SETTING UP YOUR FIRSTNET PUSH-TO-TALK SERVICE

This QuickStart Guide for FirstNet Push-to-Talk (PTT) is designed to provide Public Safety Entity (PSE) Administrators and PTT Administrators with a high-level overview of their respective roles in setting their organization’s FirstNet PTT service. The guide outlines the key steps in the setup process and provides links to detailed instructions for specific tasks.

1. SETTING UP USERS IN FIRSTNET CENTRAL

- All members of a public safety entity that need to use FirstNet PTT must first be set up in FirstNet Central as a user associated with that agency. The PSE Administrator should create the agency's users in FirstNet Central by following the FirstNet User Management Guide – Agency Paid Administrator.
  a. Once created, the users will receive an email asking them to validate their credentials. If they do not validate their credentials, they will not be able to log into FirstNet PTT.
  b. Skip this step if your users have already been set up in FirstNet Central and are in an active state.

2. ASSIGNING PUSH-TO-TALK ROLES TO A PUBLIC SAFETY ENTITY’S USERS IN FIRSTNET CENTRAL

- The PSE Administrator assigns the PTT Administrator role.
  a. At least one person at the agency must be assigned the PTT Administrator role.
  b. The PTT Administrator role gives that user the ability to manage the agency’s PTT service, for example, to assign licenses, create talkgroups and more.
    i. To appoint a PTT Administrator, the PSE Administrator should go to FirstNet Central and click the Manage Users tile
    ii. Follow the FirstNet User Management Guide – Agency Paid Administrator to add the PTT Administrator role to one or more users for your agency.
    iii. To be a PTT Administrator, the user must also be either a foundation account administrator or a billing account administrator. A PTT Administrator may be either a PSE Administrator or a PSE Member.
    iv. When adding the PTT Administrators, make sure that they are on the same FAN profile as the FAN profile that ordered the PTT service.
  c. If you do not know who your PSE Administrator is, check with your FirstNet Solution Consultant.

- The PSE Administrator must also assign the PTT User role to all persons in the organization who will use the FirstNet PTT service
  a. To assign a PTT User role, the PSE Administrator should go to FirstNet Central and click on the Manager Users tile
  b. Follow the FirstNet User Management Guide – Agency Paid Administrator to add the PTT User role to users in your organization.
  c. A single user may be assigned both the PTT Administrator role and the PTT User role; and may be either a PSE Administrator or a PSE Member.
3. ORDERING FIRSTNET PTT SUBSCRIPTIONS (LICENSES)

- The agency’s authorized order placer will tell their FirstNet Solution Consultant how many subscriptions (licenses) to the FirstNet PTT service are required. One license is required for each FirstNet PTT user. The FirstNet Solution Consultant will place the order.

4. MANAGING YOUR FIRSTNET PTT SERVICE IN THE FIRSTNET PTT ADMIN TOOL

- The PTT Admin Tool is the web portal found on FirstNet Central where the agency’s PTT Administrator manages the organization’s FirstNet PTT service. In the Admin Tool, the PTT Administrator can create talkgroups, add members to talkgroups, create contacts and more.

- Once the PTT Administrator role has been assigned, the Manage FirstNet PTT users and groups tile will become visible to the PTT Administrator in FirstNet Central. Clicking on this tile will take PTT Administrators to the Admin Tool, where they can manage the agency’s FirstNet PTT service.

- At the Admin Tool, the PTT Administrator will see agency’s PTT users (those with the PTT User role assigned) and the number of subscriptions/licenses purchased. A license must be assigned to each PTT User before the individual may use the PTT service. Review the FirstNet PTT Admin Tool Manual for step-by-step instructions on how to assign licenses.

- Assigning the license will generate a welcome email to the PTT User advising that they may log in with their FirstNet Credentials at the FirstNet PTT icon on their device and use the service.

- For the best user experience, the PTT Administrator should add each user to the appropriate talkgroup(s) immediately after adding the license. Talkgroups will be pushed to the device, so that the users can talk with other members of their team. Review the FirstNet PTT Admin Tool Manual for step-by-step instructions on how to create talkgroups.

If you require assistance in setting up your FirstNet Push-to-Talk service, please call FirstNet Customer Service on 800.574.7000.