

Use FirstNet in U.S. Pacific Territories

As a Public Safety Entity (PSE) administrator or member, you can use FirstNet in 3 Pacific Territories: American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands (CNMI). Because of special network requirements in these 3 territories, we provide designated support to help you with device and network management. We also provide resources to handle purchasing and provisioning for subscribers.

If you're a FirstNet administrator, you can set up and manage your organization's users. FirstNet provides near real-time control for managing your users, groups, services, and billing. Through the **User Management** page, you manage the permissions that control which parts of the FirstNet website your users and associated members can access.

This guide shows you how to manage users, services, devices, and applications. It also includes a [Frequently asked questions](#) section for subscribers.

Note: For the best experience using FirstNet, we recommend using Google Chrome™, Firefox®, or Safari®.

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Activate your FirstNet profile

To get started with FirstNet, another administrator or a FirstNet specialist needs to create your account. When they do, we'll send you an email containing a link to the activation page. Make sure that you have enough time to complete the activation in 1 browser session. If you don't complete the activation in 1 session, you'll need to request another email.

Note: If you unsubscribed from FirstNet marketing emails, you won't receive this email. To manage which FirstNet emails you receive, go to digital.firstnet.com/manage-preferences.

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Activate your profile

1. Open the activation email 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 the **Terms & Conditions** carefully and click **OK**. Agree to the terms by checking the box, and then click **Submit**. A success message appears.

Log in to FirstNet

1. Go to FirstNet.com and click **Log in**. The FirstNet **Login** page appears.
2. Make sure **Log in from** is set to **FirstNet**.
3. Enter your email address and password.
4. To save your information for faster log in, select **Remember me**.

Note: On shared or public computers, don't select **Remember me**.

5. Click **Continue**. The **FirstNet Central** page appears.

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 the tutorials 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.

Access the User Management page

1. Go to FirstNet.com and log in. The **FirstNet Central** page appears.
2. Click **Manage Users**. The **User Management** page appears.

Create user profiles

On the **User Management** page, you can add 1 user or multiple users at once.

Add 1 user

1. On the **User Management** page, click **Users** and then click **Add user(s)**. The **Add users** page appears.
2. Select **Add 1 user**, and then enter the user's first name, last name, and email address. The user's email address is their FirstNet ID.
3. Select a role for the user, and then click **Continue**:

- **Agency paid administrators** can create and manage all user types. An agency paid administrator can also be a subscriber paid administrator.
 - **Agency paid members** have their wireless service paid for by their organization. They're often employees of the organization.
 - **Subscriber paid administrators** can create and manage subscriber paid users.
 - **Subscriber paid members** pay for their own wireless service. They're often volunteers for the organization.
4. If you selected the subscriber paid user role, select a foundation account for the user.
 5. Click **Continue**. The **FirstNet access** page appears.
 6. Set the following permissions to **Off**:
 - **Uplift request tool**: 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.
 - **Advanced network view**: Advanced network view capabilities are available only in the domestic U.S.
 - **Control Center**: FirstNet Internet of Things (IoT) services are currently available only in the domestic U.S.
 - **FirstNet Push-to-Talk (PTT)**: FirstNet PTT services are currently available only in the domestic U.S.
 7. To allow the users to manage their own devices and service, set **Devices and service** to **On** and select a role for the user.
 - **Devices & Service administrators** manage 1 or more foundation accounts. A foundation account is a group of billing accounts.
 - **Billing account administrators** manage 1 or more billing accounts. A billing account is a group of wireless users.
 - **Devices & Service users** manage their own devices and service.
 8. Do 1 of these things:
 - Click **Create user**. A success message appears and we send an email to the user with instructions to activate their profile.

Note: Users who have unsubscribed from FirstNet marketing emails won't receive this email. Make sure the users you add haven't unsubscribed from these emails. They can manage which FirstNet emails they receive by going to digital.firstnet.com/manage-preferences.
 - If you set **Devices and service** to **On**, click **Continue**. The **Devices and service settings** page appears. On the **devices and service settings** page, do these things:
 - For Billing account administrators, select a foundation account and 1 or more billing accounts.
 - Select 1 or more employee groups for the user to join. An employee group determines shopping preferences and shipping addresses for a group of wireless users.
 - To grant access to billing tabs and features, set any of the options to **On**.

- Click **Create user**. A success message appears and we send an email to the user with instructions to activate their profile.

Note: Users who have unsubscribed from FirstNet marketing emails won't receive this email. Make sure the users you add haven't unsubscribed from these emails. They can manage which FirstNet emails they receive by going to digital.firstnet.com/manage-preferences.

Add multiple users

1. On the **User Management** page, click **Users**, and then click **Add user(s)**. The **Add users** page appears.
2. Click **Add multiple users**, and then click **Continue**.
3. Click **Download template**. Open the blank template and fill out the following fields on the template with the users' information:

- Email address
- Last name
- First name

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

4. Save the file, and then return to the **Add multiple users** page.
5. 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.

6. Click **Select File**, find the template in your files, and click **Open**. The file name appears on the page.
7. Click **Upload**. A confirmation page appears.
8. Click **OK**. A success message appears and the users' information is sent for processing, which runs one time per hour. We'll send you a confirmation email when processing is complete. The user will receive an email with information about how to complete their profile.

Note: Users who have unsubscribed from FirstNet marketing emails won't receive this email. Make sure the users you add haven't unsubscribed from these emails. They can manage which FirstNet emails they receive by going to digital.firstnet.com/manage-preferences.

Resend the user activation email

Users who unsubscribe from FirstNet marketing emails will need you to resend an activation email.

Note: Make sure the user you're resending an activation email to hasn't unsubscribed from FirstNet marketing emails. Users can manage which FirstNet emails they receive by going to digital.firstnet.com/manage-preferences.

1. On the **User Management** page, click **Users**, and then select the user you want to send the email to. The user's profile page appears.

Note: You can search for the user by first name, last name, FirstNet ID, or email address. 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, filter the list of users by **Pending** status.

2. Select the user. The user's profile page appears.
3. Click the user's name, and then click **Actions**. Click **Resend activation email**. A success message appears.
4. We'll send an email to the user with information about how to complete the profile.

Edit user profiles

On the user's profile page, you can edit the contact email address and access to devices and services.

Edit 1 user

1. On the **User Management** page, click **Users**, and then select the user you want to edit. The user's profile page appears.

Note: You can search for the user by first name, last name, FirstNet ID, or email address. 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, filter the list of users by **Pending** status.

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.

Manage user profiles

As an administrator, you can do the following:

- Transfer users between foundation accounts
- Deactivate users
- Reactivate users
- Delete user profiles

Transfer a user

You can request to transfer a subscriber paid user's FirstNet ID and billing account from a foundation account that isn't associated with your organization to one that is.

1. At the top of the **User Management** page, click **User Management**. From the list, click **Manage users**, and then click **Request to transfer** a user. The **Request to transfer user** page appears.
2. Enter the user's email address.

3. If your organization has more than 1 foundation account, select the target subscriber paid foundation account, and then click **Continue**.
4. Confirm that you want to transfer the user to the specified foundation account, and then click **Yes, continue**. A success message appears letting you know a transfer request email was sent to the user for approval.

Note: Users must consent to the transfer before they appear in your user list. The transfer may take up to 72 hours to process.

Deactivate a user

You can deactivate users if they're no longer eligible for FirstNet.

When you deactivate users, they're no longer associated with your organization's foundation account. In addition, they no longer have access to FirstNet Central to manage their wireless account online, and their FirstNet service will be suspended in 2-7 days and then terminated.

1. On the **User Management** page, click **Users**, and then select the user you want to deactivate. The user's profile page appears.

Note: You can search for the user by first name, last name, FirstNet ID, or email address.

2. 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 **Deactivate user**. A success message appears.

Reactivate a user

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

1. On the **User Management** page, click **Users**, and then select the user you want to reactivate. The user's profile page appears.

Note: You can search for the user by first name, last name, FirstNet ID, or email address.

2. Click **Reactivate user**.
3. Click **Yes, activate**. A success message appears.

Delete a user profile

When you delete a user's profile, that user is no longer part of FirstNet and can't contact FirstNet Customer Service. Deleting a user profile also results in AT&T suspending, and then terminating, the user's FirstNet service. This action can't be undone.

Note: You need to deactivate users before you can delete their profile.

1. On the **User Management** page, click **Users**, and then select the user you want to delete. The user's profile page appears.

Note: You can search for the user by first name, last name, FirstNet ID, or email address.

2. Click **Delete user**. If the user is still active, a message appears letting you know you must first deactivate the user.
3. Click **Yes, delete user**. A success message appears.

Certify subscriber paid users

Subscriber paid administrators must complete an annual audit to certify that all subscriber paid users in the organization are eligible for FirstNet service. Audit dates are based on when the organization was created.

When your organization's audit session is open, we'll send an email to every subscriber paid administrator. However, only 1 administrator needs to complete the audit. If another administrator has already completed your audit, the **Certify users** banner won't appear on the **User management** page.

To find your organization's audit dates, refer to the email: **Required annual audit of Subscriber Paid Users**. You can also view your audit status under **Annual compliance** on the **Organization profile** tab of the **User management** page.

Eligibility requirements for subscriber paid users

To remain eligible for FirstNet service, a subscriber paid user must meet 1 of these requirements:

- Be a current employee or volunteer of a qualified Primary Public Safety Entity (PSE). A Primary PSE provides services or performs functions within law enforcement, fire protection, emergency medical services, National Guard, or emergency planning and management.
- Be an employee of an Extended Primary PSE that supports public safety services. These entities may provide critical government services, support critical infrastructure, or provide civilian services as needed to support Primary PSEs.

Certify your organization's subscriber paid users

1. On the **User Management** page, click **Users** and then review each user's eligibility for FirstNet service. You can search for a user's first name, last name, FirstNet ID, or email address.
2. To deactivate an ineligible user, open the user's profile and click **Deactivate user**.
3. Confirm that you want to deactivate the user. A success message appears letting you know the user is deactivated.
4. Complete your eligibility review.
5. In the banner at the top of the **User Management** page, click **Complete your annual audit now**. The **Annual audit of subscriber paid users** page appears.

Manage service and billing

Users with devices and service permissions can view and pay their bill on the FirstNet billing page.

Access billing

1. Log in to FirstNet and click **Manage services & billing**. The account management page appears.
2. From the top menu, click **Billing**. The billing page appears.

About billing user roles

The user role you're assigned determines which features you can access and which level of billing data you can see. Billing has these user roles:

- **Devices & Service administrators** manage 1 or more foundation accounts. A foundation account is a group of billing accounts.
- **Billing account administrators** manage 1 or more billing accounts. A billing account is a group of wireless users.
- **Devices & Service users** manage their own devices and service.

Make a payment

You can make payments using a credit card, debit card, or EFT (electronic fund transfer).

Make a one-time payment

1. On the billing page, from the top menu, click **Payments** and select **Make a payment**. The **Payment** page appears.
2. Select an account type and then search for the billing account or wireless number you want.
3. Select the account and click **Make a payment**. The **Make a payment** page appears.
4. Under **Payment amount**, select **Pay total amount due** or select **Other amount** and enter the amount you want to pay.
5. Select a payment method and enter your information.
6. To set up AutoPay using this information, check the box next to **Set up AutoPay using this payment method**.
7. Click **Continue**. The **Payment Verification** page appears.
8. Verify the payment information and accept the terms and conditions. To change your information, click **Edit**.
9. Click **Submit**. A success message appears.

Set up AutoPay

Devices and service administrators and billing administrators can set up automatic payments for a billing account.

1. On the billing page, from the top menu, click **Payments** and select **Manage AutoPay**. The **Manage AutoPay** page appears.
2. Click Set up AutoPay. The Set up AutoPay page appears.
3. Select a payment method and enter your information.
4. Click Continue. The Review payment information page appears.
5. Verify the payment information and check the box to agree to the terms and conditions.
6. Click **Submit**. A success message appears.

Create and view billing reports

1. On the billing page, from the top menu, click **Reports** and select the type of report you want.
2. Follow the prompts to generate your report. 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.

Dispute your bill

To dispute a charge, please call 800.331.0500, Monday - Friday, 8 a.m. - 10 p.m. ET, and Saturday and Sunday 9 a.m. - 9 p.m. ET.

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**.

Some applications may not be available outside of the domestic U.S. For example, the FirstNet Assist and FirstNet Single Sign-On apps are available only in the domestic U.S. Availability is usually identified at the time of purchase.

Manage applications

As a FirstNet administrator, you can:

- View available FirstNet applications.
- Manage which applications your users see when they access the App Catalog.
- Tag applications as **recommended** for your users' review.
- Distribute applications directly to organization devices using your organization's enterprise mobility management (EMM) or mobility device management (MDM) tool.

Note: Application purchasing and provisioning are subject to the terms and conditions established by the application provider.

Find the applications you want to review

To find applications, log in to FirstNet and click **Manage apps**. Your FirstNet application and solutions store opens.

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 and frequently asked questions

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 - Friday, 8 a.m. - 10 p.m. ET.
- To contact FirstNet Customer Service, call 800.574.7000. We're available 24/7/365.

Note: You need to provide authentication when you contact 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?** The **Reset password** page appears.
3. Enter your FirstNet ID and last name and click **Continue**. We'll send you a password reset link.

Which 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 Quality of service, Priority, and Preemption (QPP)
- Local number portability (currently unavailable in American Samoa)
- Deployable assets (1 per territory)
- Access to FirstNet certified Apple® devices
- Application Ecosystem (OTT only)
- FirstNet Customer Service

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

These features aren't 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.
 - 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 Central.
- **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 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.

Which countries can I call free of charge?

You can make calls at no charge to and from the 3 Pacific Territories (American Samoa, Guam, the Commonwealth of the Northern Mariana Islands), 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?

Dedicated FirstNet Pacific Territory network partner resources on-island provide support for ordering and device activation.

What devices are supported in the Pacific Territories?

The following devices are currently 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