

# Manage your Express Ticketing text notifications for your ticket

When creating a ticket, you can select to receive text notifications with status updates about your tickets. This will also enable you to provide responses to you ticket within text.

These notifications can be for:

- Setting up power
- Testing authorization & results
- Location control
- Site access.

You can also set up and manage subscriptions for additional contacts to receive, and respond to, text notifications after you've created your ticket.

[Set up text notifications](#)

[Set and manage text subscriptions](#)

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## Set Up Text Notifications

Following the standard ticket creation process:

Go to [att.com/expressticketing](https://att.com/expressticketing). In the **Create a new request for help section**, enter your **Asset ID**. This number **can** be 1 of these examples of the types of numbers you'll enter:

- **Circuit ID**—DHEC.123456..ATI or 12/dhec/123456/SC
- **Phone number**—555.867.5309
- **IP Address**—192.168.1.1
- **Router Hostname**—ZZABCLQUE0001R

**Note:** For help finding your asset ID, click Asset Lookup Wizard. Your asset ID can use only alphanumeric values and these special characters: slash (/), period (.) and hyphen (-).

1. Complete the following steps:

- Asset Information
- Validate Power
- Problem Information
- Access Hours

The **Contact Information** page appears.

2. Under **Choose All Preferred Notification Methods**, select **Text**.
3. Select the **Notification Calendar Preference** you want for your text notifications, and then click **Save & Continue**.

**Note:** You can reply Yes or No to text messages asking to confirm power, testing, location control, and site access.

4. On the **Summary** page, view your ticket summary and do 1 of the following things:
  - To make changes to the request, click **Edit Report** and make necessary changes.
  - To submit your ticket, check the box to agree to the **Terms of Use**, and then click **Submit Ticket**.

A confirmation message and the ticket number appear after you successfully submit your ticket. You'll receive an email with the ticket number and another email with your PIN.

5. To review the ticket status, go to [att.com/expressticketing](https://att.com/expressticketing) and do the following:
  - Enter the ticket number in the Check the status of an existing request field.
  - Select the state where the asset is located.
  - If you have a PIN, select **Yes** and enter the PIN.
6. Click **Get Status**. The **Ticket Status** page appears.

## Set And Manage Text Subscriptions

1. When you receive an email with your PIN, click the PIN number. The **Ticket Status** window within Express Ticketing will open allowing you to:
  - Refresh the ticket
  - Add a log note
  - Request an escalation
  - Request closure
  - Manage your subscriptions

Note: To manage your subscriptions, you must have a PIN. When you submit a ticket, check for a confirmation email with a PIN for your ticket.

2. On the **Ticket Status** page, click **Manage Subscriptions**. The **Notification Contacts** page appears.
3. To add a subscriber to the ticket's text notifications, click **Add Subscriber**. The contact detail fields appear.
4. Complete the contact details and click **Submit**.