FIRSTNET.
Built with AT&T

Activate your FirstNet profile and log in

Use this guide to learn how to activate your FirstNet profile. As soon as it's active, you can log in and start using FirstNet.

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

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Get started with FirstNet

To get started with FirstNet, an administrator or a FirstNet specialist needs to create your account.

- If you're a federated user and your agency allows it, you can create your own profile.
- If you're a subscriber paid user, you can create your own account in an AT&T store.

When your account is created, we'll send you an email containing a link to the **Verify user ID** page. For instructions on activating your profile:

- Users with a federated agency, go to Activate your federated user profile.
- All other users, go to Activate your user profile.

Activate your user profile

If you unsubscribed from FirstNet marketing emails, you won't receive an activation email. To manage which FirstNet emails you receive, go to the FirstNet Email Preference Center. After you subscribe to FirstNet marketing emails, ask your administrator to resend the activation email.

Activate your profile

1. Through the link in your email, or using this link, go to the Verify user ID page.
2. Enter your user ID and last name, and then click **Continue**. The **Complete profile** page appears.
3. Create a password and security question, and enter your contact information.
4. Read the **Terms & Conditions** and agree by checking the box.
5. Click **Continue**. The **Enter one-time code** page appears.
6. Click **Send code** and we'll send a one-time code to your wireless number. If we don't have your number on file, we'll email you the code.

November 9, 2021

- SMS codes are valid for 5 minutes. If you can't receive SMS messaging on your wireless device or can't access your device, click **I can't access my code** and follow the prompts to receive your code by email.
- Email codes are valid for 30 minutes. If you don't receive the email, check your spam folder. Contact your administrator to verify the email address associated with your profile. If you need more help or don't have an administrator, contact FirstNet Customer Service.

7. When you receive the code, enter it and click **Submit**. A success message appears.
   Note: If the one-time code expires before you enter it, click **Resend code** to get a new one-time code.

When your profile is active, you can log in to FirstNet.

Activate your federated user profile

As a federated user, you can create your own profile if your agency allows it, or an administrator needs to create your account.

Create your own profile

1. On your agency's website, click the FirstNet link. The **Complete profile** page appears.
2. Enter your contact information.
3. Read the **Terms & Conditions** and agree by checking the box.
4. Click Continue. The Enter one-time code page appears.
5. Click **Send code** and we'll send a one-time code to your wireless number. If we don't have your number on file, we'll email you the code.
   - SMS codes are valid for 5 minutes. If you can't receive SMS messaging on your wireless device or can't access your device, click **I can't access my code** and follow the prompts to receive your code by email.
   - Email codes are valid for 30 minutes. If you don't receive the email, check your spam folder. If you still can't find your code, contact your administrator or FirstNet Customer Service to verify the email address we have on file.

6. When you receive the code, enter it and click **Submit.** A success message appears.
   Note: If the one-time code expires before you enter it, click **Resend code** to get a new one-time code.

When your profile is active, you can log in to FirstNet as a federated user.

Activate your profile from email

If you unsubscribed from FirstNet marketing emails, you won't receive an activation email. To manage which FirstNet emails you receive, go to the FirstNet Email Preference Center. After you update your preferences, ask your administrator to resend the activation email.

1. Open the activation email and click **Activate profile**. Your web browser opens and the **Verify user ID** page appears. Because you're with a federated entity, we enter your user ID for you.
2. To verify your user ID, enter your last name and click **Continue**. The **Complete profile** page appears.
3. Read the **Terms & Conditions** and agree by checking the box.
4. Click Continue. The Enter one-time code page appears.
5. Click **Send code** and we'll send a one-time code to your wireless number. If we don't have your number on file, we'll email you the code.
   - SMS codes are valid for 5 minutes. If you can't receive SMS messaging on your wireless device or can't access your device, click **I can't access my code** and follow the prompts to receive your code by email.
   - Email codes are valid for 30 minutes. If you don't receive the email, check your spam folder. If you still can't find your code, contact your administrator or FirstNet Customer Service to verify the email address we have on file.
6. When you receive the code, enter it and click **Submit**. A success message appears.
   Note: If the one-time code expires before you enter it, click **Resend code** to get a new one-time code.

When your profile is active, you can log in to FirstNet as a federated user.

Log in to FirstNet

1. Go to FirstNet Central. The **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.

Log in as a federated user

1. Go to FirstNet Central. The **Login** page appears.
2. From the **Log in from** menu, select your agency.
3. Click **Continue**. Your agency's login page appears.
4. Follow the prompts to log in using your agency credentials.

Log in using FirstNet Single Sign-On

You can use FirstNet Single Sign-On (SSO) to quickly log in to compatible FirstNet applications. When you log in with FirstNet SSO, we'll send a push notification to your wireless device to confirm your login request.

To log in with FirstNet SSO, you need push notifications enabled on your wireless device. For information about setting up FirstNet SSO on your device, see the FirstNet SSO user guide for iOS or Android.

Log in with FirstNet SSO for the first time

1. Go to FirstNet Central. The **Login** page appears.
   Note: If you're using your mobile device, you can download FirstNet SSO from the tooltip on the **Login** page.

2. Click Log in with FirstNet Single Sign-On. The One more step page appears.
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**. We'll send an authorization notification to your wireless device. When you receive it, you'll have 3 minutes to approve or deny the request.
   Note: To receive push notifications, you need to install the FirstNet Single Sign-On application on your wireless device. You can download FirstNet SSO from the App Store® or Google Play®.

6. On your device, tap the notification. The FirstNet Single Sign-On log in screen appears.
7. Log in to Single Sign-On. The authorization notification opens.
8. Tap **Accept**. The **FirstNet Central** page appears in your browser.

Log in with FirstNet SSO with saved information

1. Go to FirstNet Central. The **Login** page appears.
2. Check your email address and do 1 of these things:
   - If your email address is incorrect, select **Log in as a different user** or log in through your browser.
   - If your email address is correct, select **Log in with FirstNet Single Sign-On**. We'll send an authorization notification to your wireless device. When you receive it, you'll have 3 minutes to approve or deny the request.

3. On your device, tap the notification. The **FirstNet Single Sign-On log in** screen appears.
4. Log in to Single Sign-On. The authorization notification opens.
5. Tap **Accept**. The **FirstNet Central** page appears in your browser.