FIRSTNET PUSH-TO-TALK (PTT)
FAQ FOR PTT ADMINISTRATORS

Q. How do I nominate someone at my agency to manage the FirstNet PTT service?
A. Each agency has an "Public Safety Entity" (PSE) Administrator who manages the users associated with the agency. At the 'Manage Users' tile on Local Control, the PSE Administrator should apply the "FirstNet PTT Administrator" role to the person(s) who will manage the FirstNet PTT service. 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.

Q. How do I nominate which agency staff may use the FirstNet PTT service?
A. At the 'Manage Users' tile on Local Control, the PSE Administrator must apply the FirstNet PTT User role to the individuals who will use the service. 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.

Q. I am a PTT Administrator, but when I log into Local Control to find the FirstNet PTT Admin Tool tile, I cannot find it. What should I do?
A. The Admin Tool tile is named "Manage FirstNet PTT Users and Groups". Please check Local Control again to locate that tile. If it is not visible, it is likely that your PSE Administrator has not yet assigned the PTT Administrator role to you. Please check with your PSE Administrator.

Q. I logged into the Admin Tool, but I don't see the users from my agency that I was expecting to see. What should I do?
A. It is likely that your PSE Administrator has not yet assigned the PTT User role to your agency's users. Please check with the PSE Administrator to confirm that this step has been completed.

Q. I logged into the Admin Tool, but I don't see the licenses I need to assign to my users. What should I do?
A. Your FirstNet Specialist will place an order for the number of licenses (subscriptions) that you request. If the licenses purchased are not showing in the Admin Tool, please contact your FirstNet Specialist to confirm that the order has been placed.

Q. I'm not clear on how to manage my talkgroups and my users. What should I do?
A. Please review the FirstNet Push-to-Talk Admin Tool User Guide found in the Support section of the Admin Tool for full details on how to manage your FirstNet PTT service.

Q. My PTT Users received a welcome email. What is this email?
A. A welcome email is automatically sent to each PTT user when a license has been assigned to them. The welcome email instructs the user to log in at FirstNet PTT app on their device with their FirstNet credentials.

Q. Will my users be able to push and talk as soon as they log onto the service?
A. Talkgroups and contacts are populated over the air to the device automatically. If you have added your user to a talkgroup and populated contacts, <u>before your user logs on</u>, they will be able to communicate immediately.

Q. My user can't log on to the FirstNet PTT service because they do not know their FirstNet credentials. What should I do?
A. If the user knows their FirstNet email address, they can use the 'Forgot your Password' process from the FirstNet PTT logon screen on their device. If they do not know their FirstNet email address, they should contact their PSE Administrator to obtain it.

Q. I want to include my Subscriber Paid volunteer(s) in my agency's talkgroups. How do I do that?
A. Firstly, you should ask your PSE Administrator to confirm that the volunteer(s) are associated with the agency's FirstNet account. If this is not the case, the PSE Administrator must add the volunteer(s) to a Subscriber Paid FAN associated with the agency. When complete, the PSE Administrator should add the PTT User role to each volunteer.

Next, the volunteer(s) will need to purchase a FirstNet PTT subscription. This may be done at Premier Online Shop (to enable Premier Online Shop, request your FirstNet Solution Consultant to submit a request) or by calling FirstNet Customer Service at the number below. Once this is complete, then add the volunteer to your desired talkgroup(s). Talkgroups and contacts will populate to the device automatically and the volunteer(s) will be able to participate in agency communications.

Q. My question hasn't been answered by this FAQ. Who can I contact?
A. Should you require further assistance with your FirstNet Push-to-Talk service, please call FirstNet Customer Service on 800.574.7000.

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