Use FirstNet® in U.S. Pacific Territories

Public Safety Entity (PSE) administrators and subscribers can use FirstNet in these 3 Pacific Territories: American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands (CNMI). This guide provides information about the dedicated FirstNet user portal and how you, as a FirstNet administrator, can manage users, services, devices, and applications.

This guide also includes a **Frequently asked questions** section for Pacific Territory subscribers.

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FirstNet for the Pacific Territory users

As a FirstNet administrator, you use the FirstNet website to set up and manage users within your agency. It provides you with near real-time control when managing your users, groups, services, and billing. You can give your users and associated members access to the FirstNet website.

Because of special network requirements in these 3 Pacific Territories, we provide designated support to assist with device and network management. We also provide resources to handle all purchasing and provisioning for Pacific Territory FirstNet subscribers.

Get started

As a FirstNet administrator for your agency, you're responsible for the following tasks:

- Set up other users at your agency.
- Determine which wireless tools each user has access to.
- Activate and deactivate users, as needed.

To get started with FirstNet, another administrator or a FirstNet Specialist needs to create your account. When it's set up, we'll send you an account activation email containing a link to the activation website. Make sure you have enough time to complete activation. If you click the link and don't complete the activation in 1 browser session, you'll need to request another email.

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Note: If you opted out of FirstNet marketing emails, you won't receive the activation email. You'll need to opt back in first. To opt in or out of FirstNet marketing emails, go to digital.firstnet.com/manage-preferences. You can also opt out of FirstNet marketing emails using a link in the emails.

Activate your account

1. Open the activation email you received and click **Activate Now**. Your web browser opens, and the registration page appears.
2. Create a password and security question.
3. Enter your contact information.
4. Read and agree to the **Terms & Conditions**, and then click **Submit**. A success message appears, and your FirstNet account is active.

Log in to FirstNet

After you activate your account, you can log in to FirstNet using the email and password you used to activate your account.

Note: If you're with a federated agency, make sure to select your agency name from the **Log in from** menu on the Login page.

Turn off pop-up tutorials

When you first log in to FirstNet, pop-up tutorials appear on screen. Some of the tutorials, such as the videos, are only relevant to domestic U.S. FirstNet users. As an administrator, you can turn them off for your users.

1. Log in to FirstNet.
2. From the **Help** menu at the top right, select the option to turn off tutorials.

Manage users

You add and manage users on the FirstNet User Management website.

Access the User Management website

- Log in to FirstNet and click **Manage Users**. The User Management homepage opens.

Add 1 user

1. On the User Management homepage, click **User Management** at the top of the page. From the list, click **Manage users** and then click **Add users**. The **Add users** page appears.
2. Click **Add 1 user**, and then click **Continue**.

3. Enter the user's first name, last name, and email address. **Note:** The user's email address is their FirstNet ID.
4. Select a role for the user, and then click **Continue**:
    *   **Administrators** can create and manage users.
    *   **Members** have basic access to User Management.
    *   **Agency Paid Users** have their wireless service paid for by their agency. They're often employees of the agency.
    *   **Subscriber Paid Users** pay for their own wireless service. They're often volunteers for the agency.

    Note: An Agency Paid Administrator can also be a Subscriber Paid Administrator.
5. For **Devices and service**, do 1 of these things:
    *   Select **Off** and click **Create user**. A success message appears letting you know the user has been added.
    *   Select **On** and then select a role:
        o   **Devices and Service administrator** manages 1 or more foundation accounts. A foundation account is a group of billing accounts.
        o   **Billing account administrator** manages 1 or more billing accounts. A billing account is a group of wireless users.
        o   **Devices and Service user** manages their own devices and service.
6. Specify the user's other access levels, and then click **Continue**:
    *   **Uplift request tool:** Set this option to **Off.** Uplift capabilities are available only for users in the domestic U.S. If users in the Pacific Territories try to use the tool, they'll receive a message informing them that the service is unavailable while they're on-island.
    *   **Control Center:** Set this option to **Off**. FirstNet IoT services are currently unavailable in the Pacific Territories.
    *   **FirstNet Push-to-Talk (PTT):** Set this option to **Off**. FirstNet PTT services are currently unavailable in the Pacific Territories.
7. Select 1 or more employee groups for this user to join, and then click **Confirm**. The user can manage other users in their groups.
8. Select permissions to grant the user, and then click **Create user**.
    *   If the user status shows as Staged, the system encountered an error and you need to delete and recreate the user
    *   If a success message appears, the user will receive an email with information about how to complete the profile.

Note: Users who have unsubscribed from FirstNet marketing emails won't receive this email. To manage which FirstNet emails you receive, go to digital.firstnet.com/manage-preferences. You can also unsubscribe from FirstNet marketing emails using a link within the emails.

Add multiple users

1. On the User Management homepage, click **User Management** at the top of the page. From the list, click **Manage users** and then click **Add users**. The **Add users** page appears.
2. Click Add multiple users, and then click Continue.
3. Download a blank template, and then fill out the following fields with the user's information:
   - First name
   - Last name
   - Email address

Note: You can include only the following special characters: @._

4. Click **Continue**. Select either **Subscriber Paid Users** or **Agency Paid Users** as the user type and select a foundation account.

Note: Make sure the type of foundation account you select is consistent with the user type you chose. All users included in the template are uploaded to the selected foundation account, so make sure you include the correct users.

5. Select the file and click **Upload**. A confirmation page appears.
6. Click **OK**. The users' information is sent for processing, which runs once per hour. We'll send a confirmation email when processing is complete.
   - If the user status shows as **Staged,** the system encountered an error and you need to delete and recreate the user.
   - If a success message appears, the user will receive an email with information about how to complete the profile.

Note: Users who have unsubscribed from FirstNet marketing emails won't receive this email. To manage which FirstNet emails you receive, go to digital.firstnet.com/manage-preferences. You can also unsubscribe from FirstNet marketing emails using a link within the emails.

Edit a user

1. On the User Management homepage, click **Users** and select the user you want to edit. You can search for the user's first name, last name, or email address. The user's profile page appears.
2. Click **Actions**, and then click **Edit user**. The **Edit user** page appears.
3. Make the changes you want, and then click **Save**. A success message appears.

Deactivate a user

When you deactivate ineligible users, they can't log in to FirstNet, but they can still contact FirstNet Customer Service. When you deactivate a user, AT&T suspends, and then terminates, the user's FirstNet service.

1. On the User Management homepage, click **Users**, find and select the user you want to edit. You can search for the user's first name, last name, or email address. The user's profile page appears.
2. Click **Actions**, and then click **Deactivate user**.
3. Select a reason for deactivation from the list.
   Note: If you select **Other** from the list, you need to add details. You can use up to 150 characters.
4. Click **Confirm**. A success message appears.

Reactivate a user

When you reactivate a user, they can log in to FirstNet and they can contact FirstNet Customer Service.

1. On the User Management homepage, click **Users**, find and select the user you want to edit. You can search for the user's first name, last name, or email address. The user's profile page appears.
2. Click **Actions**, and then click **Reactivate user**.
3. Click **Confirm**. A success message appears.

Delete a user

When you delete a user, they're no longer a part of FirstNet, and they can't contact FirstNet Customer Service. When you delete a user, AT&T suspends, and then terminates, the user's FirstNet service.

Note: You can delete users only if you've previously deactivated them.

1. On the User Management homepage, click **Users**, find and select the user you want to edit. You can search for the user's first name, last name, or email address. The user's profile page appears.
2. Click **Actions**, and then click **Delete user**.
3. Click **Confirm**. A success message appears. This action can't be undone.

Resend activation email

1. On the User Management homepage, click **Users**, find and select the user you want to edit. You can search for the user's first name, last name, or email address. The user's profile page appears.
   Note: To find users who have not yet completed their user profiles, in the user table, click **Status** twice to see all users with **Pending** status. Or, use the filter to see a list of users by **Pending** status.
2. Click the user's name, and then click **Actions**. Click **Resend activation email**. A success message appears.

We'll send an email to the user with information about how to complete the profile.

Note: Users who have opted out of FirstNet marketing emails won't receive this email. To opt out of FirstNet marketing emails, go to digital.firstnet.com/manage-preferences. You can also opt out of FirstNet marketing emails using a link within the email.

Resend profile email

Subscriber Paid Users receive an email with a link to complete their profile. If the link expires or no longer works, do 1 of the following:

- If you have a Subscriber Paid Administrator, ask that person to resend the email.
- If you don't have a Subscriber Paid Administrator, contact FirstNet Customer Service at 800.574.7000 and ask the representative to resend the email. We're available 24/7/365.

Manage service & billing

You can view and pay your bill online on the FirstNet website.

Access billing

1. Log in to FirstNet and click **Manage services & billing**. The FirstNet homepage appears.
2. From the top menu, click **Billing**. The billing landing page opens.
3. From the top menu, select any of these menus to perform specific tasks:
   - **User Guide**—View the FirstNet Billing user guide for reference to billing transactions.
   - **View Bill**—View billing account summaries, download a bill, and set up paperless billing.
   - **Payments**—Make a bill payment, set up and manage autopay, and dispute a charge.
   - **Usage**—View unbilled usage.

Making a payment

From FirstNet billing, you can make payments using a credit card, debit card, or EFT (electronic fund transfer).

1. On the billing landing page, from the top menu, select **Payments**.
2. Do 1 of these things:
   - To make a single payment, select **Make a payment**.
   - To set up automatic payments, select **Manage AutoPay** and provide the required information.
   - To review previous payments, select **View payment history**.

Dispute your bill

You can dispute your bill online.

1. On the billing landing page, in the top menu, select **Payments**.
2. Verify the billing period.
3. Select **Dispute a charge** and enter the required information.
4. Click **Submit**. You can track the progress of your dispute using the assigned Tracking ID.

Create and view billing reports

1. On the billing landing page, in the top menu, select **Reports**.
2. To create a report, select the type of report you want and follow the prompts. Billing reports can take up to 48 hours to run.
3. To view reports, select **View generated reports**. Then select the report you want to view. You can set up other notifications or alerts as needed.

Use and manage FirstNet applications

FirstNet provides access to the FirstNet App Catalog—an application and solution store dedicated exclusively to the needs of first responders.

To access and manage your applications, log in to FirstNet and click **Manage apps**.

Note: Some applications may not be available in the 3 Pacific Territories.

Manage applications

As a FirstNet administrator, you can do the following:

- See all available FirstNet applications.
- Select which applications agency subscribers see when they access the FirstNet App Catalog.
- Tag 1 or more applications as **recommended** for subscriber review.
- Use your agency enterprise mobility management (EMM) or mobility device management (MDM) tool to systematically distribute applications directly to agency devices.

Note: The actual purchase and provisioning of applications and solutions is subject to the terms and conditions established by the application provider.

Find the applications you want to review

Some applications may not be available outside of the domestic U.S. For example, the FirstNet Assist app is available only when traveling off-island. This information is usually identified at the time of purchase.

1. Log in to FirstNet and click **Manage Apps**. Your FirstNet application and solutions store opens.
2. You can scroll to browse the full list of FirstNet apps or filter the list based on these criteria:
   - Category
   - Branch/discipline

- Platform

Applications are shown as either **certified** or **listed**. Certified applications have passed a more extensive review than listed applications.

Support

If you have questions or need help with FirstNet, please refer to these support options:

- To chat online with a FirstNet Specialist, click **Chat Live** on any page. Chat is available Monday through Friday, 8:00 a.m. to 10:00 p.m. ET.
- To contact FirstNet Customer Service, call 800.574.7000. We're available 24/7/365.

Note: Administrator authentication is required when contacting these services.

Frequently asked questions

How do I reset my FirstNet password?

1. Go to the FirstNet Login page at firstnetcentral.firstnet.com.
2. Below the login credentials, click the link for **Forgot your password?**
3. Follow the prompts to create a new password.

What services are included with FirstNet in the Pacific Territories?

These services are included in the Pacific Territories:
- Voice over Long-Term Evolution (VoLTE)
- LTE data
- SMS
- Static QPP
- Local number portability*
- Deployable assets (1 per territory)
- Access to FirstNet certified Apple® devices
- Application Ecosystem (OTT only)
- Access to FirstNet Customer Service

*Local number portability is not available to American Samoa subscribers.

What FirstNet features and capabilities aren't available in the Pacific Territories?

These things are not available in the Pacific Territories:

- Online device ordering—You can't order devices online. Instead, you order through a dedicated account team.
  - Guam & CNMI subscribers: Submit a request for assistance by email to governmentsales@docomopacific.com.

- o American Samoa subscribers: Submit a request by email to firstnet@astca.net.
- Access to the FirstNet Network status map and advanced map view—This view is only available for users in the domestic U.S.
- Incident management—You can't access this feature in FirstNet portal or the Public Safety Entity homepage.
- Uplift and location services—You can't uplift wireless numbers or use location services.
- Wireless Emergency Alerts (WEA) —These alerts are not available on-island.

Which rate plans are available to subscribers in the Pacific Territories?

Pacific Territories users can purchase the same FirstNet rate plans currently available to U.S. mainland FirstNet users, with 1 exception: American Samoa subscribers cannot purchase Unlimited FirstNet rate plans.

What countries can I call free of charge?

FirstNet subscribers can make calls at no charge to and from the 3 Pacific Territories (American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands) and the U.S. mainland, Canada, and Mexico.

What type of calls incur a charge?

International calls are subject to toll charges in addition to data usage that exceeds a limited data rate plan.

How can I move, add, change or disconnect my service?

All support for ordering and device activation is managed by dedicated FirstNet Pacific Territory resources on-island.

What devices are supported in the Pacific Territories?

Currently, the following devices are supported:
- iOS Apple® iPhone® XR, XS, and XS Max or above
- Compatible Bring Your Own Device (BYOD) options, which include only iPhone XR and above
- CradlePoint IBR1700-1200m data-only vehicular routers