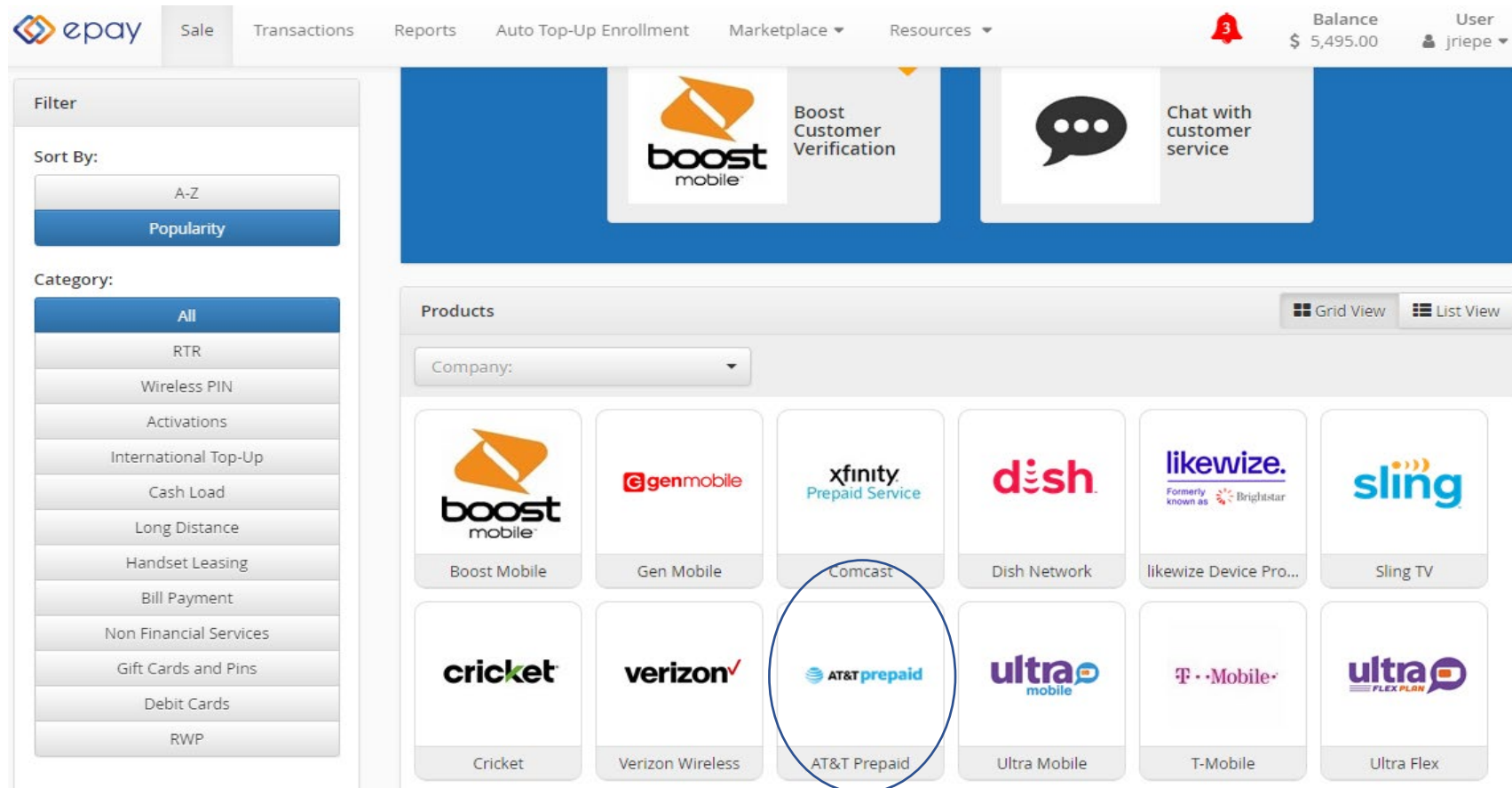# AT&T – eSIM Activation

December 12, 2022

eSIM Activations

When User logs into WebPos they will need
to begin by clicking the AT&T tile

Single Line Activation w/eSIM Compatible Device- Product selection

Step 1: User will click ACTIVATIONS under Product and then choose AT&T Prepaid Activation under Product Variation.

Step 2: Next step will be to enter IMEI Number and Zip Code for device to be activated and click CONTINUE

Step 2 Cont'd: Next screen will require User to enter Customer address, Contact Number, Email address and will bring back the Price Plan options available. After customer makes their choice, the User will click CONTINUE.

Step 3: User will be required to review sale details and disclaimer with the customer and click COMPLETE TRANSACTION
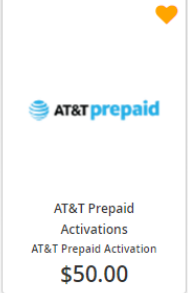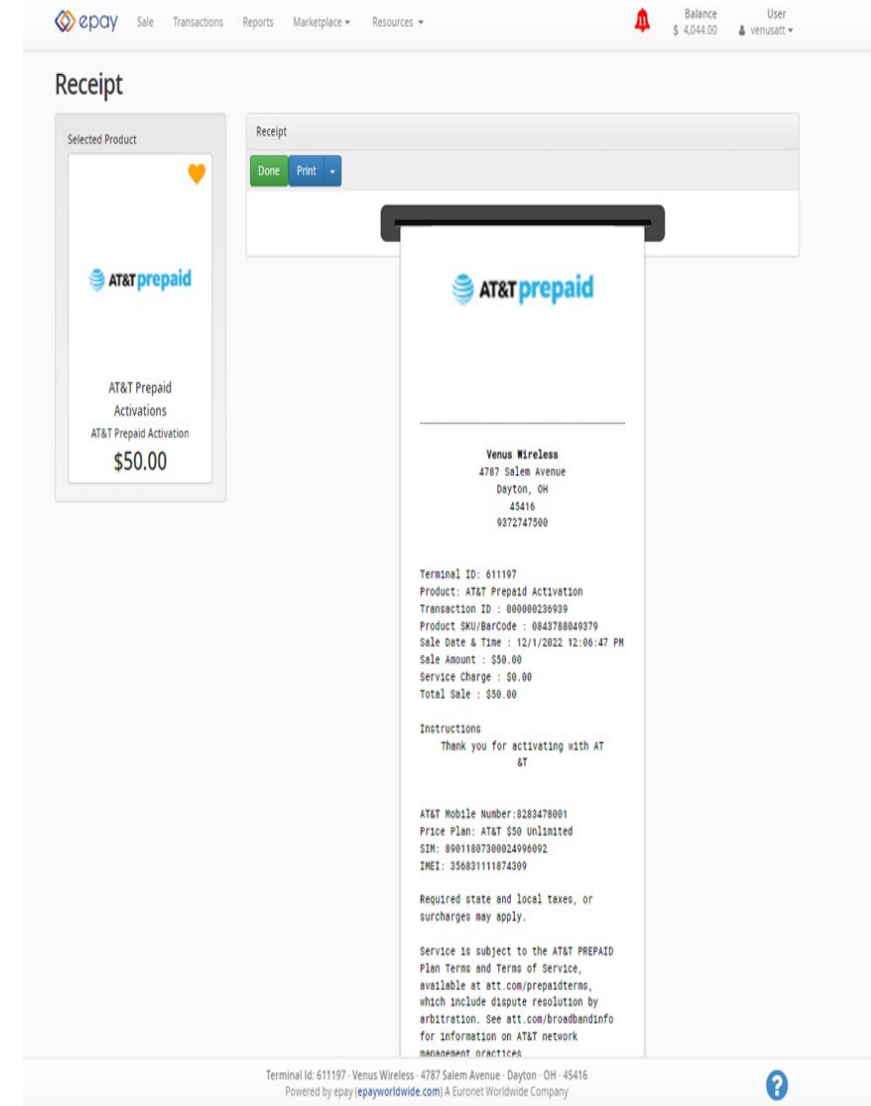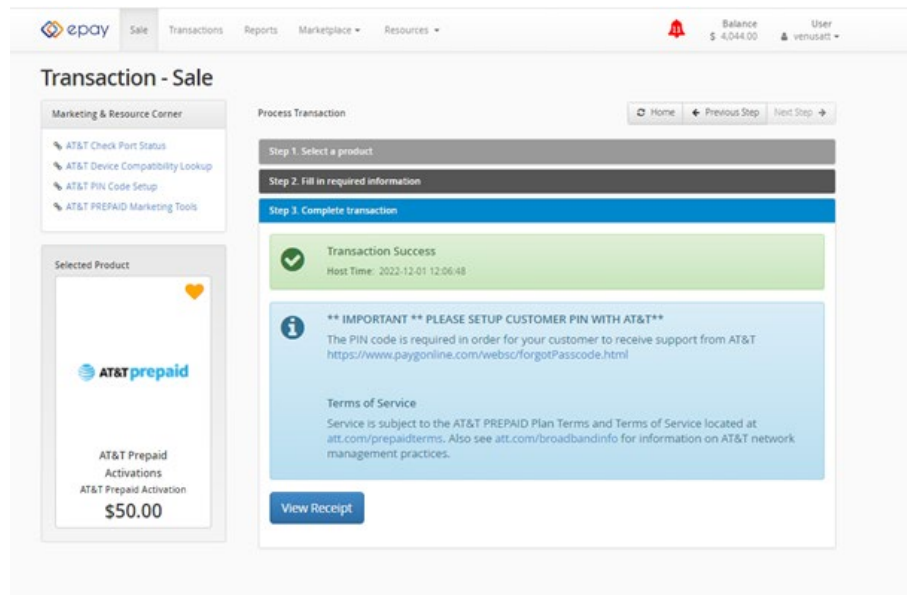

NOTE: *If the device being activated is eSIM compatible, an automatic push notification from Apple will be sent to the mobile device to finalize activation of the eSIM.*

Below is a sample of the transaction success message that will appear once the sale is complete. User will have the option to view the receipt and then print or click Done.

NOTE: *If the product is eSIM compatible, an automatic push notification from Apple will be sent to the mobile device to finalize activation of the eSIM.*

AT&T eSIM Return

Step 1:
Select ATT prepaid
Select Account Modifications
Select eSim return

Step 2: User will be prompted to enter IMEI number for the eSIM return and click CONTINUE.

Step 3: Sales details will be shown on the next screen for the eSIM return and User will review with the Customer and click COMPLETE TRANSACTION. Next screen will show Transaction Success message and allow User to View Receipt. User will have option to also print the receipt or click DONE.