

# 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®.

[Get started with FirstNet](#)

[Activate your user profile](#)

[Activate your federated user profile](#)

[Log in to FirstNet](#)

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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 with a federated agency, you can create your own account using a link on your agency's website.
- 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 activation 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](#)

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## 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.

To activate your profile, do these things:

1. If you're a subscriber paid user, open the activation email and click **Complete profile**. Otherwise, open the activation email and click **Activate profile**. Your web browser opens and the **Verify user ID** page appears.
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.

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6. If we have a wireless number on file for you, the last 4 digits of the number are shown. Otherwise, in the **Enter wireless number** field, enter a wireless number that only you can access.
7. Click **Send code** and we'll send a one-time code to your wireless number. This code is valid for 5 minutes.  
**Note:** 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. Emailed codes are valid for 30 minutes.
8. 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](#).

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## Activate your federated user profile

As a federated user, you can create your own profile, or an administrator or FirstNet specialist 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. Enter a wireless number that only you can access.
6. Click **Send code** and we'll send a one-time code to your wireless number. This code is valid for 5 minutes.  
**Note:** 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. Emailed codes are valid for 30 minutes.
7. After you receive the code, enter it, and then 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.

To activate your profile, do these things:

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** appears.
5. If we have a wireless number on file for you, the last 4 digits of the number are shown. Otherwise, in the **Enter wireless number** field, enter a wireless number that only you can access.
6. Click **Send code** and we'll send a one-time code to your wireless number. This code is valid for 5 minutes.  
**Note:** 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. Emailed codes are valid for 30 minutes.

When your profile is active, you can [log in to FirstNet as a federated user](#).

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## 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 log in 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 log in 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 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.