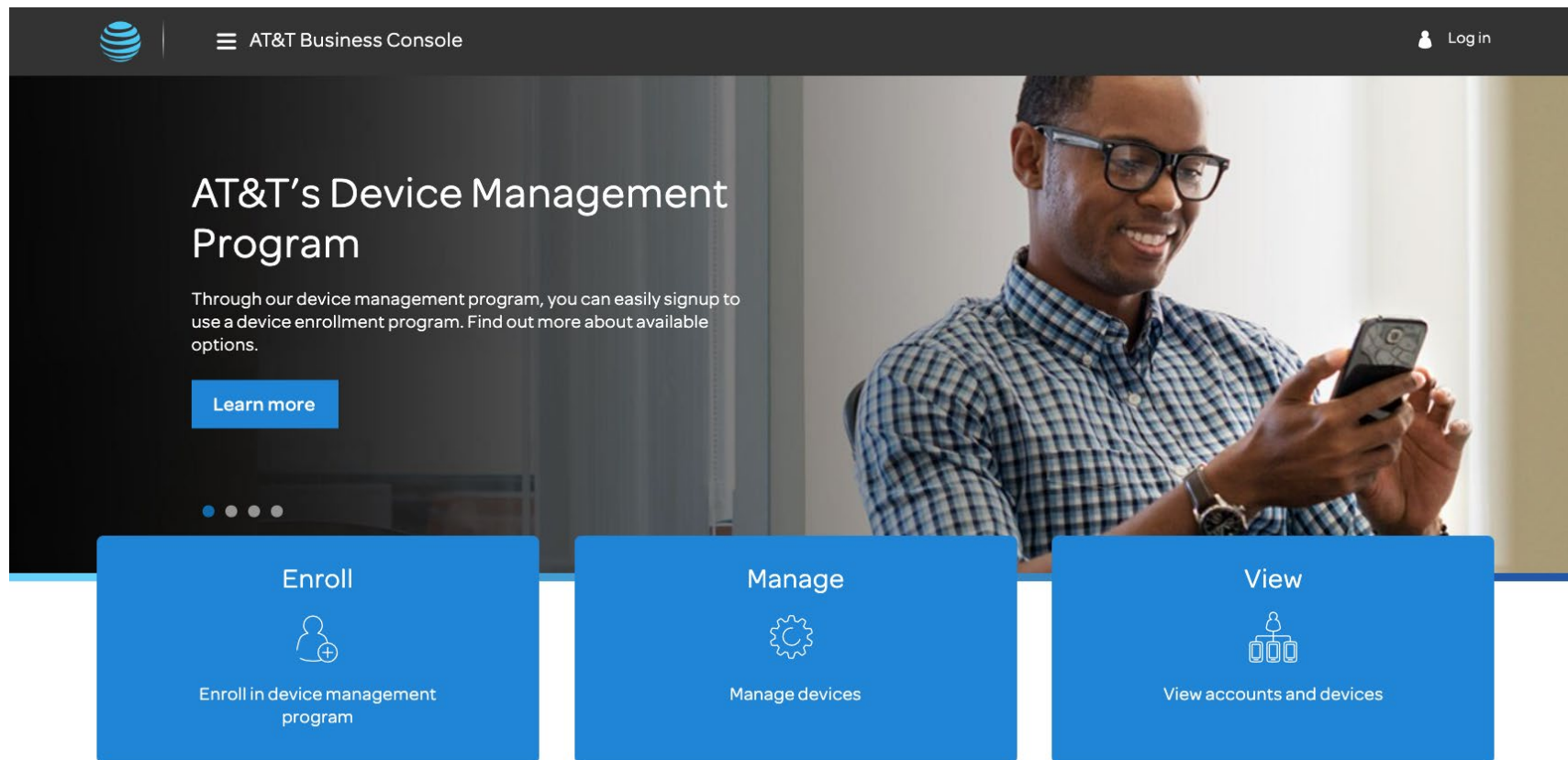
## Existing Customer (2 options)

If you already have ABM you can use the same ORG ID and EMM profile for a different FAN. Collect the Apple organization ID and continue to the next slide to sign up for DMP.

If you want to use a different EMM profile then create a new ABM account collect the new Apple organization ID and continue to the next slide to sign up for DMP.

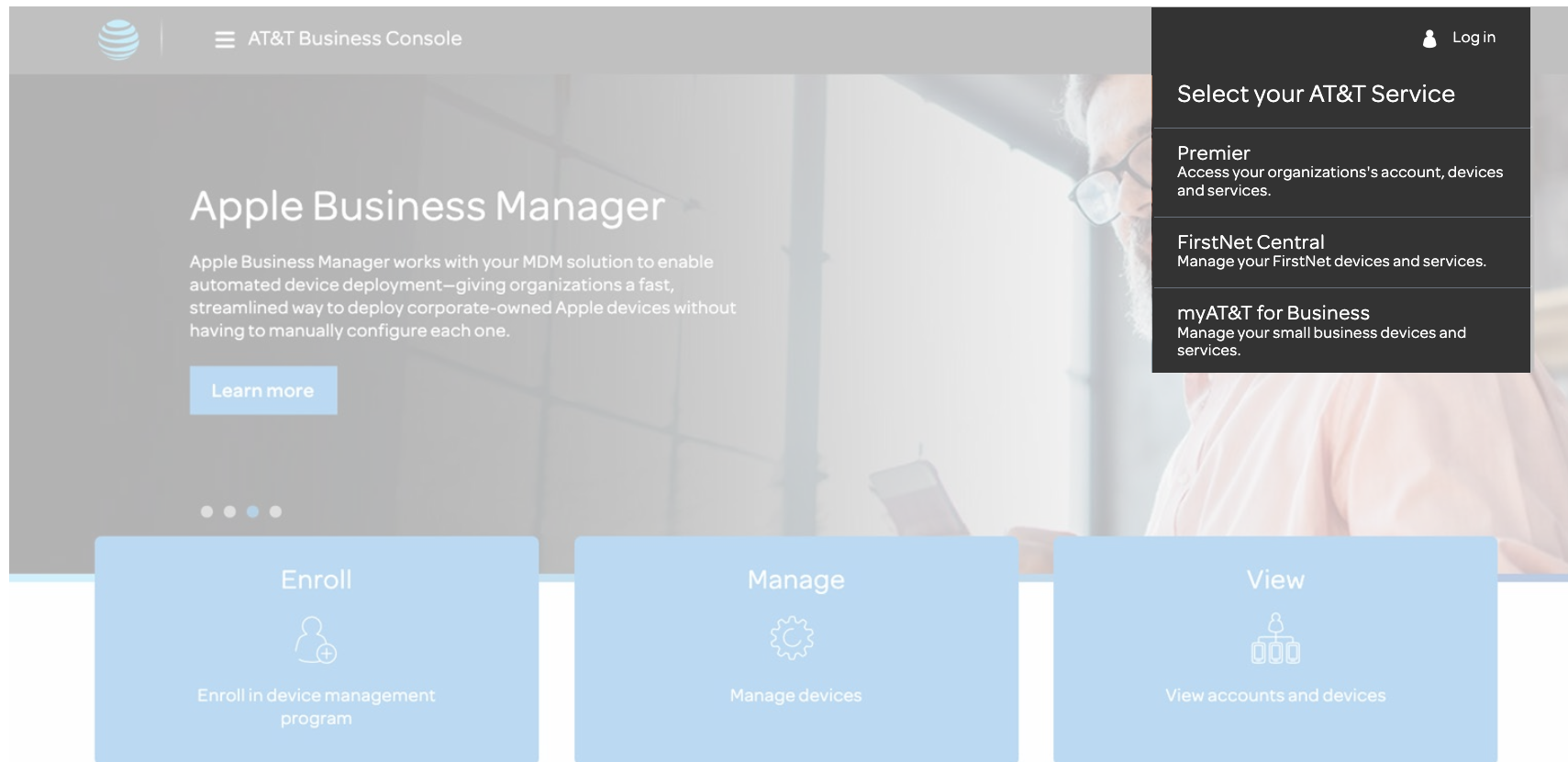
# Sign Up For AT&T Device Management Program with Apple Business Manager

1. Enter AT&T Business Console URL: <https://www.wireless.att.com/businessconsole/home>



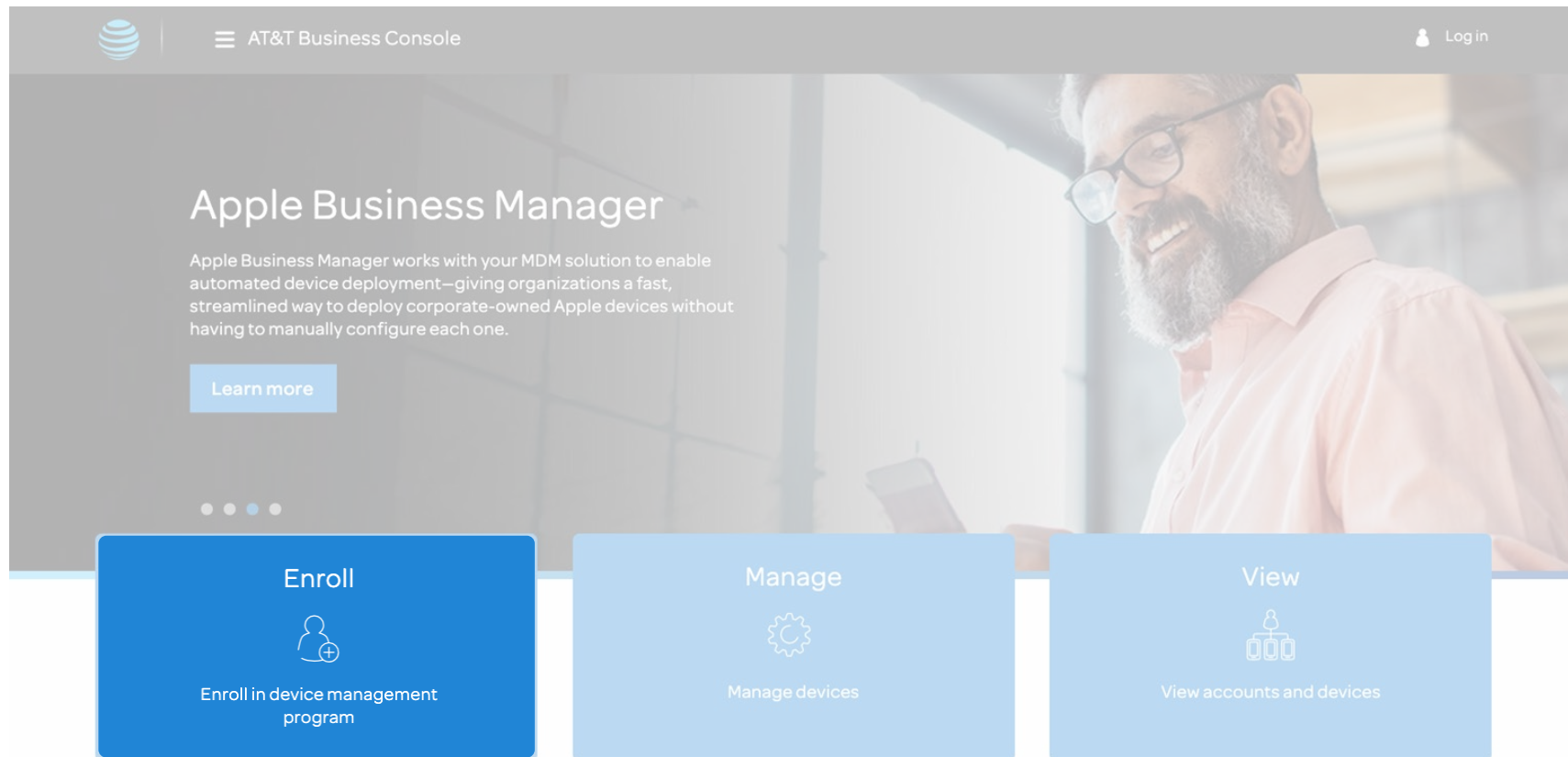
# Sign Up For AT&T Device Management Program with Apple Business Manager

2. Click [Login](#). Then select [Premier](#), [FirstNet Central](#), or [myAT&T for Business](#). Enter credentials.



# Sign Up For AT&T Device Management Program with Apple Business Manager

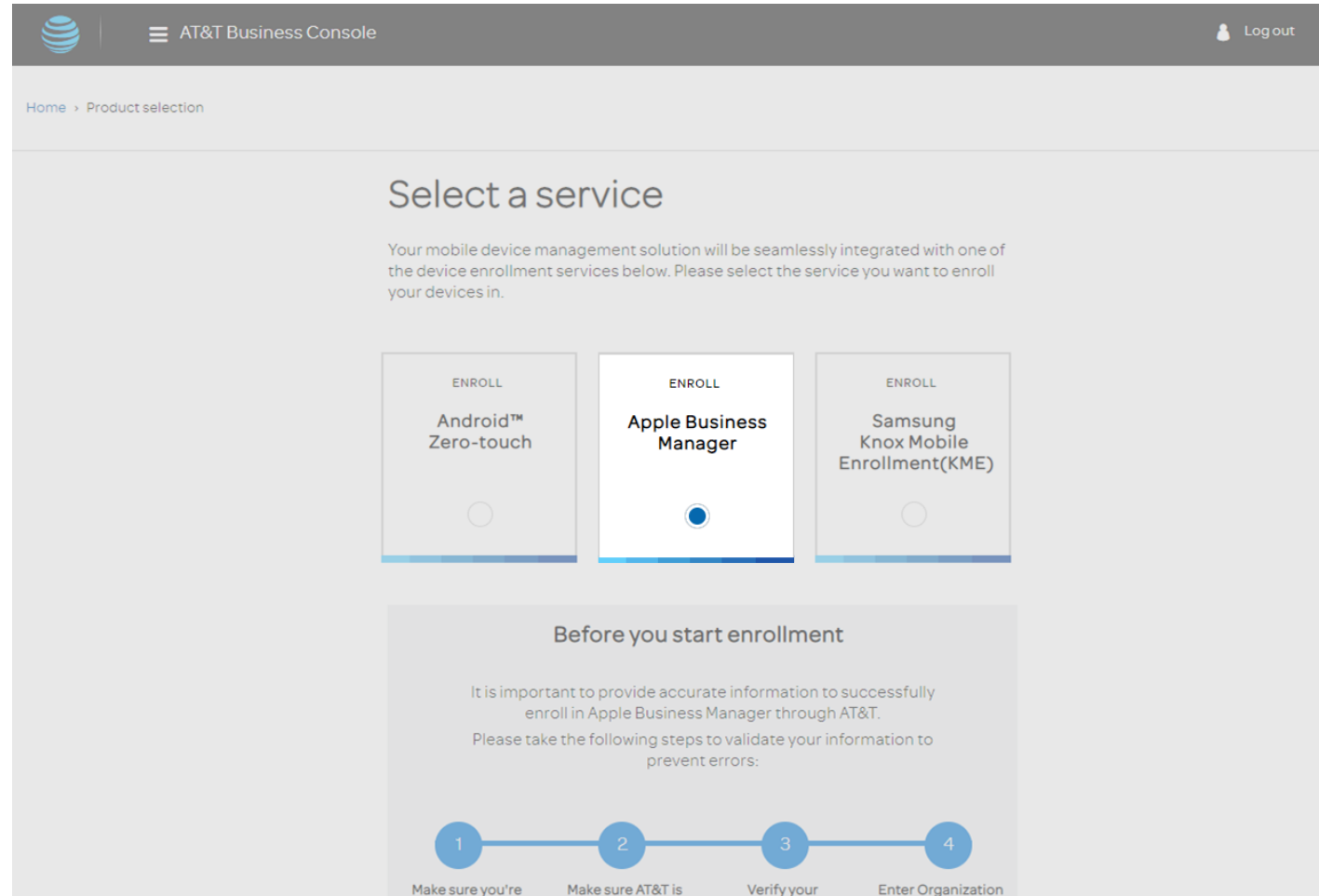
3. Click on **Enroll**.





# Sign Up For AT&T Device Management Program with Apple Business Manager

4. Select the button for [Apple Business Manager](#).



# Sign Up For AT&T Device Management Program with Apple Business Manager

5. Input your **Apple Organization ID** to continue.

If everything is correct, and you agree to the Terms of Use for AT&T Device Management Program, click **Continue**.

If you don't have an Apple Organization ID click [here](#)

The screenshot shows a web form for enrolling in the AT&T Device Management Program via Apple Business Manager. The form is titled "enrolled in Apple Business Manager" and "listed as a reseller". It contains two input fields: "Apple Organization ID" with the placeholder text "Enter an Apple Organization ID" and "Confirm Apple Organization ID" with the placeholder text "Re-enter Apple Organization ID". Below the input fields, there is a validation message: "Your Apple Organization ID will be validated when you click 'Continue'. This may take a few moments to process." There are also two notes: "Notes: Upon enrollment with AT&T, you may receive an initial error notification from Apple Business Manager." and "If you have multiple Apple Organization IDs, you can repeat this enrollment process with each one." A link to the "Apple Business Manager User Guide" is provided. At the bottom of the form, there are "Cancel" and "Continue" buttons. The footer of the page includes a "Find a store" link, "About AT&T" link, and social media icons for Twitter, Facebook, Instagram, and LinkedIn.

# Sign Up For AT&T Device Management Program with Apple Business Manager

6. Select the **Foundation Account Numbers (FANs)** you wish to enroll.
7. Next, select whether to enroll existing devices by checking the box next to **Enroll**.
8. Click continue.

AT&T Business Console

Home > Product selection > Enrollment Options

Log out

## Device Enrollment Program: Apple Business Manager

1. Enrollment Options | 2. Review | 3. Confirm

### Select foundation accounts

Select the foundation accounts you want to include in your device enrollment. You can set up each of your foundation accounts in different device enrollment programs, if you choose. You can repeat these steps for another selection after completing this enrollment. Note: You won't be able to change the account selection after you click Continue. For more information about Apple Business Manager, see the [Apple Business Manager User Guide](#).

You've selected 1 account.

Foundation account	Existing devices
<input checked="" type="checkbox"/> 57503523	<input checked="" type="checkbox"/> Enroll
<input type="checkbox"/> 57503579	<input type="checkbox"/> Enroll

Existing devices includes all the devices purchased under your foundation account before your Apple Organization ID was added to the account. If selected, all existing devices purchased in the last 2 years will be automatically enrolled.

Legal Agreements

Use of AT&T's Device Management Program is subjected to the [Terms of Use for AT&T's Device Management Program](#).  
Use of Apple Business Manager is subject to the [Terms & Conditions on the Apple Business Manager portal](#).

Cancel **Continue**

Selecting **Enroll** means all existing eligible devices that are on the selected FAN will also be submitted for Apple enrollment in Apple Business Manager. This will take less than 24 hours.

# Sign Up For AT&T Device Management Program with Apple Business Manager

9. Review your enrollment settings. Select the **Acknowledgement** box and click on **Finish enrollment**.

A confirmation page and email will confirm the enrollment request was completed.

Existing devices will be enrolled into DMP within 24 hours.

The screenshot shows the AT&T Business Console interface. At the top, there's a navigation bar with the AT&T logo, a hamburger menu, 'AT&T Business Console', and a 'Logout' link. Below the navigation bar is a breadcrumb trail: 'Home > Product selection > Enrollment Options > Review'. The main content area is titled 'Device Enrollment Program: Apple Business Manager'. A progress indicator shows three steps: '1. Enrollment Options', '2. Review' (which is highlighted with a green line), and '3. Confirm'. Below the progress indicator, the text 'Review enrollment settings' is displayed. There are three columns of information: 'Foundation account' with the value '57503523', 'Apple Organization ID' with the value '00000000', and 'Existing devices' with a question mark icon and the value 'Enroll'. Below this, the section 'Device management solution' is shown, with the text 'You're using: Apple Business Manager'. A modal box is open, titled 'Acknowledgement', with the text 'The selected settings will be deployed for all devices associated with the foundation accounts selected.' and a checked checkbox labeled 'I understand'. At the bottom of the modal, there are 'Cancel' and 'Finish enrollment' buttons.

# Sign Up For AT&T Device Management Program with Apple Business Manager

10. Additionally, you will need to complete setup on the Apple Business Manager site. <https://business.apple.com/>

- You must add AT&T as a Reseller on your ABM account to authorize AT&T to submit your AT&T device information. **(AT&T Reseller ID: 722D390)**
- The Reseller ID is required for Apple to process the devices AT&T submits for enrollment.
- On your ABM account, set your preferred EMM profile to configure devices according to your business preferences. If the customer enrolls in AT&T Device Management Program and does not add the AT&T Reseller ID, device information cannot be processed.

**You have completed sign up for AT&T Device Management Program with Apple Business Manager.**

You can return to the [AT&T Device Management Program](#) to check and manage your devices, run device inventory reports and more.

# Sign Up For AT&T Device Management Program with Android zero-touch

## New Customer

If you don't have a Google business account then create one with Google. Use your Google business account as you continue to the next slide to sign up for AT&T Device Management Program with Android zero-touch to automatically send new devices from your FAN to zero-touch.

Be sure to complete sign up for AT&T Device Management Program with Android zero-touch before purchasing devices.

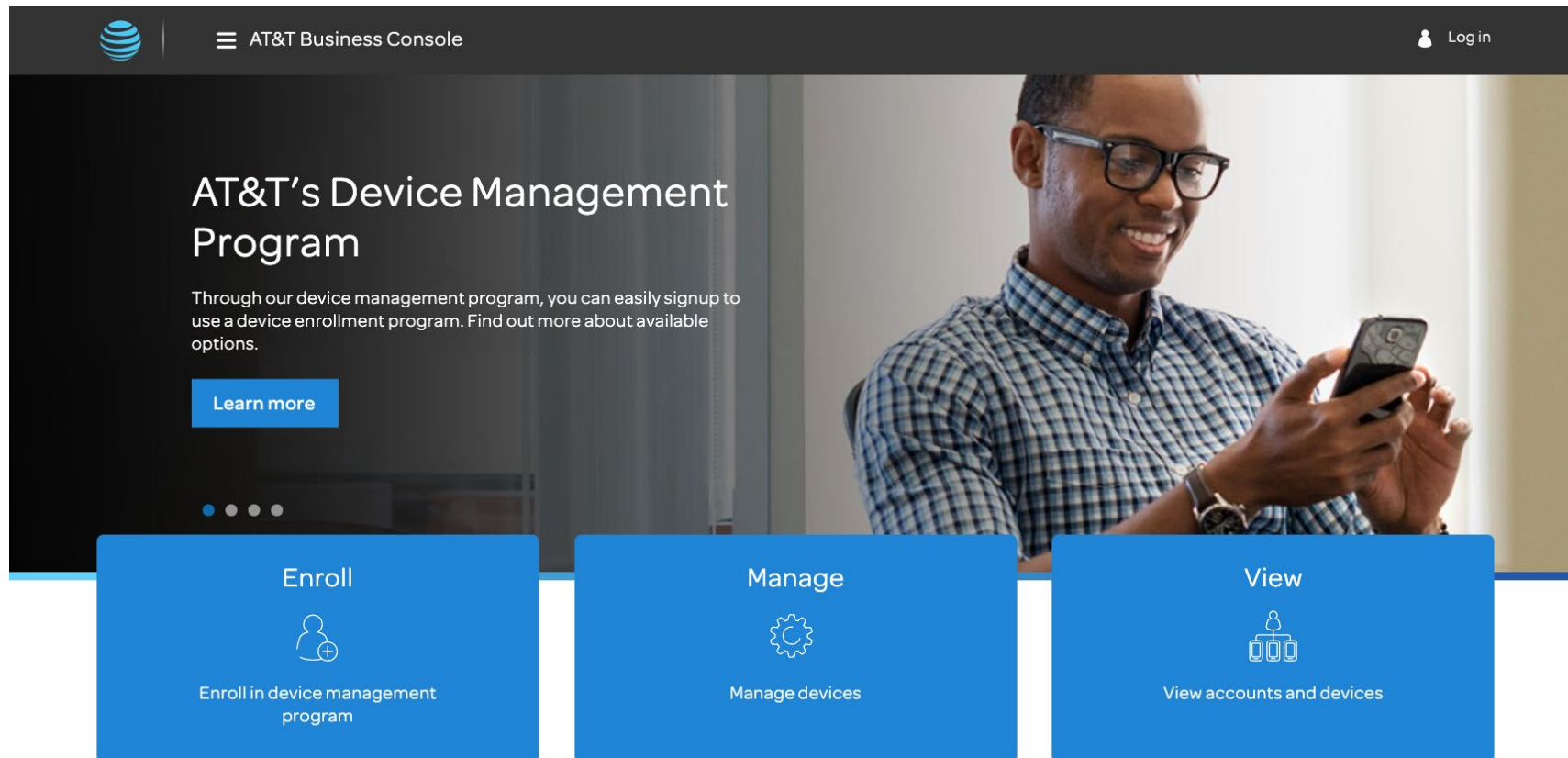
## Existing Customer (2 options)

If you already have a zero-touch account and you want to use the same zero-touch account and EMM profile for a different FAN. Continue to the next slide to sign up for AT&T Device Management Program.

If you want to use a different EMM profile, then ask your Account Rep to contact AT&T seller support for zero-touch.

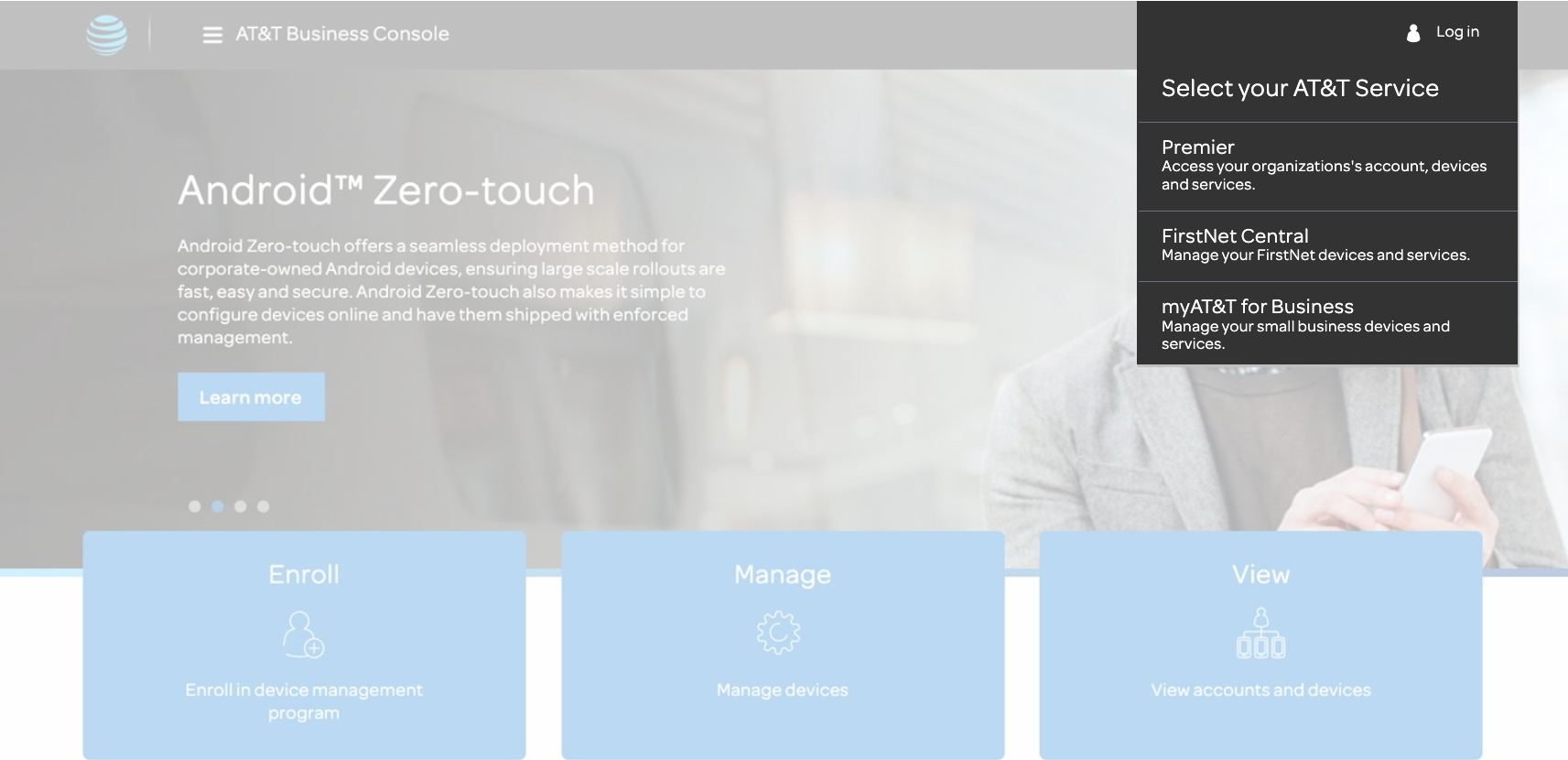
# Sign Up For AT&T Device Management Program with Android zero-touch

1. Enter AT&T Business Console URL: <https://www.wireless.att.com/businessconsole/home>



# Sign Up For AT&T Device Management Program with Android zero-touch

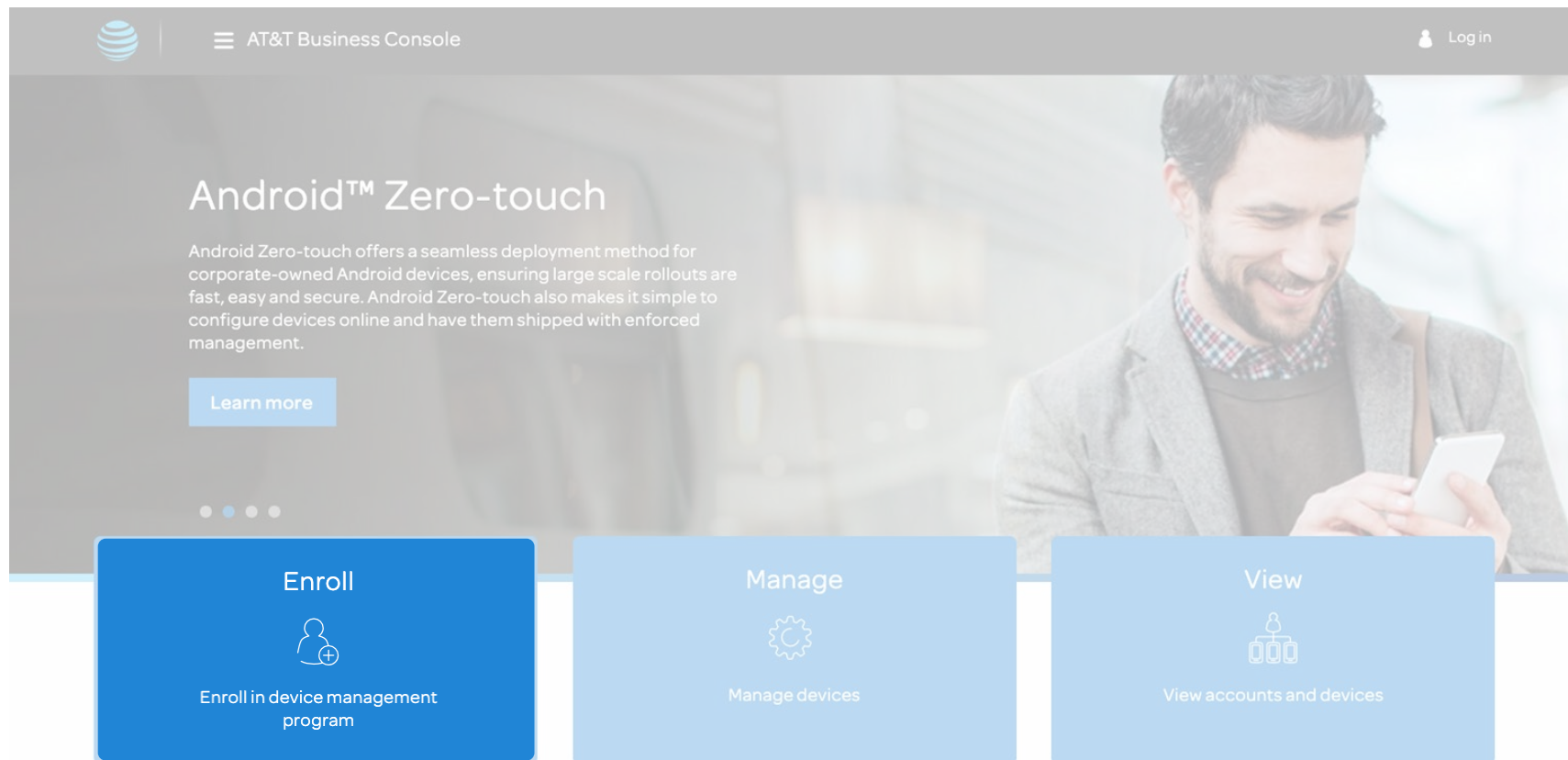
2. Click [Login](#). Then select [Premier](#), [FirstNet Central](#), or [myAT&T for Business](#). Enter credentials.





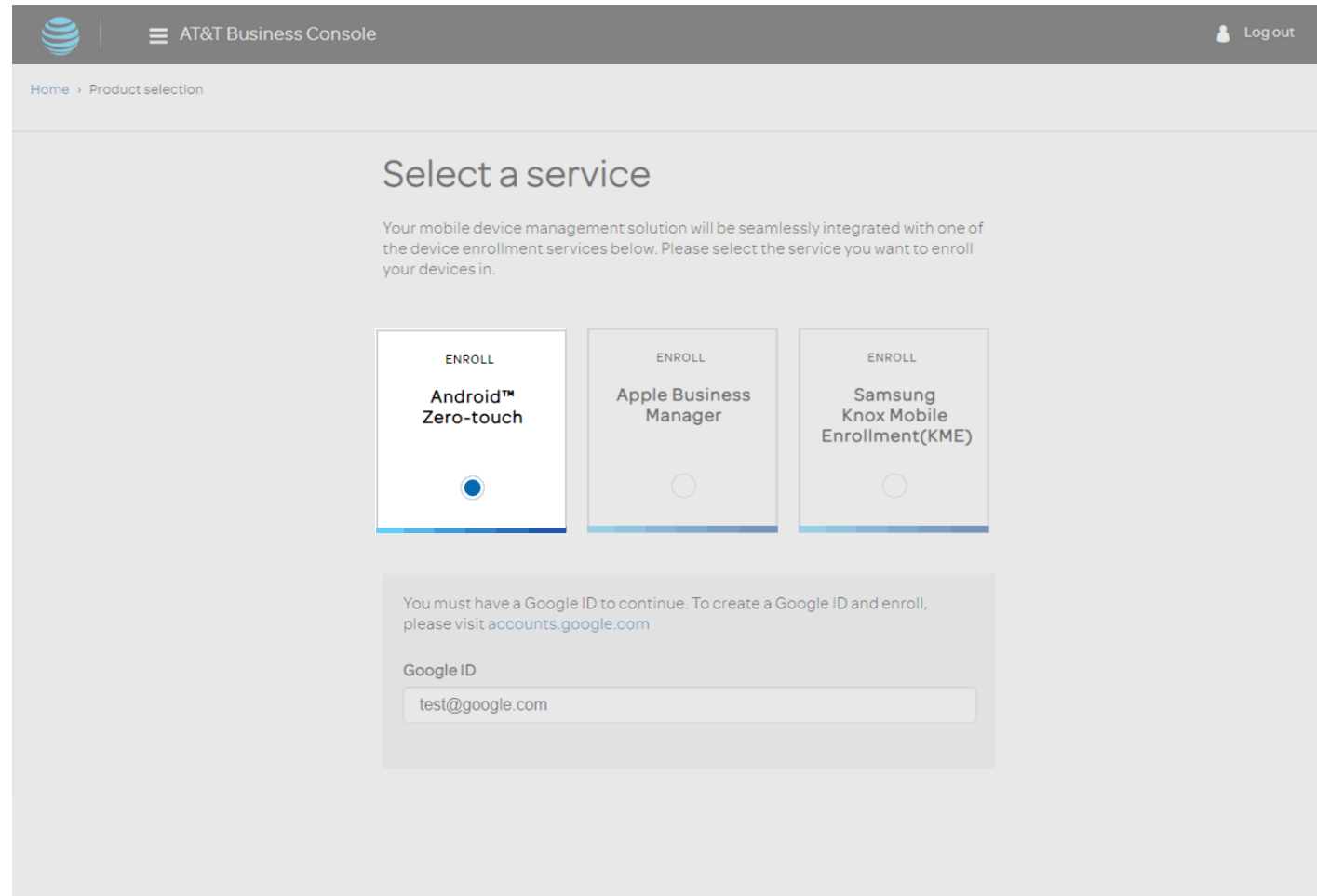
# Sign Up For AT&T Device Management Program with Android zero-touch

3. Click on **Enroll**.



# Sign Up For AT&T Device Management Program with Android zero-touch

4. Select the button for **Android zero-touch**.

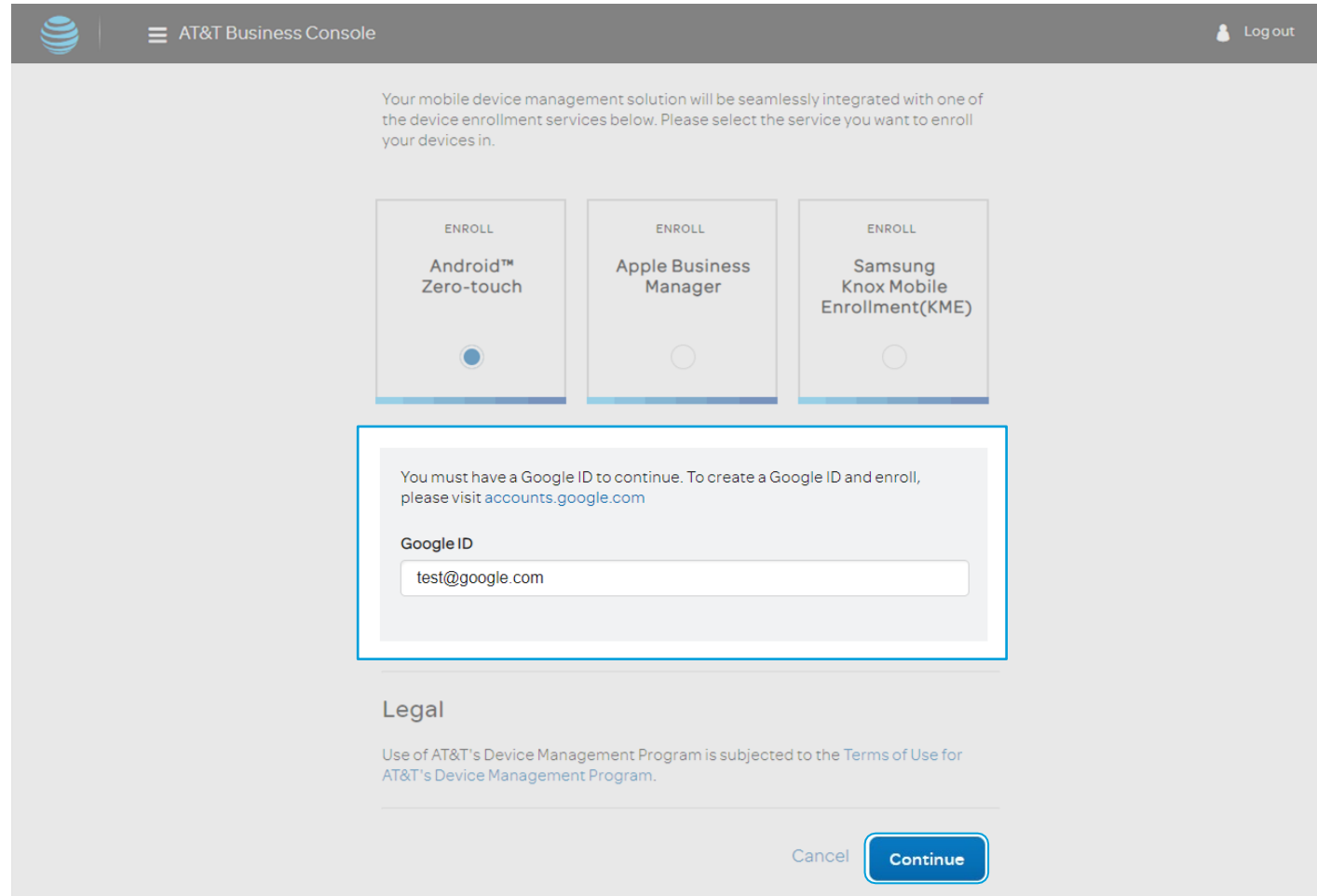


# Sign Up For AT&T Device Management Program with Android zero-touch

5. Input your **Google ID** associated with your organization's **Android zero-touch** account to continue.

If you don't have a Google ID, we recommend creating one dedicated for business activities.

If everything is correct and you agree to the Terms of Use for AT&T Device Management Program, click **Continue**.



# Sign Up For AT&T Device Management Program with Android zero-touch

6. Select the **Foundation Account Numbers (FANs)** you wish to enroll.
7. Next, select whether to enroll existing devices by checking the box next to **Enroll**.
8. Click **continue**.

AT&T Business Console

Device Enrollment Program: Android Zero-touch

1. Enrollment Options | 2. Review | 3. Confirm

Select foundation accounts

Select the foundation accounts you want to include in your device enrollment. You can set up each of your foundation accounts in different device enrollment programs, if you choose. You can repeat these steps for another selection after completing this enrollment. Note: You won't be able to change the account selection after you click Continue. For more information about Android Zero-touch, see the [Android Zero-touch Service Guide](#).

You've selected 1 account.

	Foundation account	Existing devices <sup>?</sup>
<input checked="" type="checkbox"/>	57503523	<input checked="" type="checkbox"/> Enroll
<input type="checkbox"/>	57503579	<input type="checkbox"/> Enroll

Legal Agreements

Use of AT&T's Device Management Program is subjected to the [Terms of Use for AT&T's Device Management Program](#).  
Use of Android Zero-touch is subject to the [Terms & Conditions in the Android Zero-touch Service Guide](#)

Cancel **Continue**

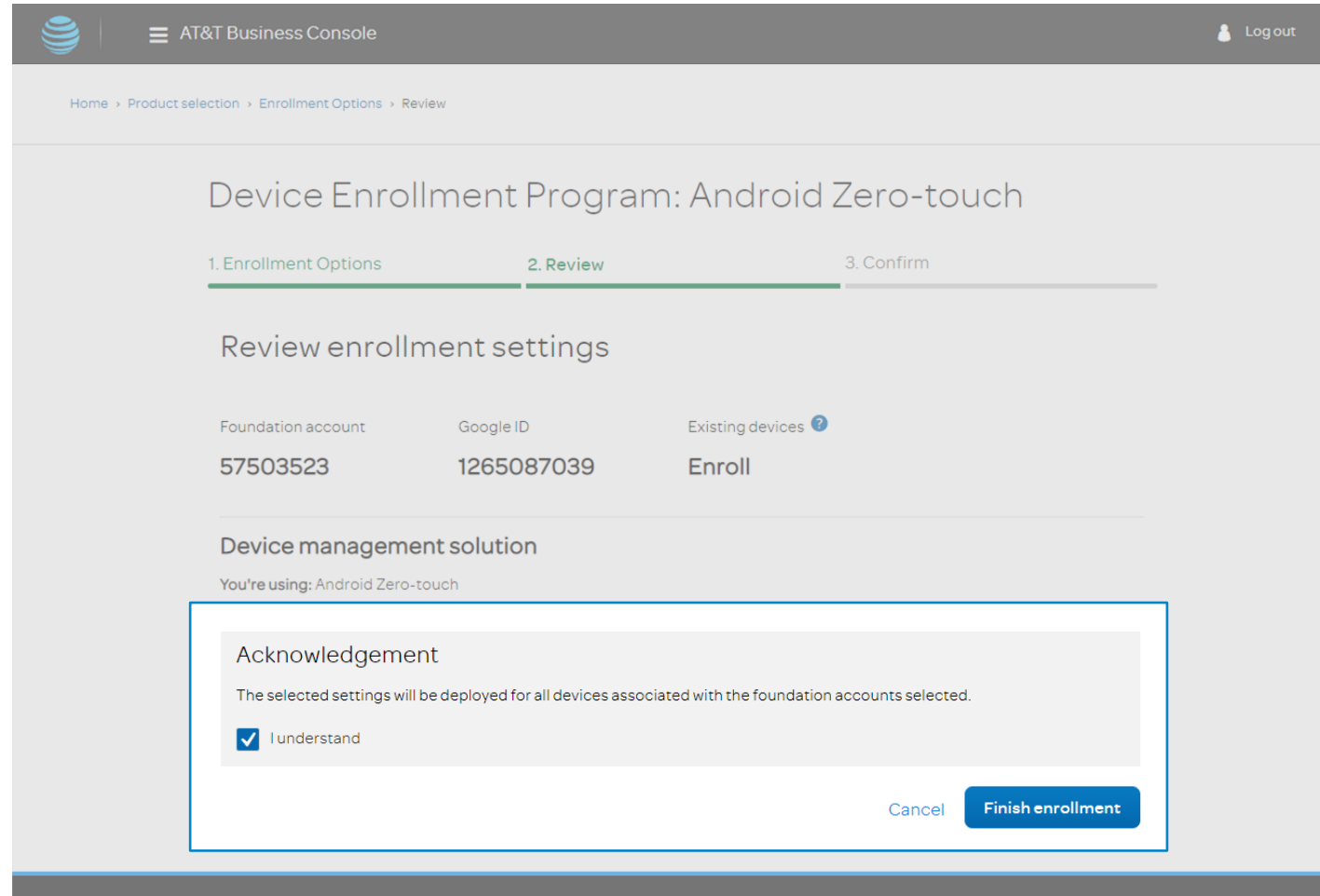
Selecting **Enroll** means all existing eligible devices that are on the selected FAN will also be submitted for Android enrollment in Android zero-touch. This will take less than 24 hours.

# Sign Up For AT&T Device Management Program with Android zero-touch

9. Review your enrollment settings. Select the **Acknowledgement** box and click on **Finish enrollment**.

A confirmation page and email will confirm the enrollment request was completed.

Existing devices will be enrolled into DMP within 24 hours.



# Sign Up For AT&T Device Management Program with Android zero-touch

10. Additionally, you will need to complete setup on the Android zero-touch site. <https://partner.android.com/zerotouch>

- You must add AT&T as a Reseller on your zero-touch account to authorize AT&T to submit your AT&T device information to Android. **(AT&T Reseller ID: 1907311204)**
- The Reseller ID is required for Android to process the devices AT&T submits for enrollment. This is required for AT&T and Android to process device information.
- On your zero-touch account, set your preferred EMM profile to configure devices.

**You have completed sign up for AT&T Device Management Program with Android zero-touch.**

You can return to the [AT&T Device Management Program](#) to check and manage your devices, run device inventory reports and more.

# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

## New Customer

If you don't have a Knox Mobile Enrollment account, then go to [Knox website](#) and sign up for KME.

Collect the Samsung ID and continue to the next slide to sign up for AT&T Device Management Program to automatically send new devices from your FAN to KME.

Be sure to create a KME account and complete AT&T Device Management Program sign up before purchasing devices.

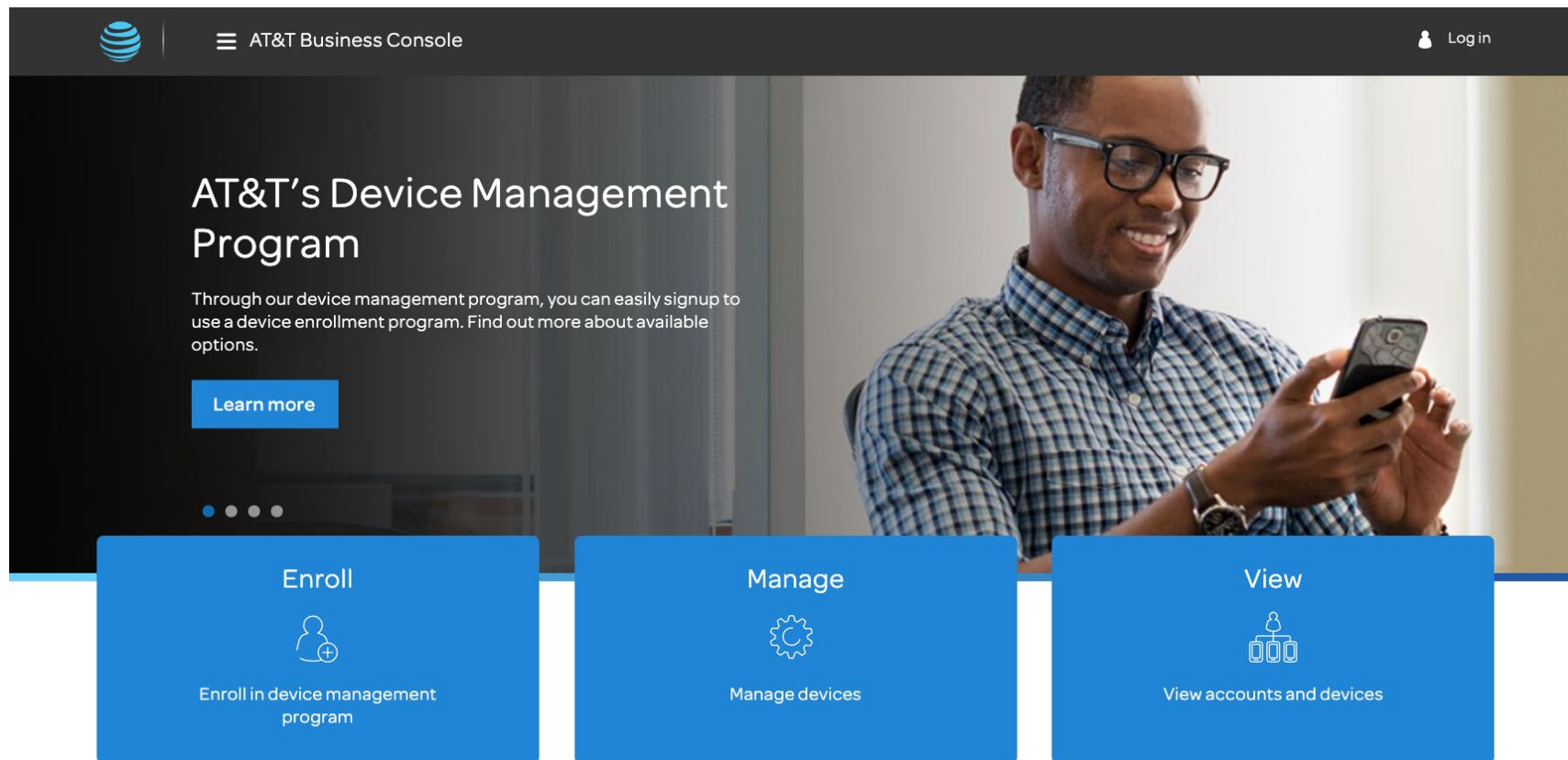
## Existing Customer (2 options)

If you already have KME then you can use the same Samsung ID and EMM profile for a different FAN. Collect the Samsung ID and continue to the next slide to sign up for AT&T Device Management Program .

If you want to use a different EMM profile, then create a new Knox Mobile Enrollment account. Collect the Samsung ID and continue to the next slide to sign up for AT&T Device Management Program.

# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

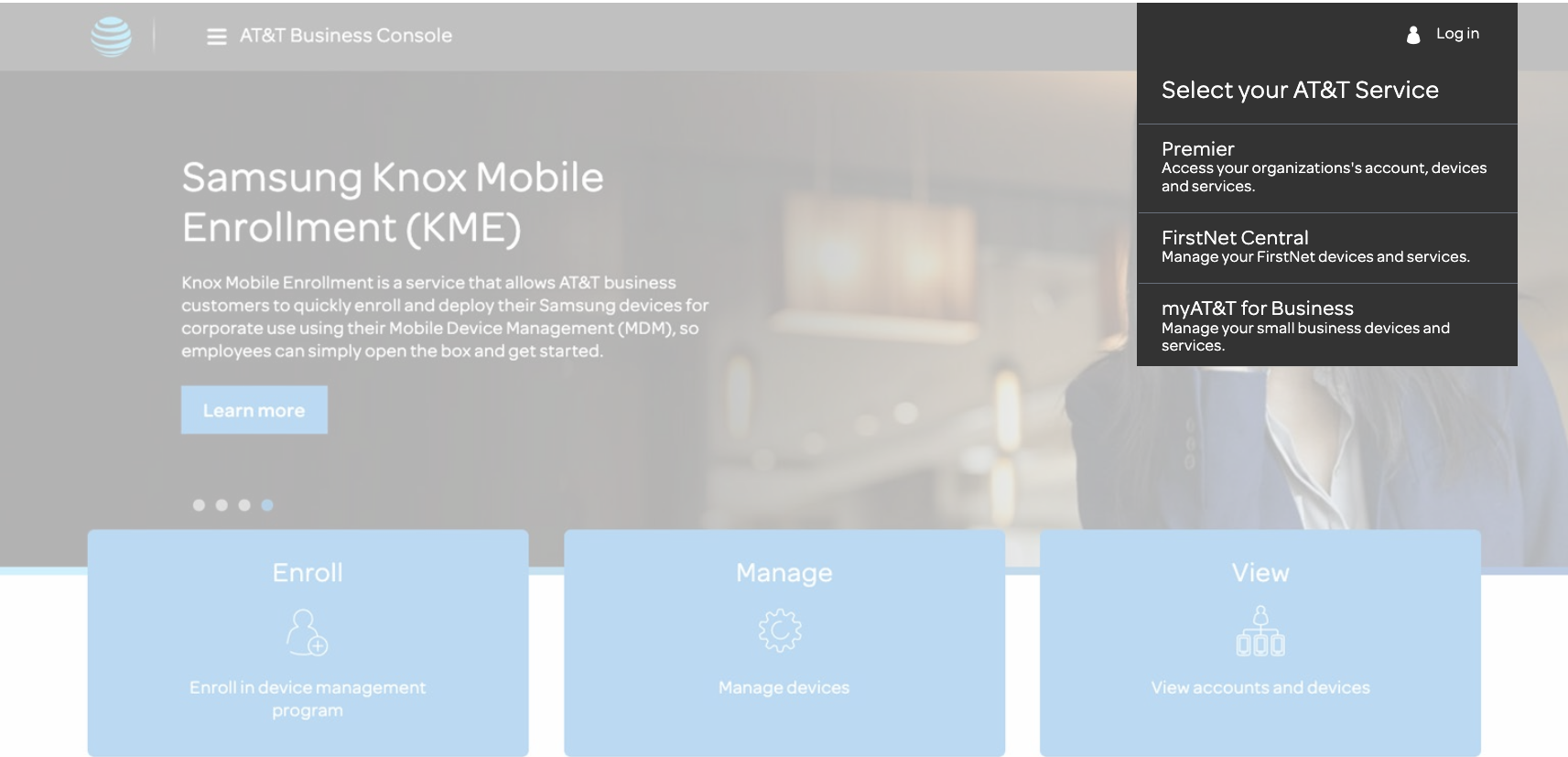
1. Enter AT&T Business Console URL: <https://www.wireless.att.com/businessconsole/home>





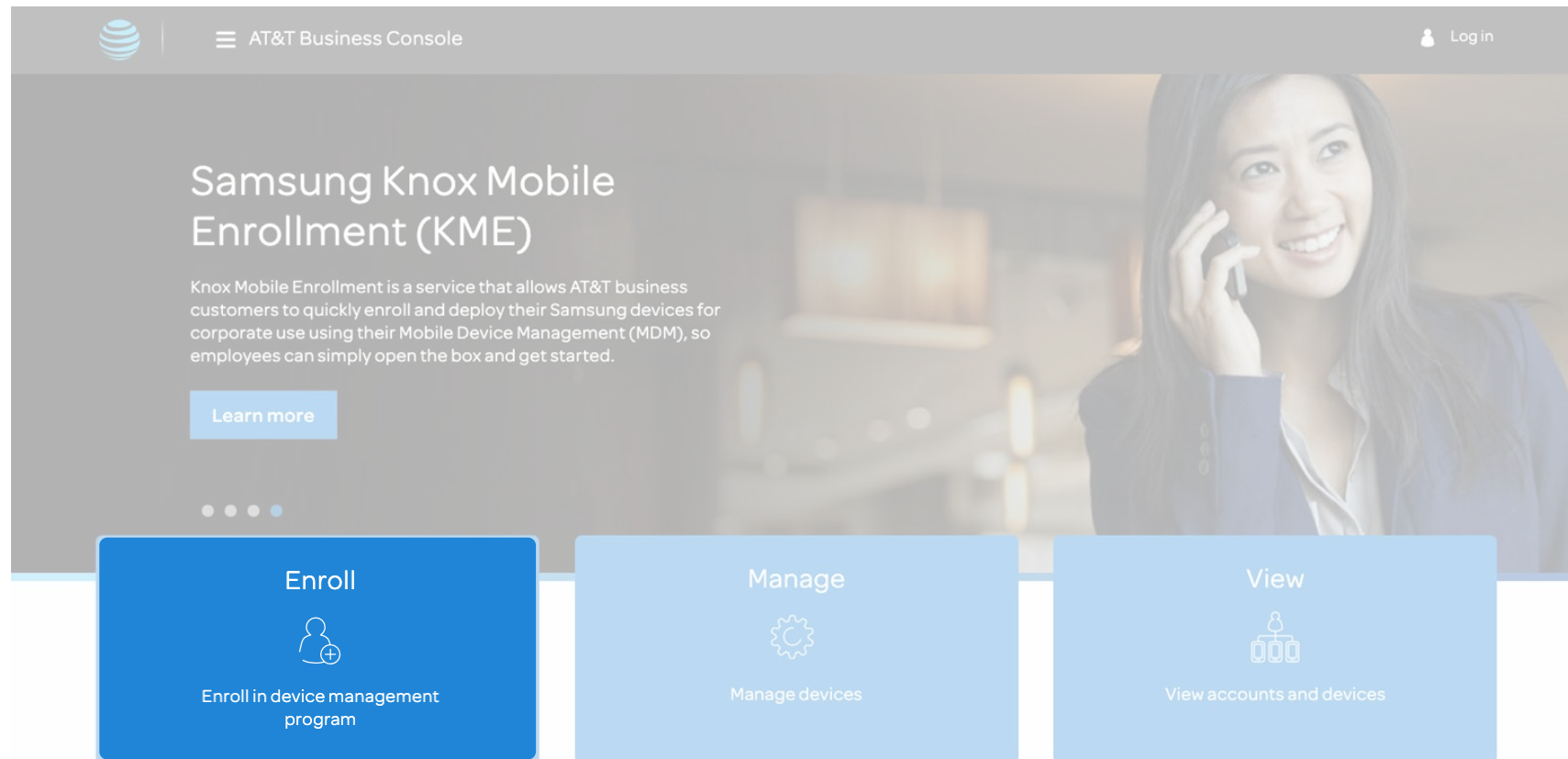
# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

2. Click [Login](#). Then select [Premier](#), [FirstNet Central](#), or [myAT&T for Business](#). Enter credentials.



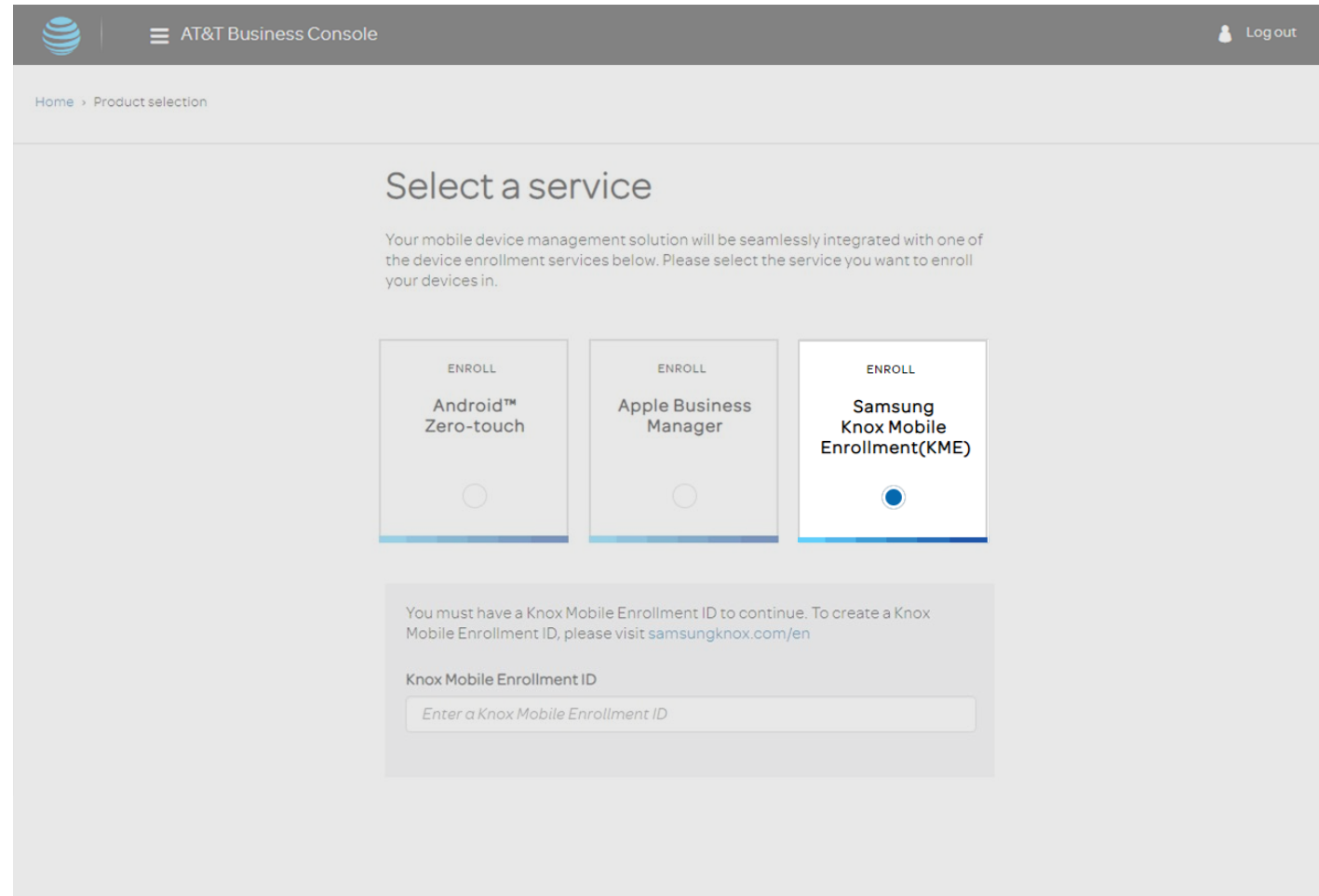
# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

3. Click on **Enroll**.



# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

4. Select the button for **Samsung Knox Mobile Enrollment**.



# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

5. Input your **Samsung Customer ID** to continue.
6. If you don't have a Samsung Customer ID please visit [Knox Mobile Enrollment Link](#) to enroll then come back to continue signing up.
7. If everything is correct and you agree to the Terms of Use for AT&T Device Management Program, click **Continue**.

AT&T Business Console

Log out

Select a service

Your mobile device management solution will be seamlessly integrated with one of the device enrollment services below. Please select the service you want to enroll your devices in.

ENROLL  
Android™ Zero-touch

ENROLL  
Apple Business Manager

ENROLL  
Samsung Knox Mobile Enrollment(KME)

You must have a Knox Mobile Enrollment ID to continue. To create a Knox Mobile Enrollment ID, please visit [samsungknox.com/en](https://samsungknox.com/en)

Knox Mobile Enrollment ID

0000000000

Legal

Use of AT&T's Device Management Program is subjected to the [Terms of Use for AT&T's Device Management Program](#).

Cancel Continue

# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

6. Select the **Foundation Account Numbers (FANs)** you wish to enroll.
7. Next, select whether to enroll existing devices by checking the box next to **Enroll**.
8. Click continue.

AT&T Business Console

Device Enrollment Program: Samsung Knox Mobile Enrollment (KME)

1. Enrollment Options | 2. Review | 3. Confirm

Select foundation accounts

Select the foundation accounts you want to include in your device enrollment. You can set up each of your foundation accounts in different device enrollment programs, if you choose. You can repeat these steps for another selection after completing this enrollment. Note: You won't be able to change the account selection after you click Continue. For more information about Samsung Knox Mobile Enrollment (KME), see the [Samsung Knox Mobile Enrollment \(KME\) Service Guide](#).

You've selected 1 account.

Foundation account	Existing devices
<input checked="" type="checkbox"/> 57503523	<input checked="" type="checkbox"/> Enroll
<input type="checkbox"/> 57503523	<input type="checkbox"/> Enroll

Existing devices includes all the devices purchased under your foundation account before your Google ID was added to the account. If selected, all existing devices purchased in the last 2 years will be automatically enrolled.

Legal Agreements

Use of AT&T's Device Management Program is subjected to the [Terms of Use for AT&T's Device Management Program](#). Use of Samsung Knox Mobile Enrollment (KME) is subject to the [Terms & Conditions in the Samsung Knox Mobile Enrollment \(KME\) Service Guide](#)

Cancel Continue

Selecting **Enroll** means all existing eligible devices that are on the selected FAN will also be submitted for Samsung enrollment in Samsung Knox Mobile Enrollment. This will take less than 24 hours.

# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

- Review your enrollment settings. Select the **Acknowledgement** box and click on **Finish enrollment**.

A confirmation page and email will confirm the enrollment request was completed.

Existing devices will be enrolled into DMP within 24 hours.

The screenshot shows the AT&T Business Console interface for the Samsung Knox Mobile Enrollment (KME) program. The page title is "Device Enrollment Program: Samsung Knox Mobile Enrollment (KME)". A progress bar indicates the current step is "2. Review", with previous steps being "1. Enrollment Options" and the next being "3. Confirm".

Under "Review enrollment settings", the following information is displayed:

Foundation account	Knox Mobile Enrollment ID	Existing devices <sup>?</sup>
57503523	0000000000	Enroll

Below this, the "Device management solution" section states: "You're using: Samsung Knox Mobile Enrollment (KME)".

A confirmation box is highlighted with a blue border. It contains the following text:

**Acknowledgement**  
The selected settings will be deployed for all devices associated with the foundation accounts selected.

I understand

At the bottom right of the box are two buttons: "Cancel" and "Finish enrollment".

# Sign Up For AT&T Device Management Program with Samsung Knox Mobile Enrollment

10. Finally, you will need to complete setup on the Samsung Knox Dashboard. [Knox Mobile Enrollment Link](#)

- You must add AT&T as a Reseller on your KME account to authorize AT&T to submit their AT&T device information. [\(AT&T Reseller ID: 9942991583\)](#)
- The Reseller ID is required for Samsung to process the devices AT&T submits for enrollment.
- On your KME account, set your preferred EMM profile to configure devices.

You have completed sign up for AT&T Device Management Program with Samsung Knox Mobile Enrollment.

You can return to the [AT&T Device Management Program](#) to check and manage your devices, run device inventory reports and more.

# Resources

## Eligible accounts:

Eligibility can be reviewed by sellers. Government and education customers may need to accept additional terms first. Talk with your seller if you have any questions.

## Devices not supported:

- Bring your own devices (BYOD)
- iOS wearable devices, Mac, or Apple TVs
- Devices provided through 3<sup>rd</sup>-party warranty or insurance companies
- IRU, certified like-new, and refurbished devices
- Internet Of Things (IoT) devices and Enterprise On Demand
- International enrollment devices
- Routers



# Resources

## Troubleshooting:

Talk with your account representative.

## DMP home page:

<https://dmp.wireless.att.com/businessconsole/home>

## DMP business page:

<https://www.business.att.com/products/device-management-program.html>

## Thank you!



AT&T Business