

# FirstNet Assist

FirstNet's Mobile App

v. 190715



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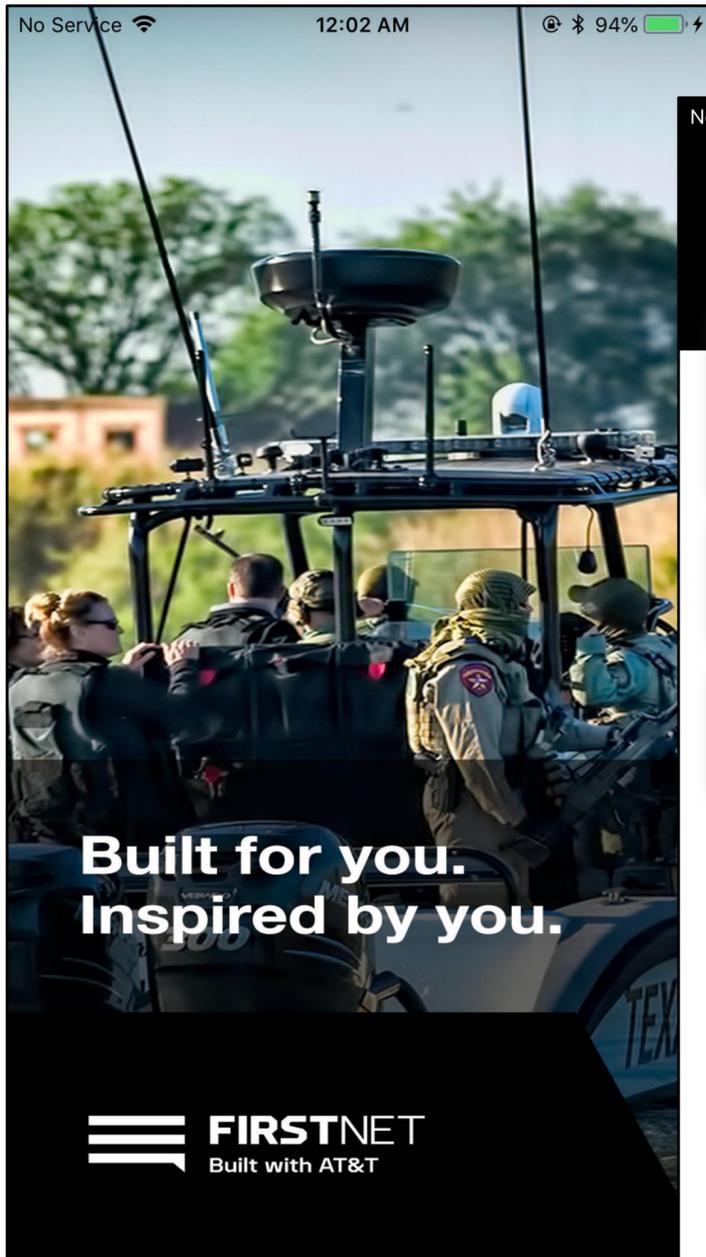
## Using Help

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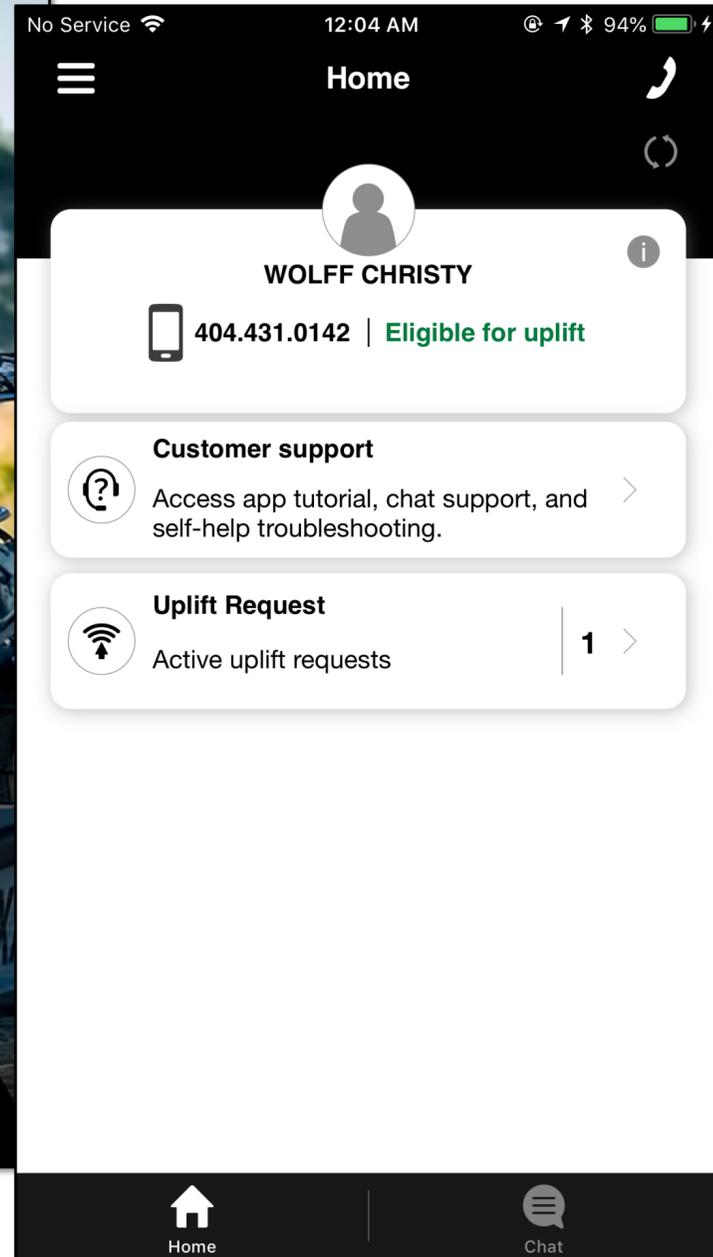


# Overview

# OVERVIEW: What is FirstNet Assist?



Loading Splash Screen



FirstNet Assist Main Menu

FirstNet Assist is the first native app built for FirstNet customers by FirstNet. This application provides easy-access customer support from iPhone and Android smartphones and tablets.

## At a Glance

Customer care options include:

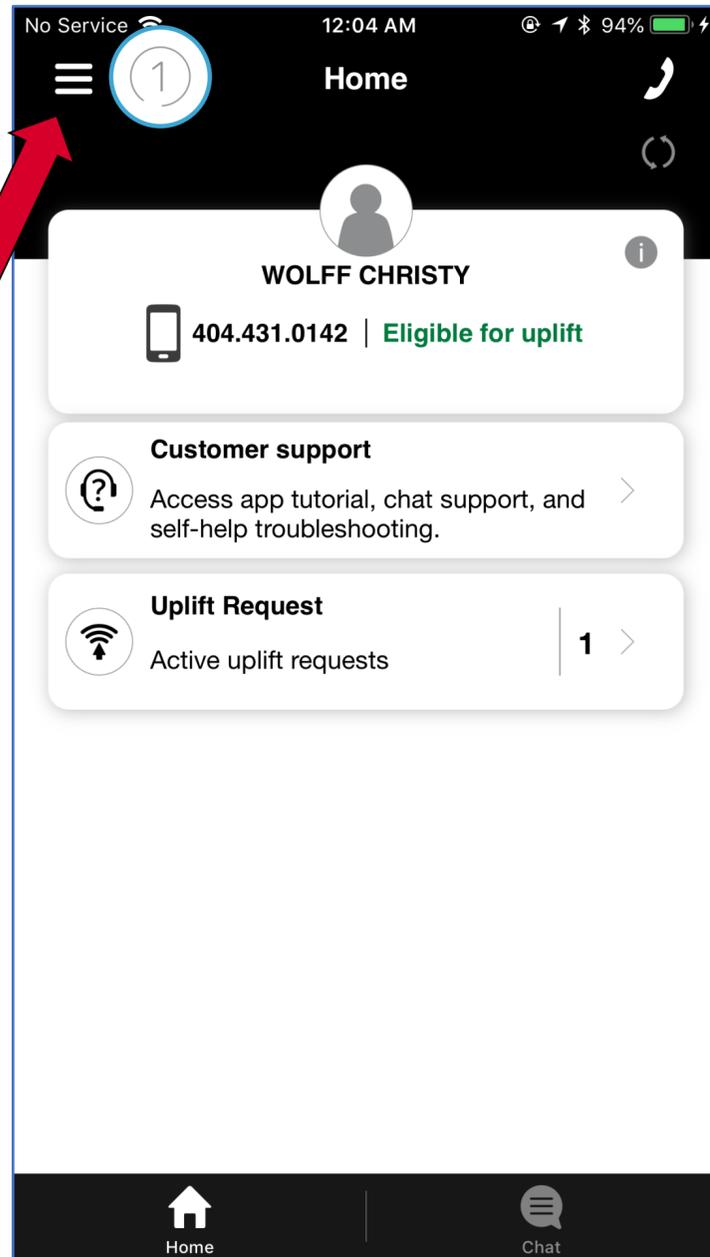
- One-push call to Customer Support
- Live Chat text access
- Feedback form (email)
- Self-help diagnostics customized for the specific device

## PLUS

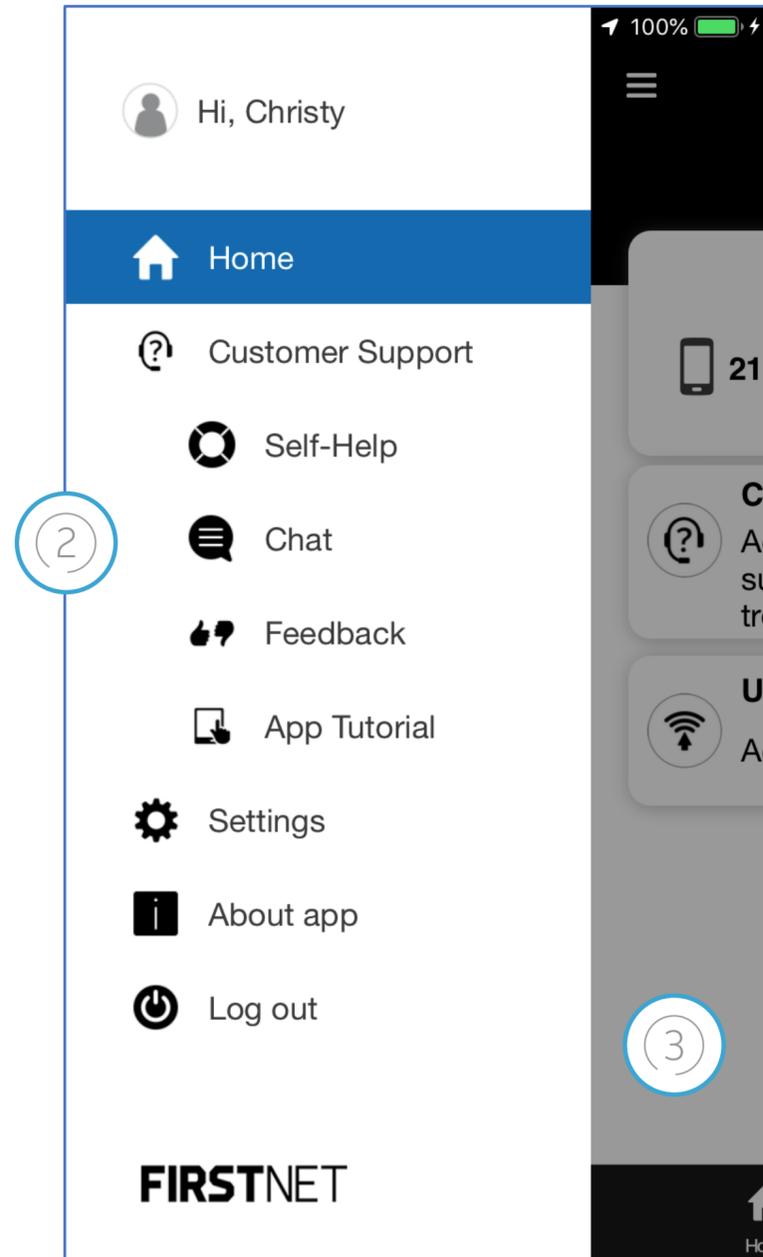
- Uplift request action from the field
- Incident Uplift only available for devices connected to the FirstNet core network with FirstNet SIM (black)

**FirstNet Assist is available from Apple AppStore™ and Google Play. Requires a FirstNet Local Control login in order to open the app on your device.**

# OVERVIEW: The hamburger menu



App Main Menu



Hamburger Menu

The hamburger menu gives you an easy way to get back to the menu anywhere in the program.

1. Press the three lines icon in the upper left hand part of the screen. This is the hamburger menu.
2. Make your selection of what option you wish to access.
3. On an iOS device, touch the gray screen to get back to the App Main Menu. On an Android device, press the **Back** button.

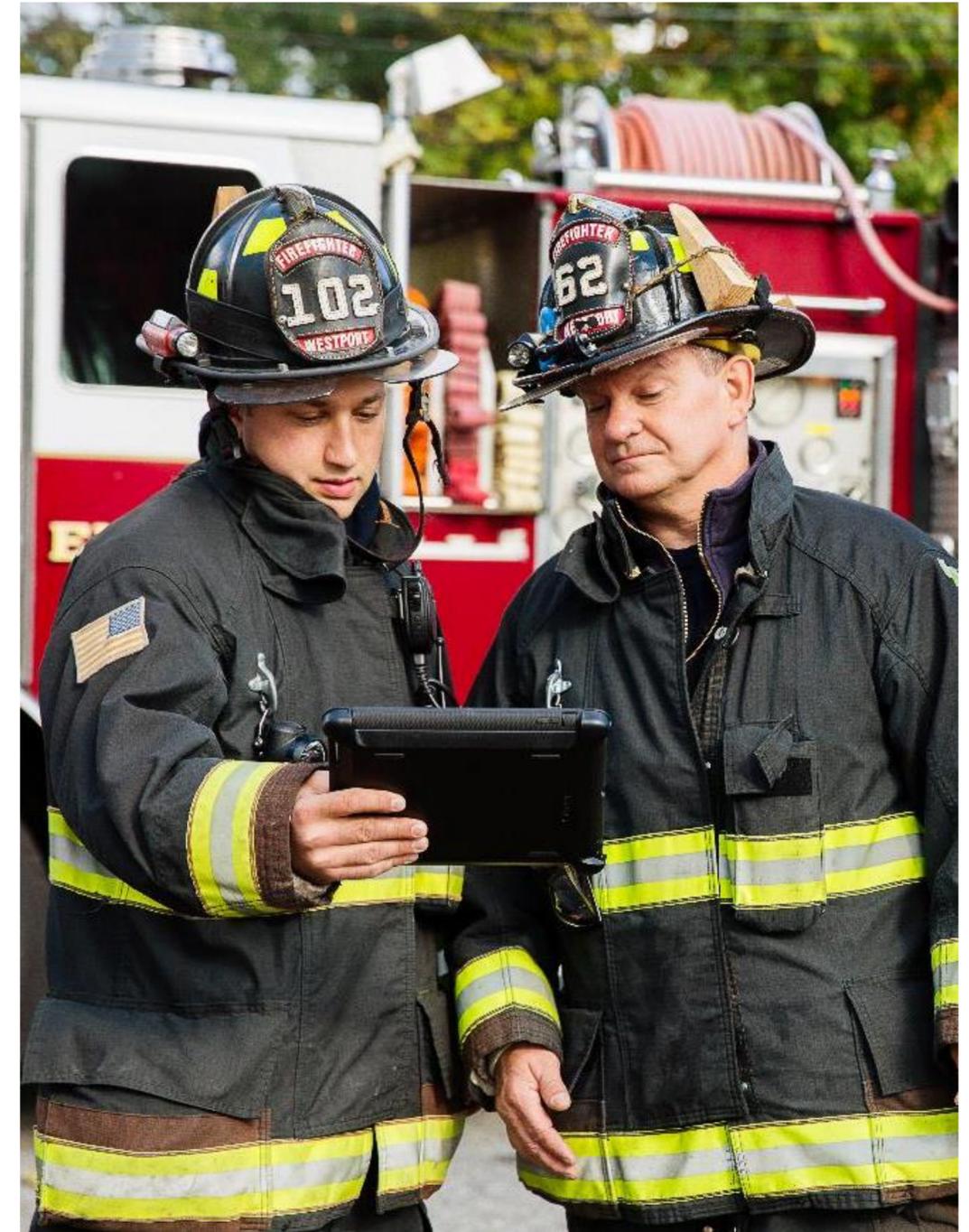
# Obtaining FirstNet Assist

FirstNet Assist works on most Android or iOS smartphones and tablets, including:

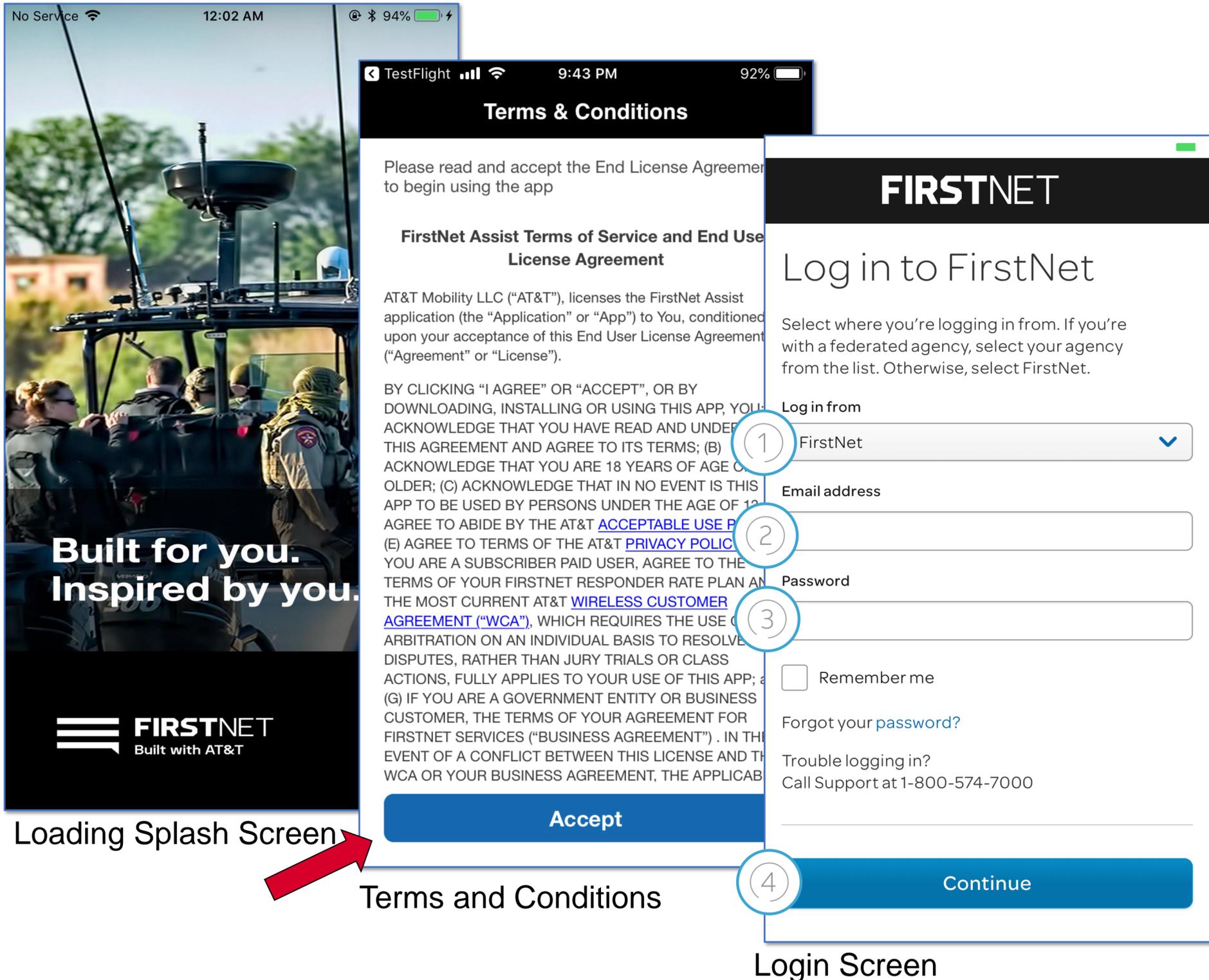
- All devices listed [here](#)
- All tablets listed [here](#)

In order to use this app, you will need a login to Local Control. If you don't have a login yet, you can contact your organization's Local Control administrator to receive a login. The administrator will set up your account and you will receive an activation email at the email address you designate.

To get the app on your device, please go to the Apple AppStore™ or Google Play and search for “FirstNet Assist.” Then, download the app.



# Getting Started with FirstNet Assist – page 1 of 5: Logging into Local Control

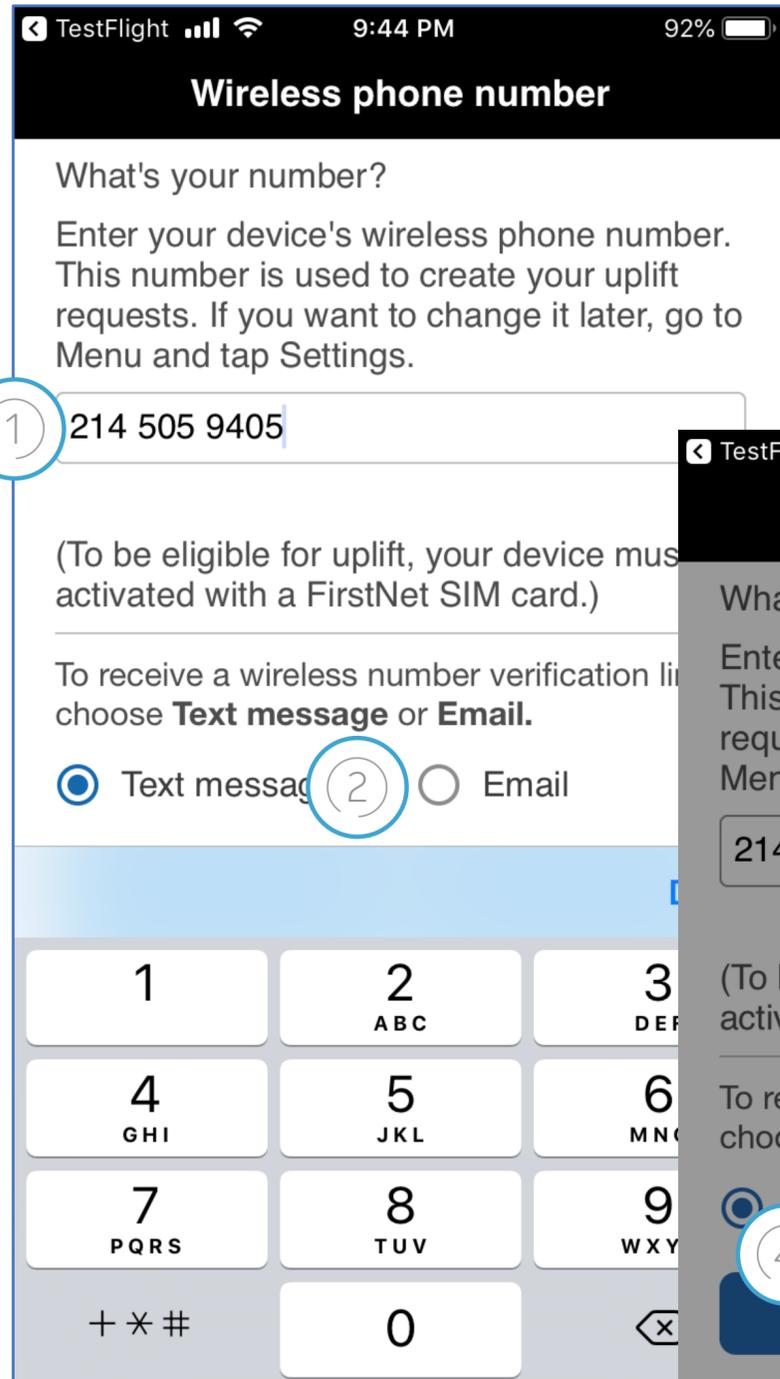


Use your Local Control access to access FirstNet Assist

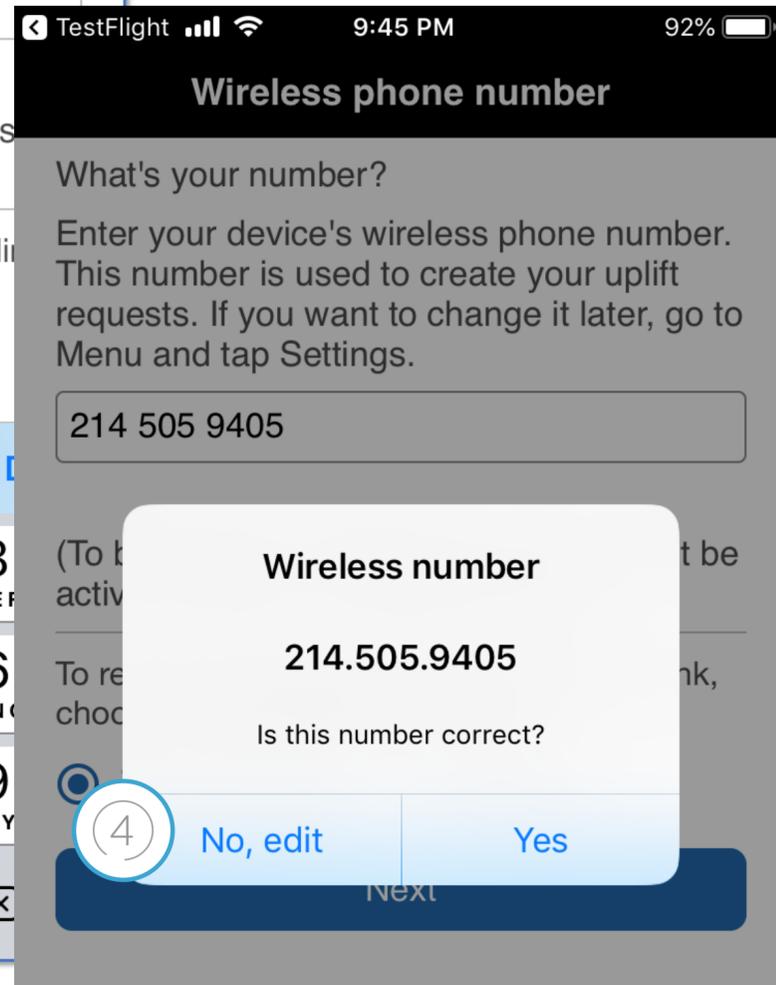
Once the app has finished loading, the app displays the Terms and Conditions. Press the blue **Accept** button, to continue.

1. If your agency uses agency-specific login, select your organization from the “Log in from” drop down box. Otherwise, leave this reading “FirstNet.”
2. Enter the email address for your Local Control account.
3. Enter your password.
4. Press the blue **Continue** button.

# Getting Started with FirstNet Assist – page 2 of 5: Entering your wireless phone number



Wireless number setup

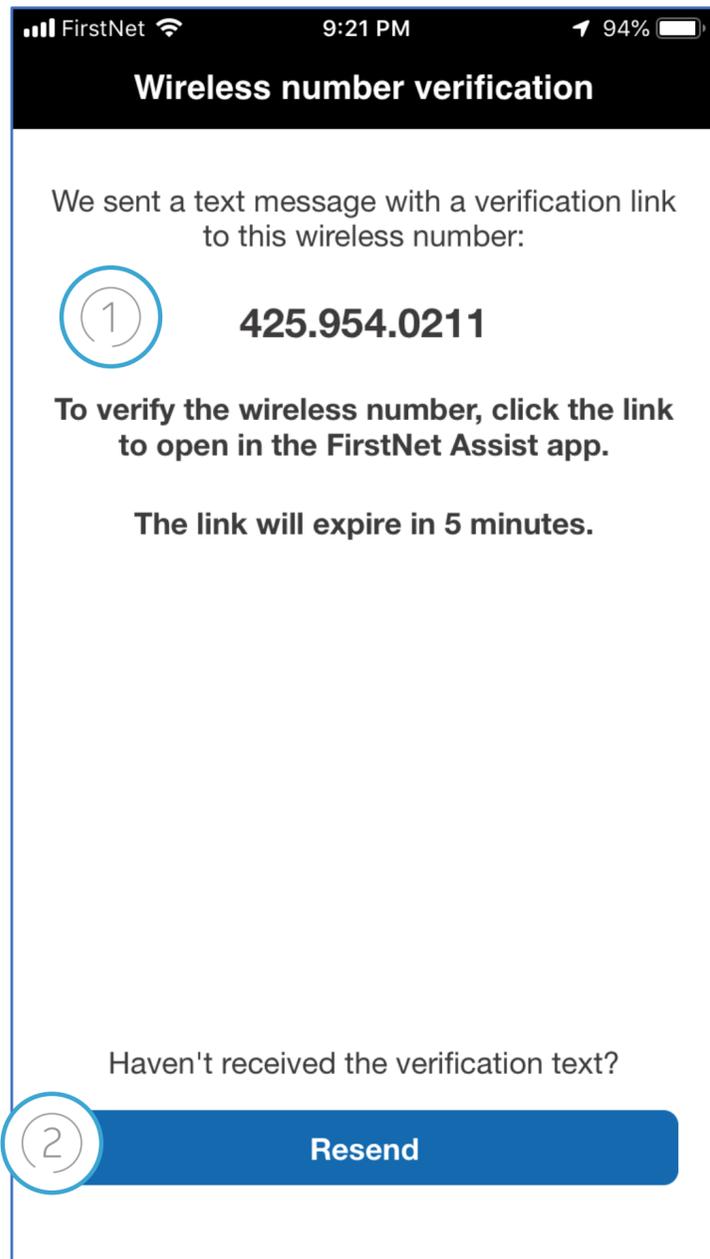


Phone number confirmation

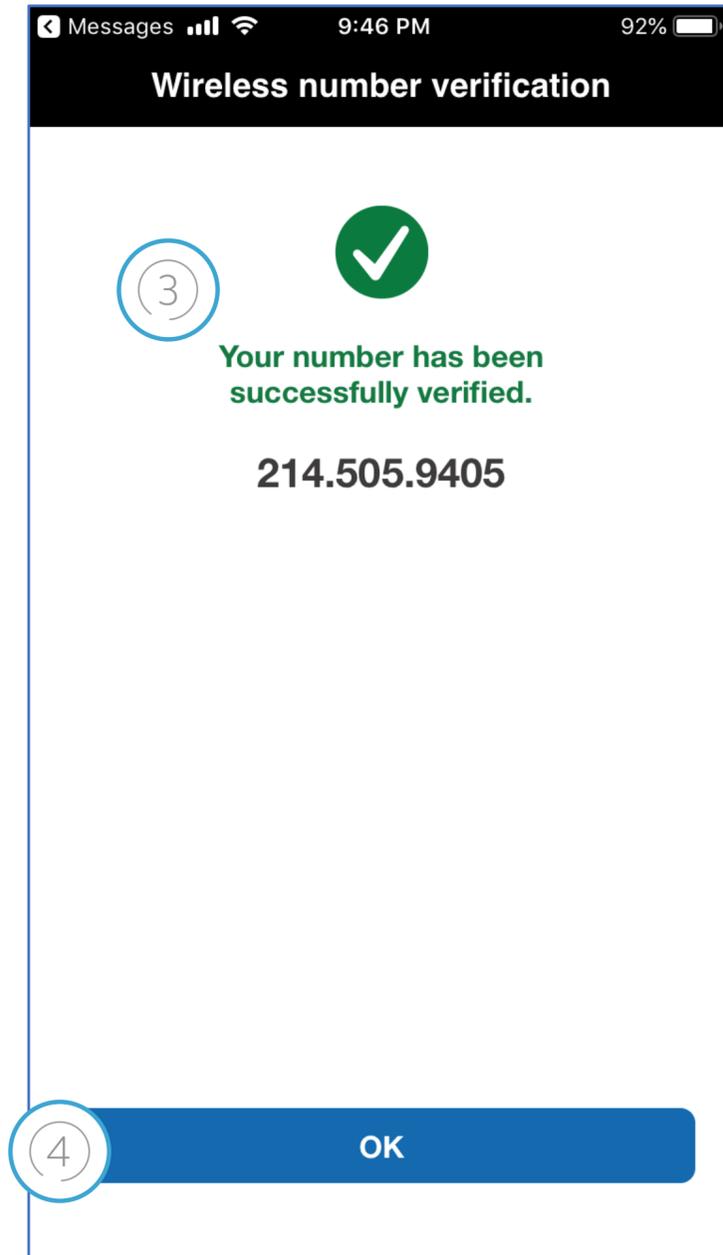
Once you have logged in, enter your device wireless phone number into the app.

1. Enter your phone number into text box.
2. If you want to validate your number using email, click the email option and enter your email.
3. Once you have either selected text or email, click the **Next** button (not shown).
4. If the wireless number is correct, press Yes; otherwise, use No; edit to go back to the wireless phone number entry screen.

# Getting Started with FirstNet Assist – page 3 of 5: Validating your phone number via text



Wireless number verification

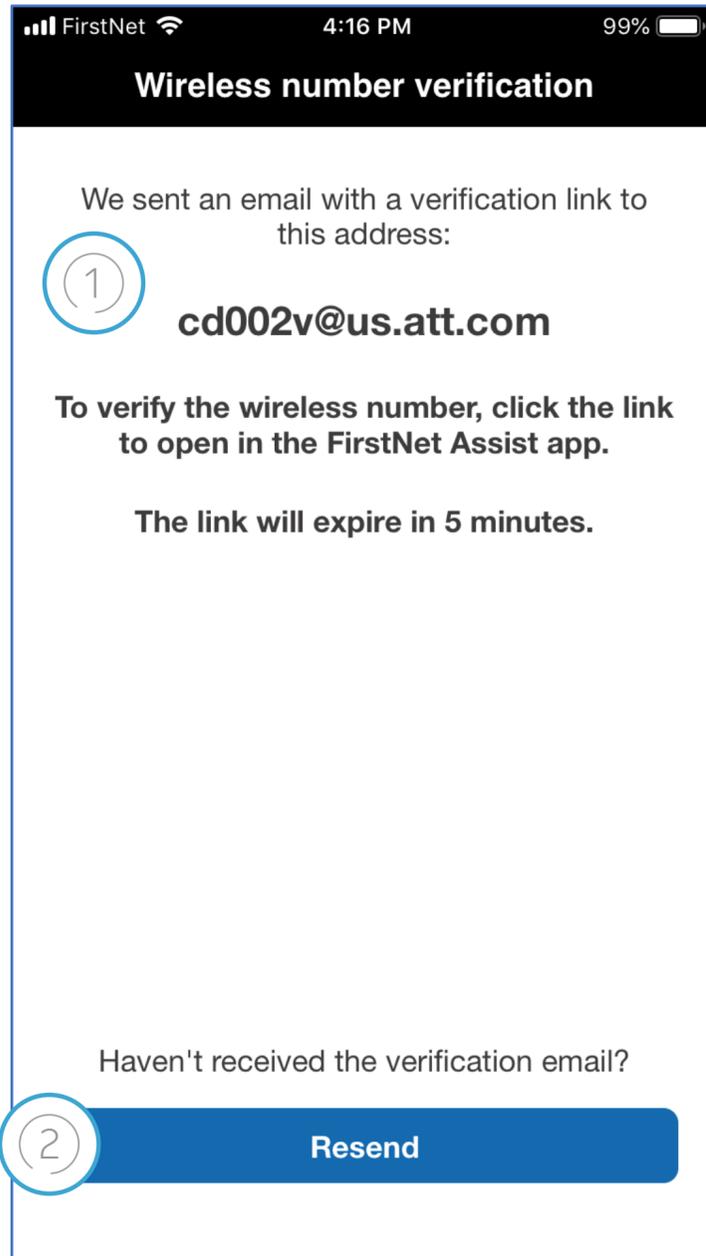


Successful verification

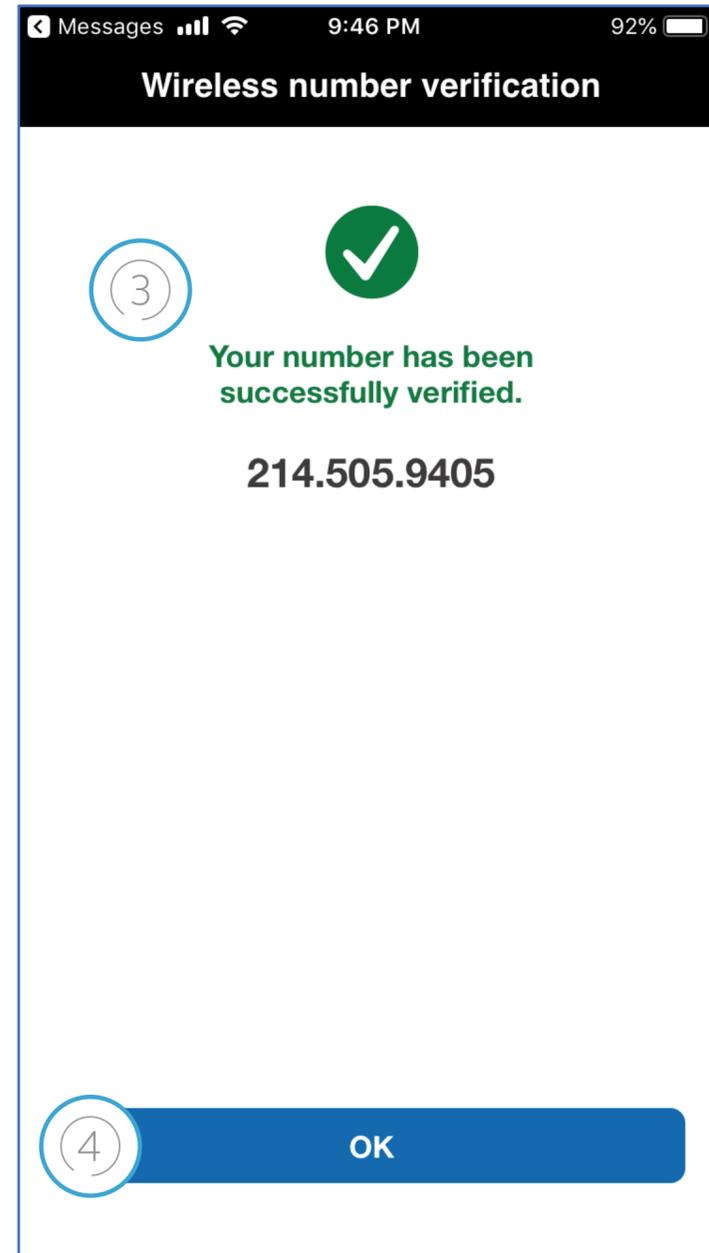
## How to verify your phone number using text

1. Once you have requested to verify your phone number via text, the app informs that a text message with a link has been sent to the device.
2. If the text message does not appear, you can resend by using the blue **Resend** button.
3. Open your text messages and press the link that was sent by Local Control. The app displays that your number has been verified.
4. Click the **OK** button.

# Getting Started with FirstNet Assist – page 4 of 5: Validating your phone number via email



Wireless number verification

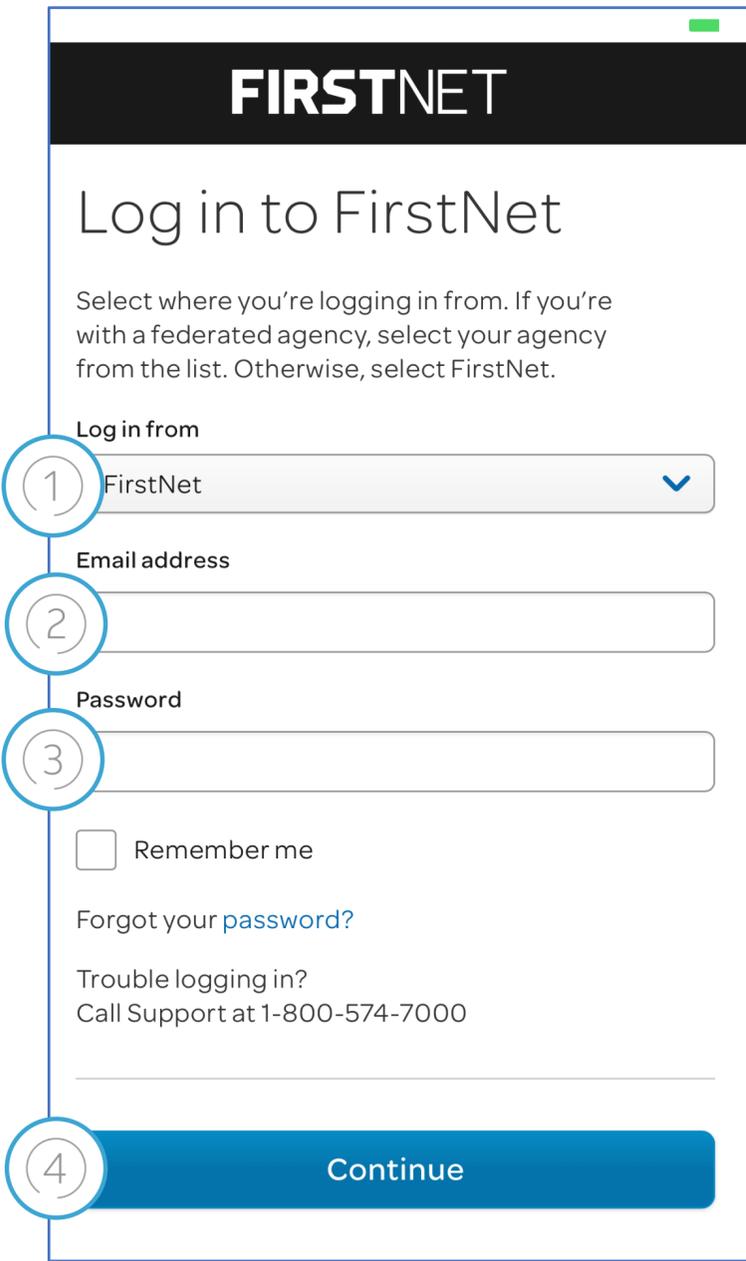


Successful verification

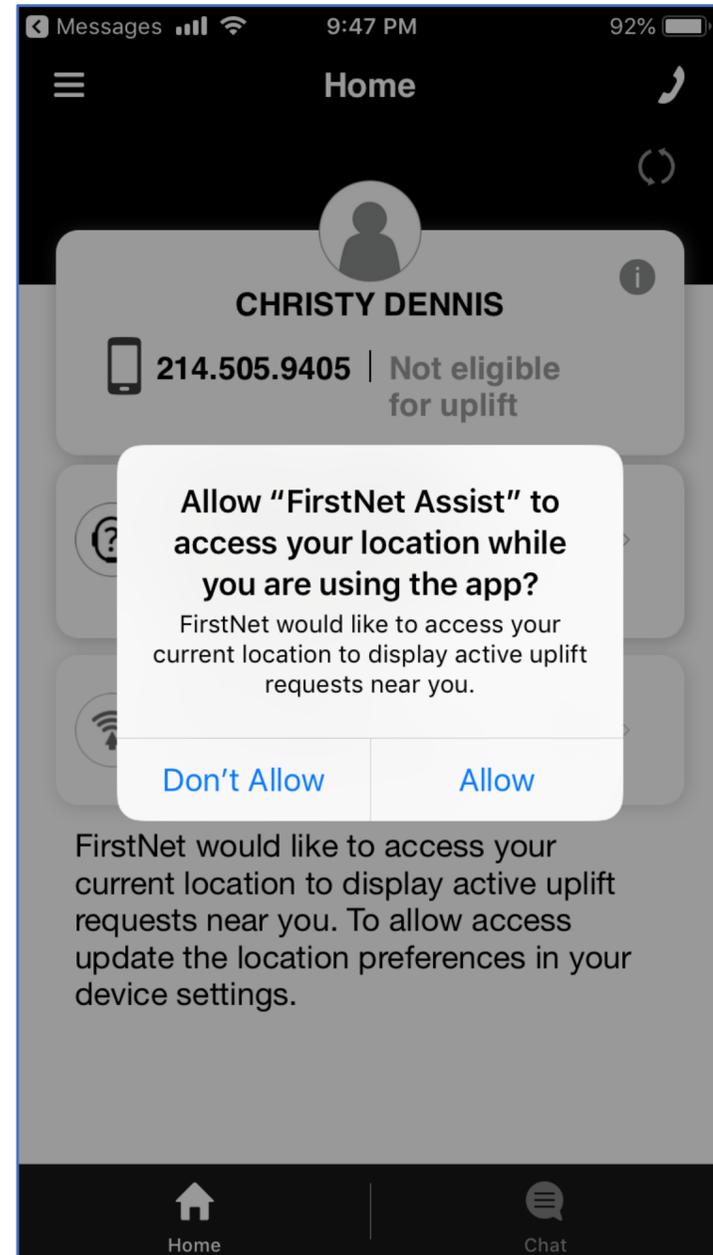
## How to verify your phone number using email

1. Once you have requested to verify your phone number via email, the app informs that an email has been sent to you.
2. If the email message does not appear, you can resend by using the blue **Resend** button.
3. Open your email program **on the device**, find the email in your Inbox and press the link that was sent by Local Control. In the app, it displays that your number has been verified.
4. Click the **OK** button.

# Getting Started with FirstNet Assist – page 5 of 5: Verification Completion



Login Screen



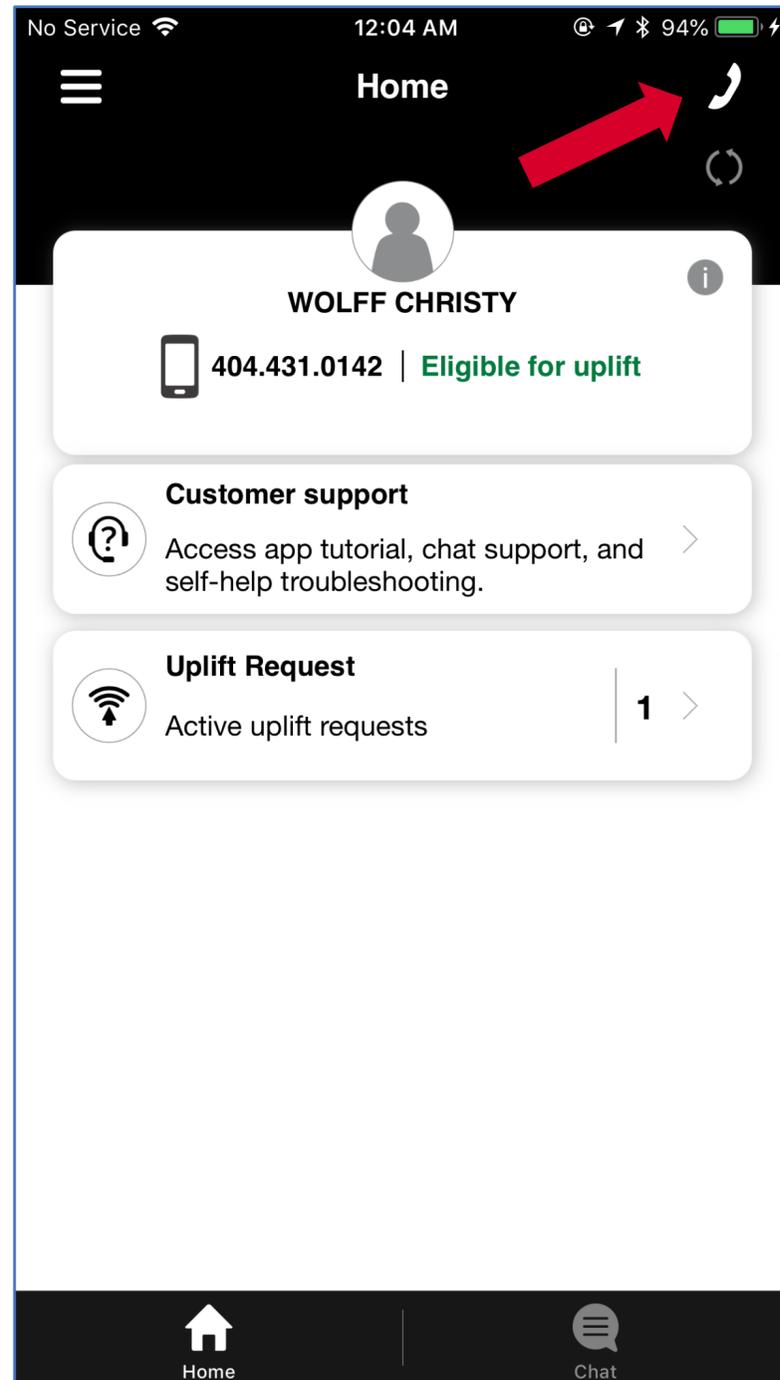
Location Permission

1. If your agency uses agency-specific login, select your organization from the “Log in from” drop down box. Otherwise, leave this reading “FirstNet.”
  2. Enter the email address for your Local Control account.
  3. Enter your password.
  4. Press the blue **Continue** button.
- ★ Tap **Allow** to let the app use your geo-location. This is necessary for uplift requests.



# Customer Service

# CUSTOMER SERVICE: Calling Customer Service



Use the phone icon to call directly to Customer Service.

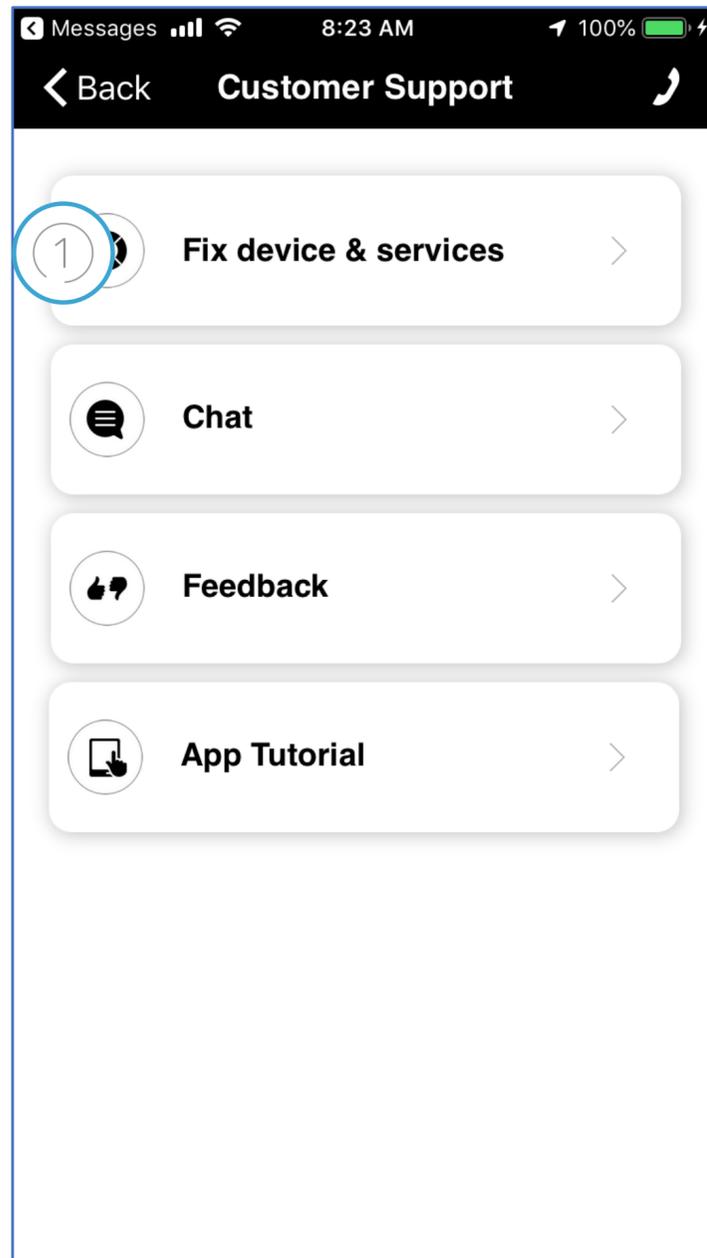
Technical Assistance is available 24/7/365.

Billing and Ordering help is available:

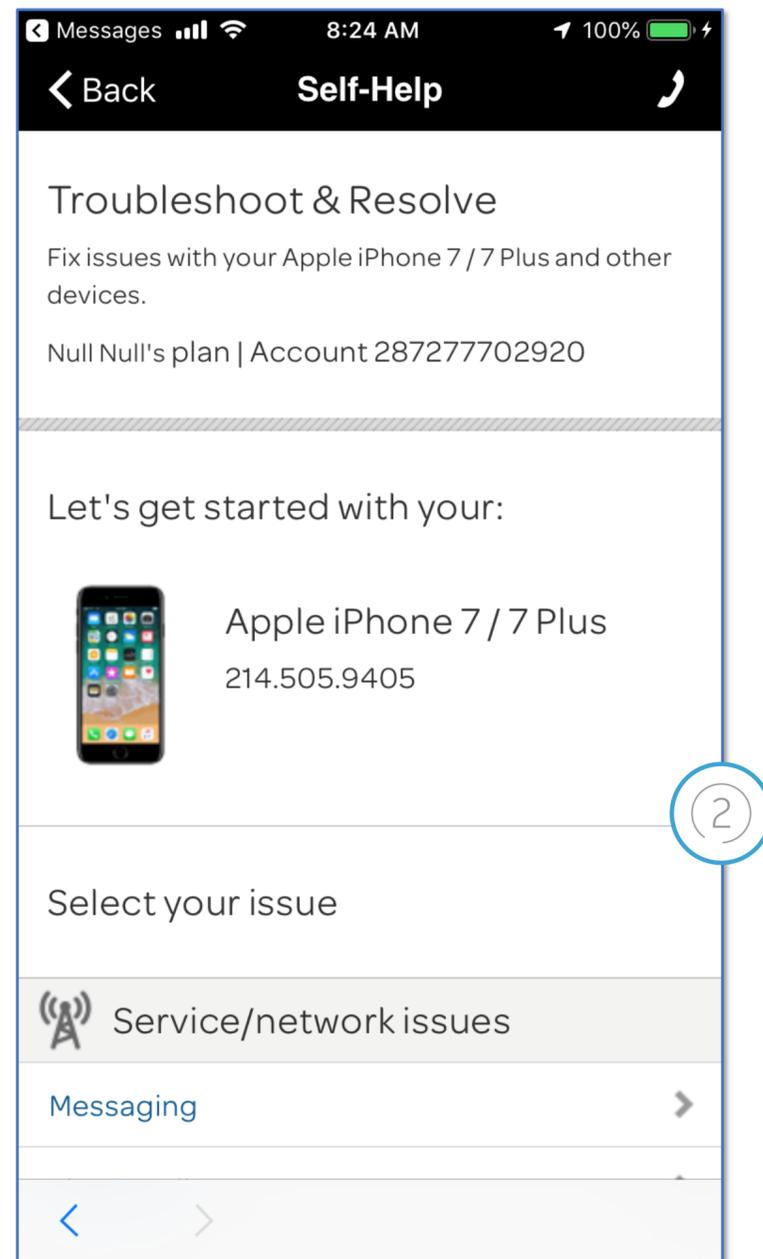
Monday – Friday

8 AM to 8:30 PM EST

# Self Help – page 1 of 3: Choosing Self Help



Customer Support Menu



Fix device and services (Self Help)

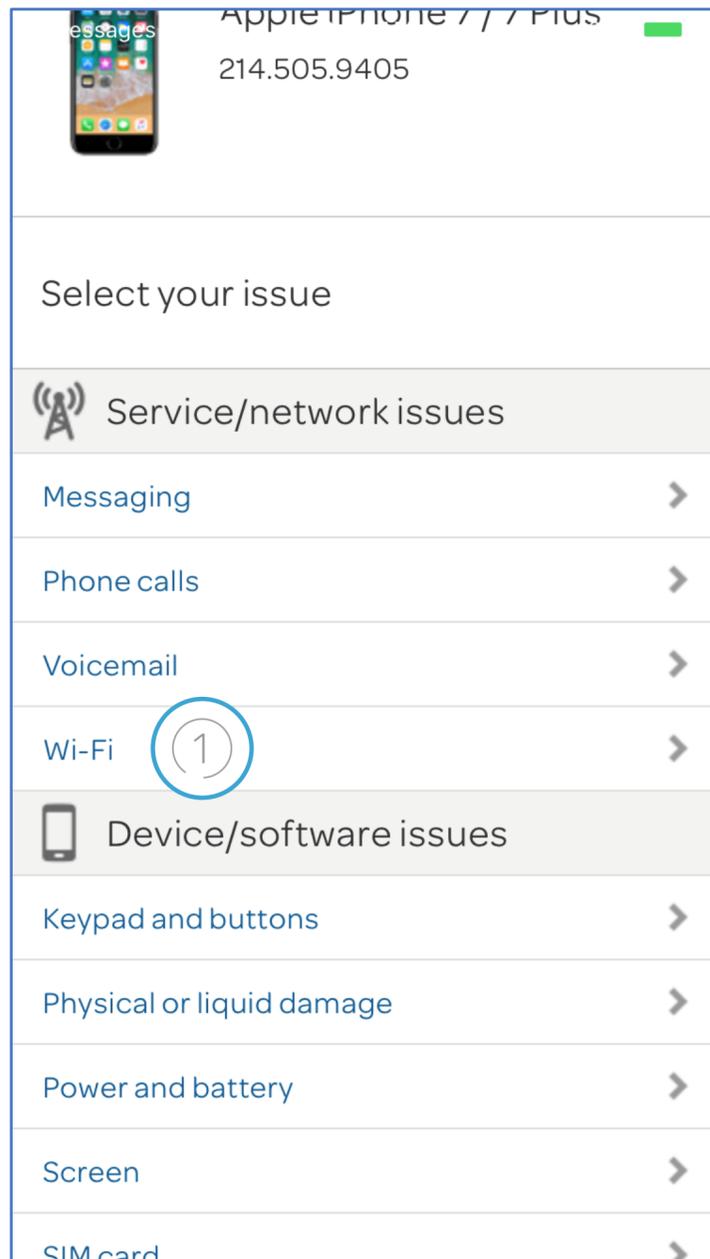
From the Customer Support menu:

1. Press the **Fix device & services** button. This is also known as Self Help.

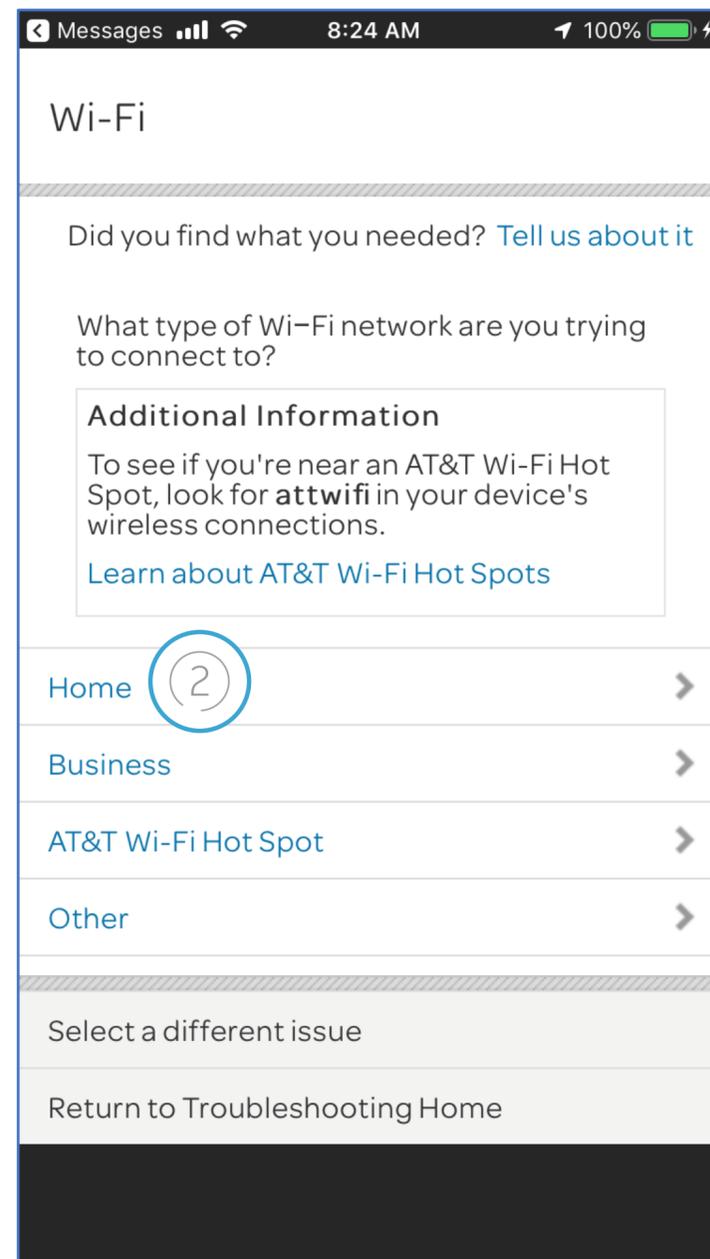
Please note that all information in this system is tied to the brand and model information that is stored in FirstNet. In this case, the phone is an Apple iPhone 7.

2. Scroll down to see all the options available in Self Help.

# Self Help – page 2 of 3: Choosing Self Help



Full Self Help menu



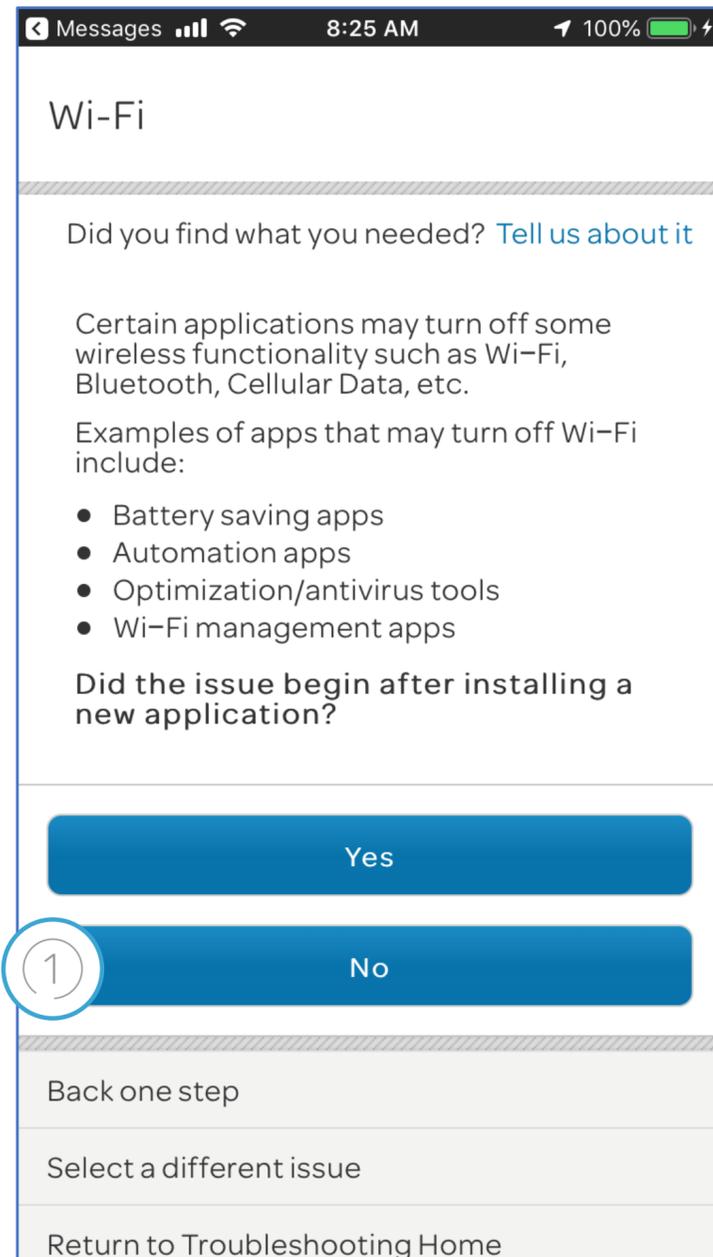
Wi-Fi options

We are going to explore the Self Help options for Wi-Fi.

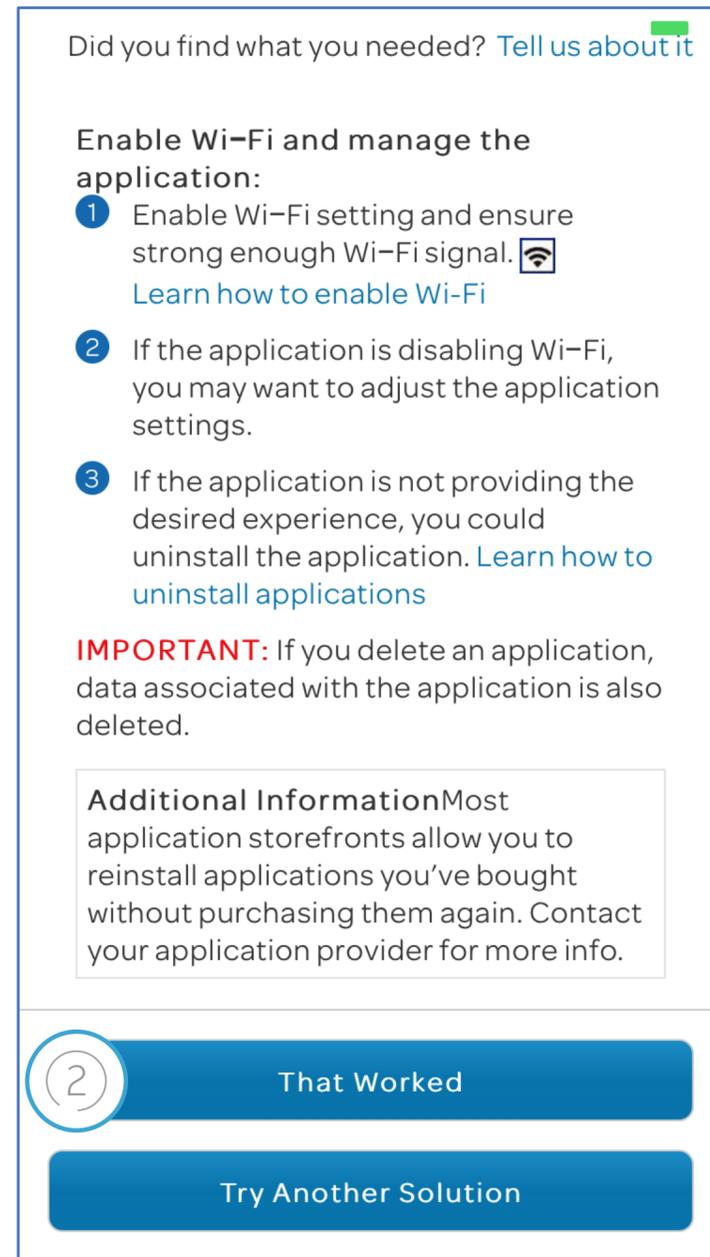
Once you have scrolled down:

1. Press the Wi-Fi option on the menu.  
We are going to investigate information about Home Wi-Fi.
2. Press the **Home** option.

# Self Help – page 3 of 3: Choosing Self Help



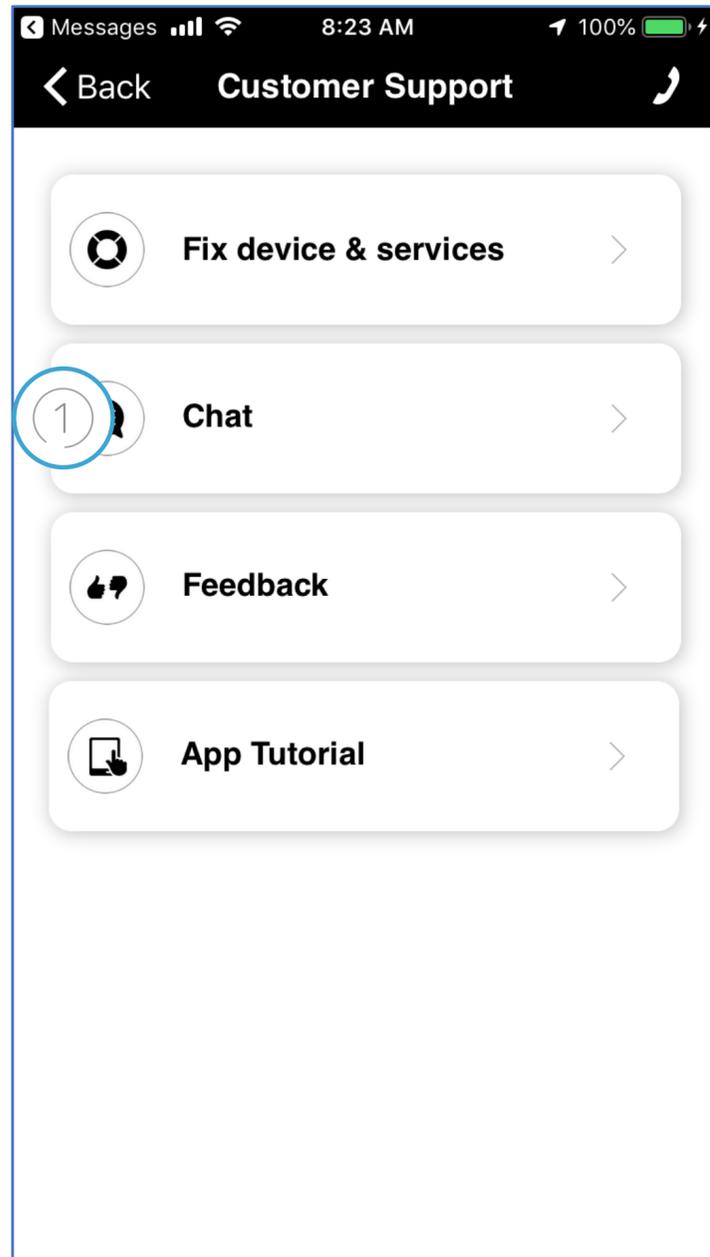
Wireless number verification



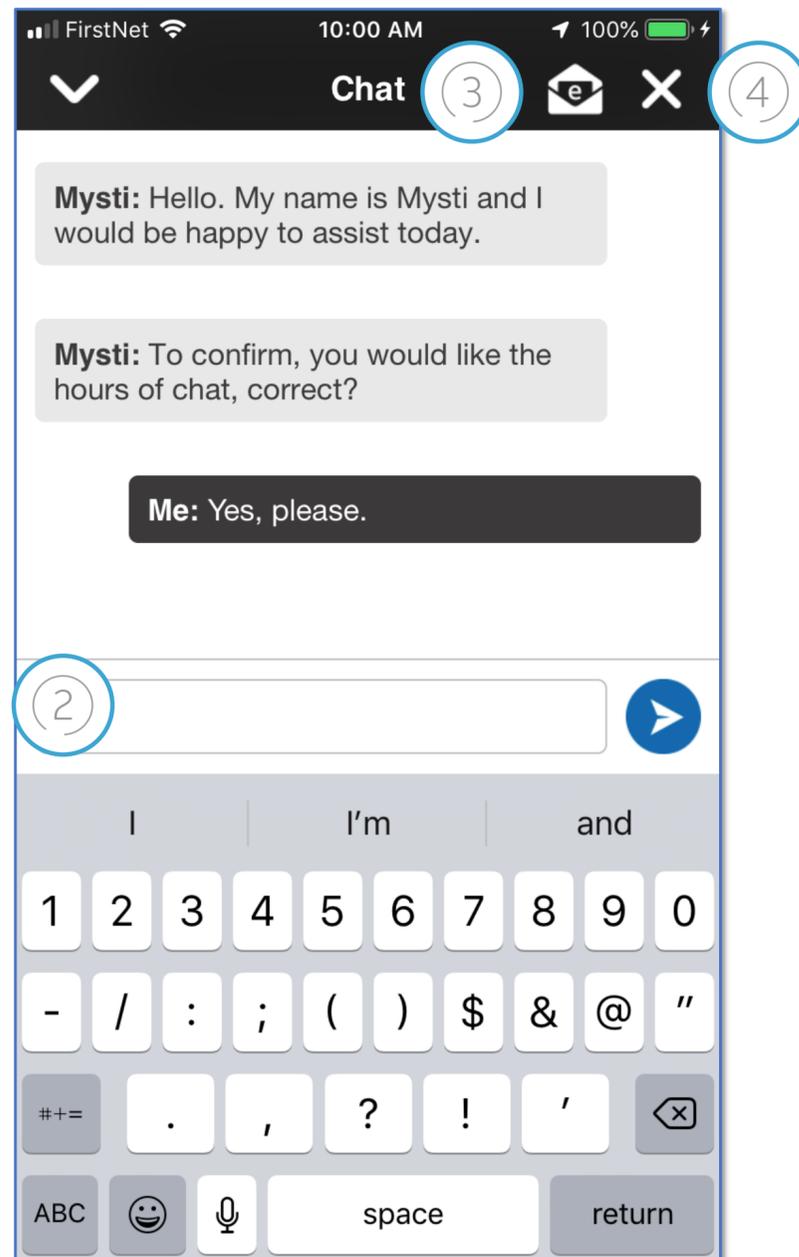
Successful verification

Once you have requested information about Home Wi-Fi, information is displayed.

1. This first troubleshooting task is to determine whether or not your problem started after installation of a new application. We are going to select the **No** button.
2. Again, more troubleshooting information is displayed. This continues until Self Help runs out of things to try. In this case, we are going to select **That Worked**.



Customer Support Menu

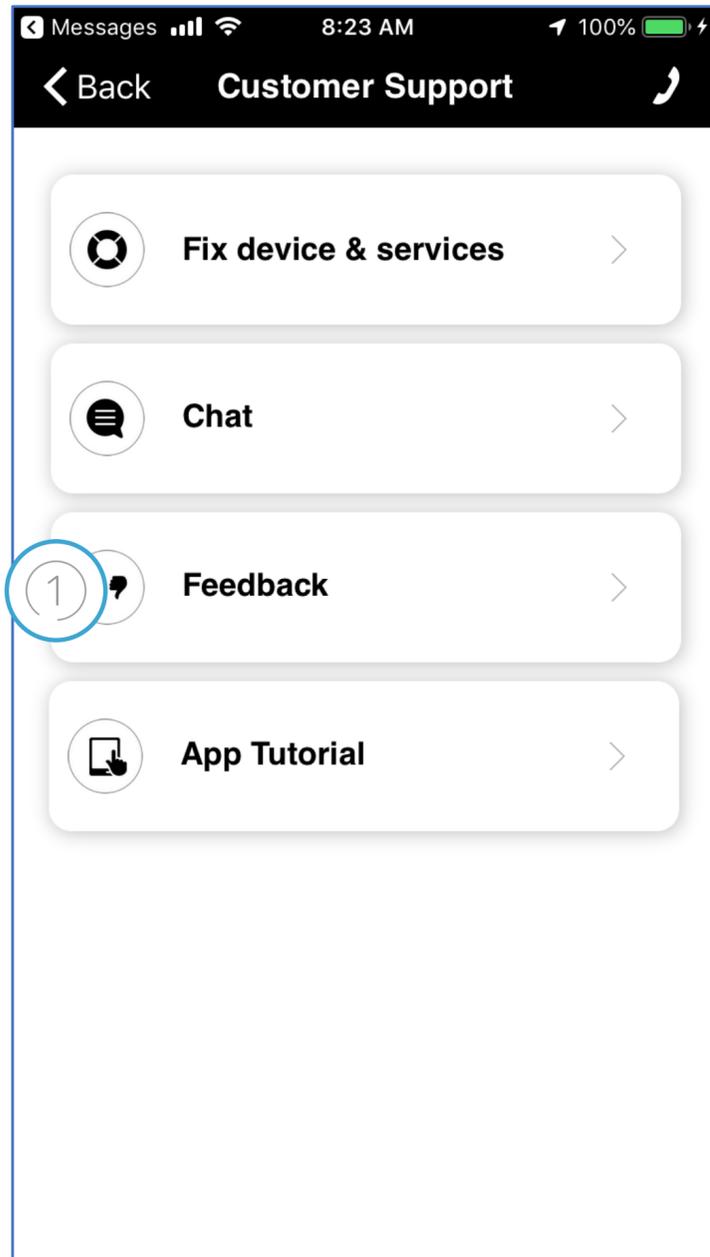


Fix device and services (Self Help)

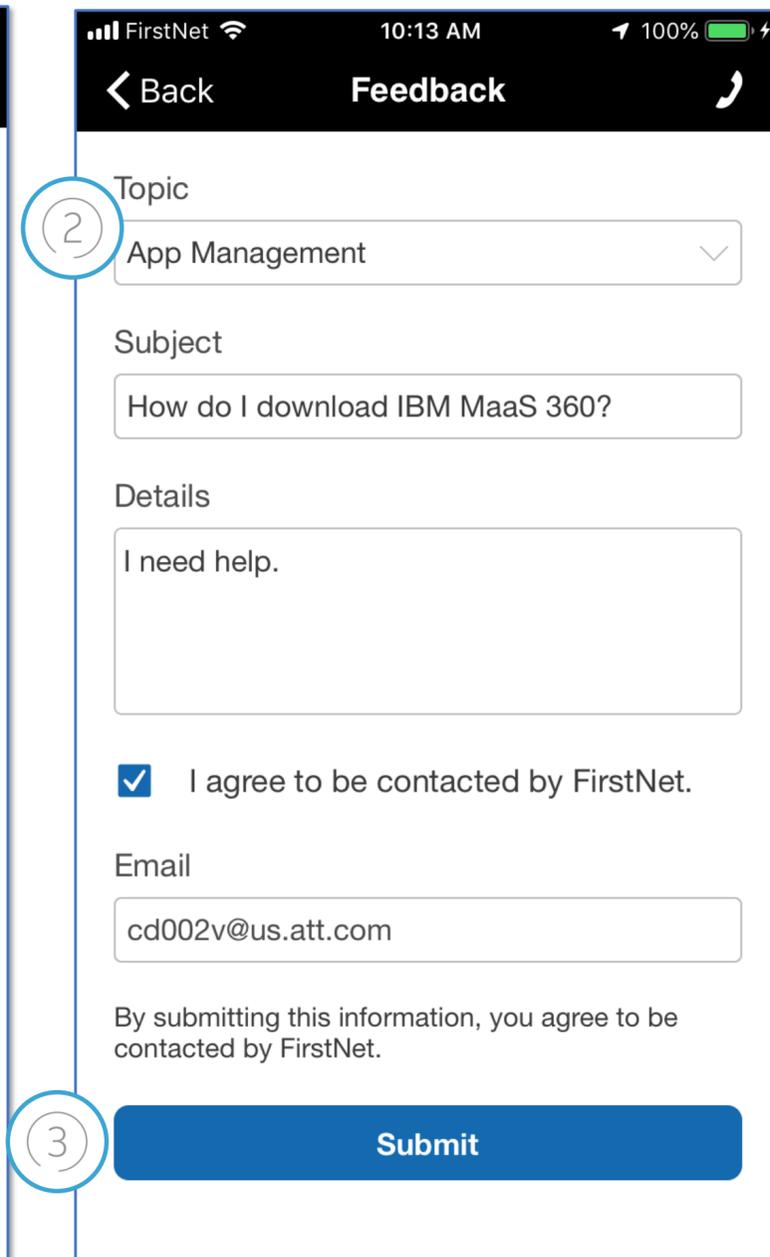
From the Customer Support menu:

1. Press the **Chat** button. This is also known as Self Help.  
The Chat window displays.
2. Type the question you have for Support.
3. If you would like a copy of the transcript of your discussion, click the envelope and enter your email address. The transcript will be sent to your email.
4. Use the X icon to go back to the Customer Support menu.

# Feedback



Customer Support Menu



Feedback screen

From the Customer Support menu:

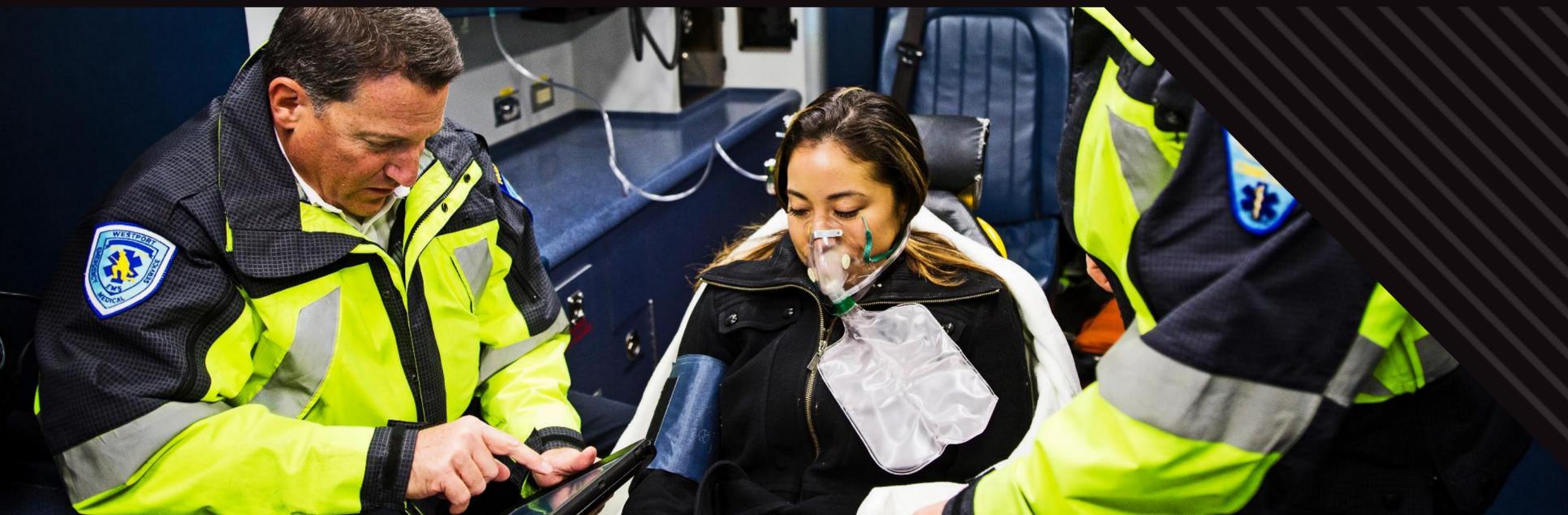
1. Press the **Feedback** button.

The Feedback window displays.

2. Select a topic, then enter the information you want to send to Customer Service.

3. Press the **Submit** button.

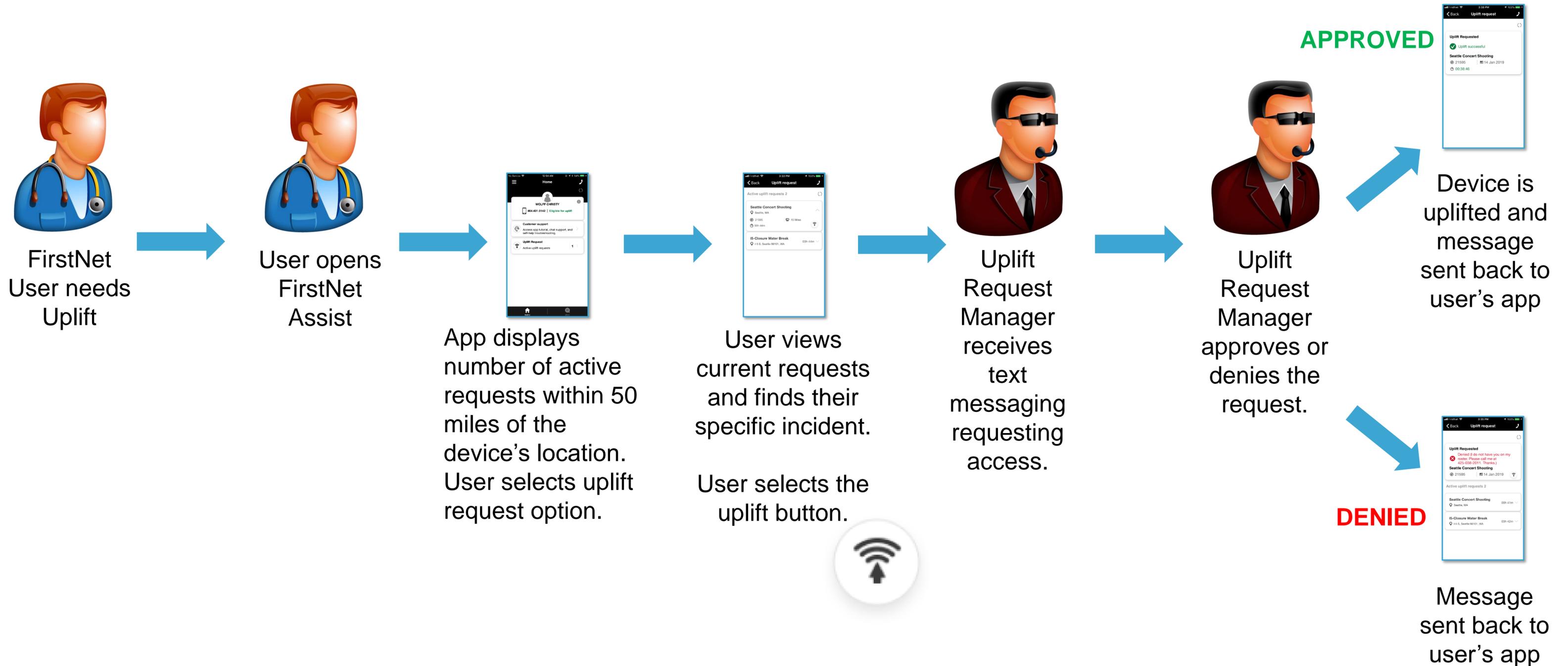
You can expect a response in 24 hours.



# Requesting Uplift

# Overview: Request Uplift from the field

This is how request for uplift from the field works.



# Overview: Current active requests

**FIRSTNET** | Uplift Request Tool

Uplift requests (22) | Wireless numbers (50) | Groups (2) | Mobile requests (0) | Reports (4) | Help

### Uplift request details

Uplift request prioritization only available on the FirstNet network  
FirstNet SIM cards will be available beginning April 1, 2018. To be eligible for prioritization on the FirstNet network, your devices need to have a FirstNet SIM card.

[Create new uplift request](#)

Uplift request I5-Closure Water Break information [Print](#) | [Copy](#) | [Edit](#)

Search by uplift request name

Uplift request ID	Create date/Time	Status
21597	01-14-2019 03:17 PM	Active

Organization ID	End date/Time	Location
3NBENC	01-14-2019 07:17 PM	I-5 S, Seattle, WA 98101 (47.612167, -122.330811)

#### Wireless numbers

1 Groups, 0 Wireless numbers [Expand all](#) | [Collapse all](#)

- Water Team 2 (4 | 0 uplifted)** +
- Wireless numbers (0 | 0 uplifted)** +

**I5-Closure Water Break**  
Active  
Uplift request ID 21597  
Created 01-14-2019 03:17 PM

**Seattle Concert Shooting**  
Active  
Uplift request ID 21595  
Created 01-14-2019 03:17 PM

**Chehalis Marathon**  
Active  
Uplift request ID 21593  
Created 01-14-2019 03:16 PM

**Chehalis Marathon**  
Expired

For an uplift request from the field to work, there must be the following:

1. Uplift requests within 50 miles of the device
2. The device must have a FirstNet SIM (black)

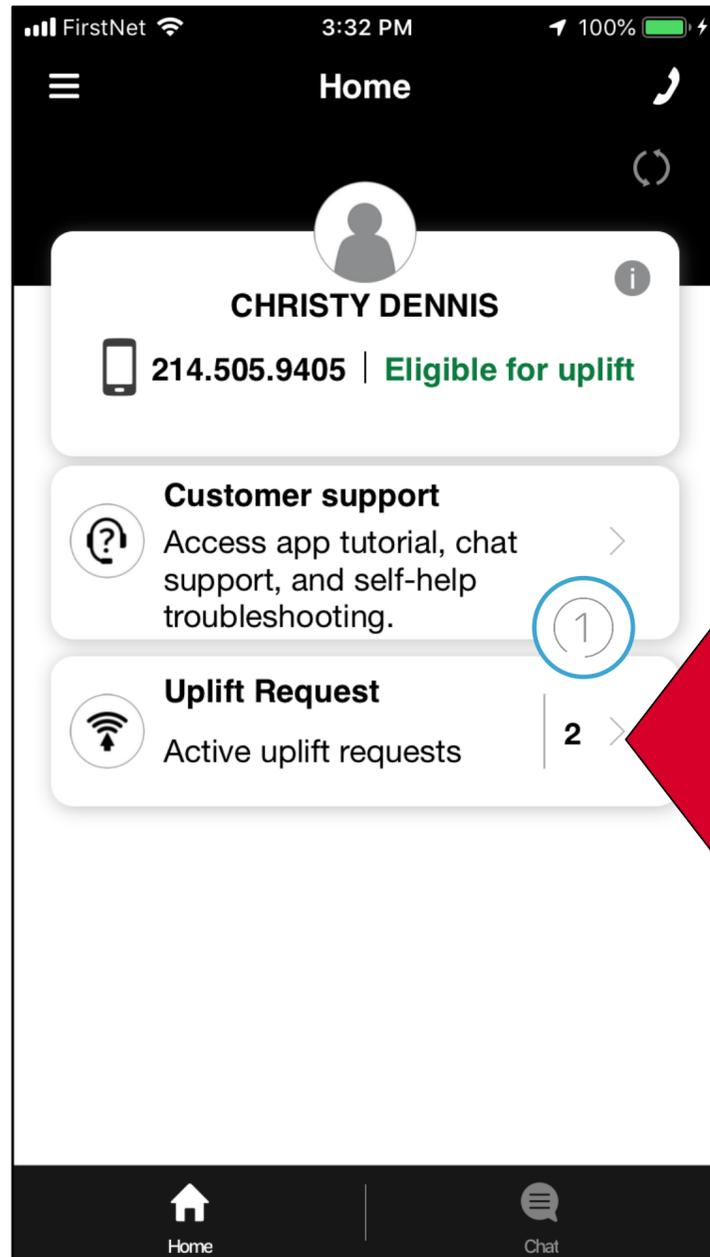
This screen displays the currently active uplift requests for my organization.

There are three active requests. They are as follows:

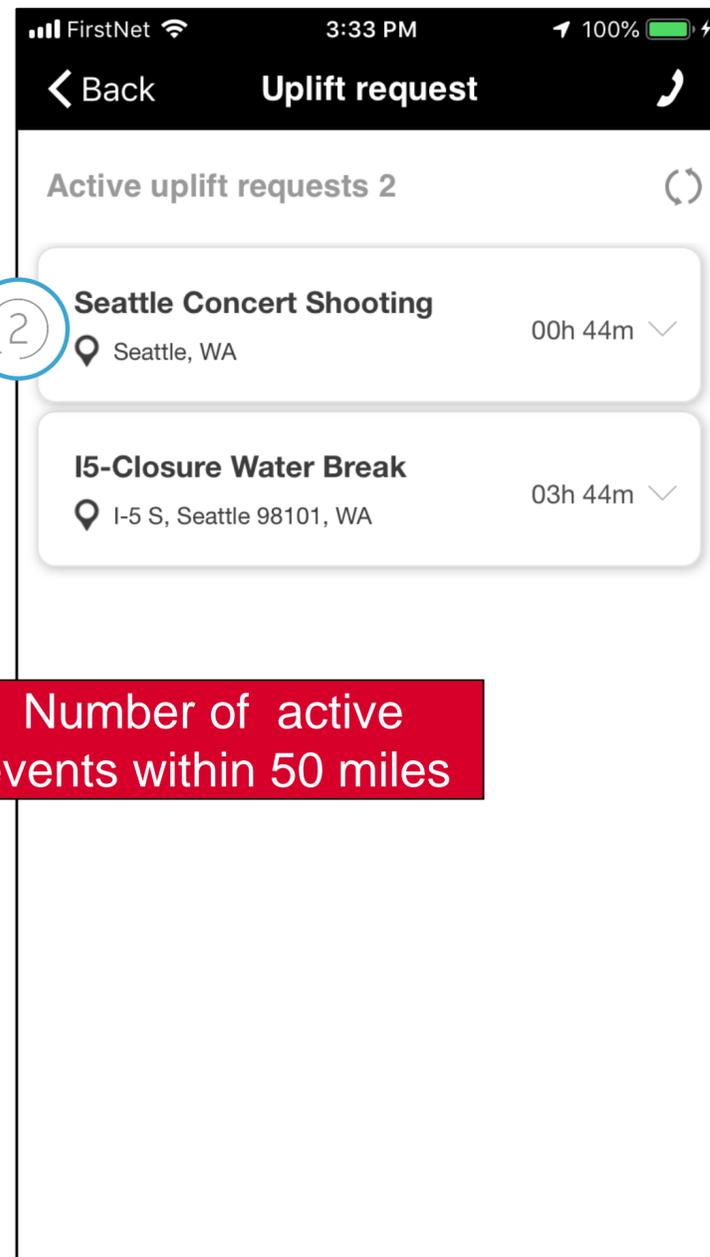
Request Name	Distance from device
Chehalis Marathon	104 miles
Seattle Concert Shooting	15 miles
I5 Closure – Water Break	16 miles

We are going to demonstrate the uplift request process using the Seattle Concert Shooting as our event.

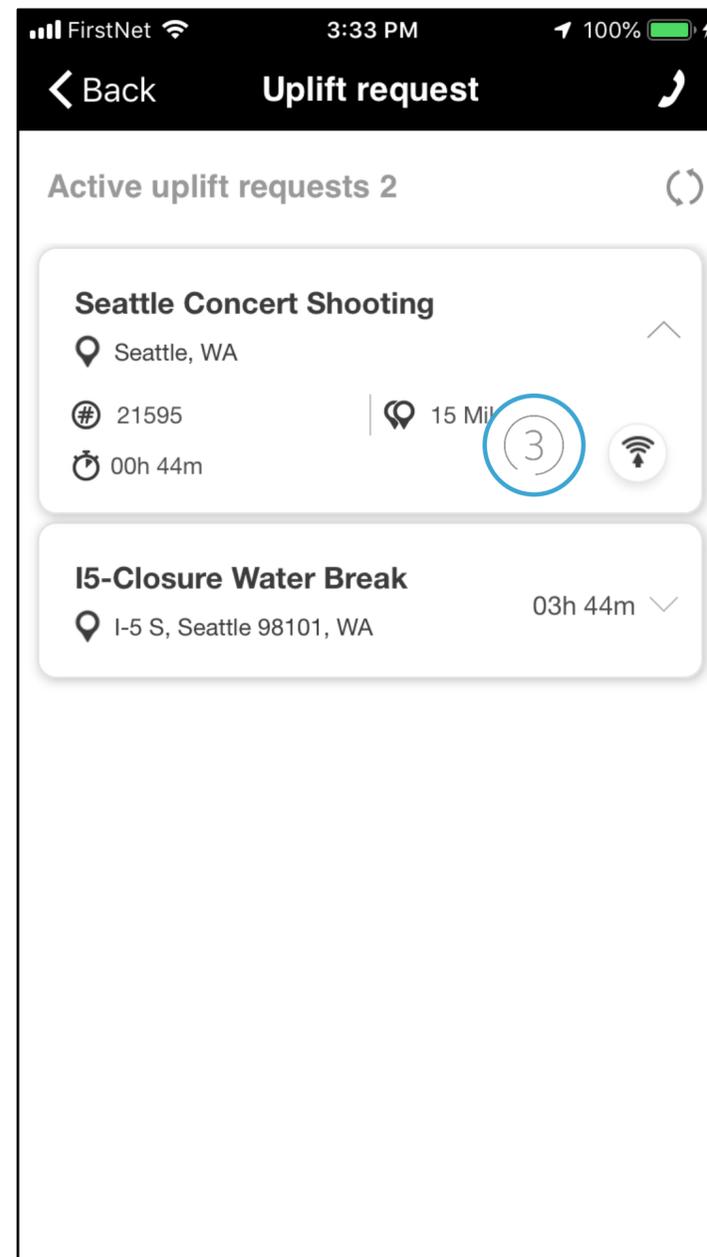
# Request Uplift – step 1 of 3: End User finds an active request



Customer Support Menu



Feedback screen



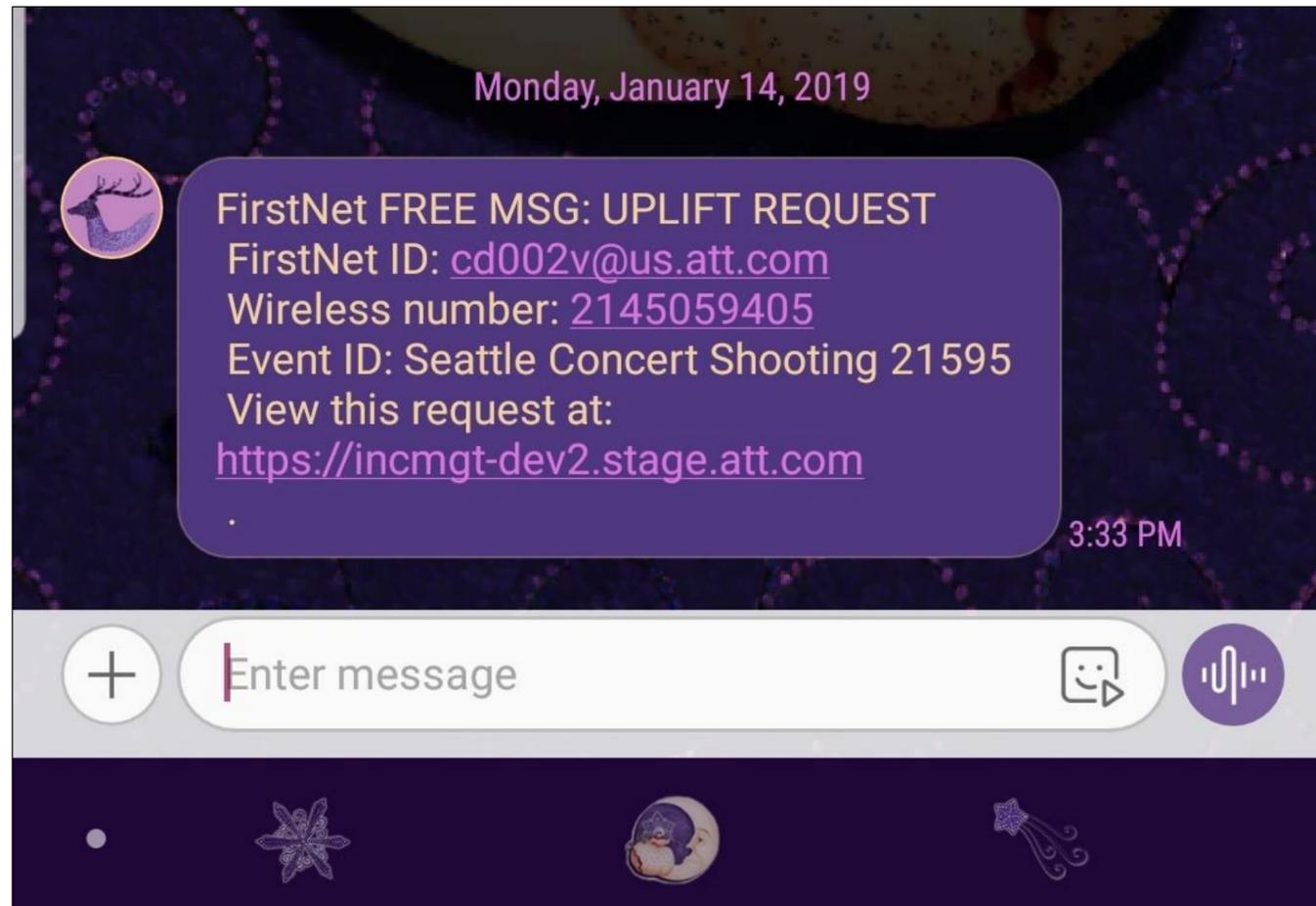
From the main menu:

1. Select the **Uplift Request** button.

The Uplift Request window displays. Notice: Chehalis Marathon does not appear, since it is further than 50 miles away.

2. Select the **Seattle Concert Shooting** to see additional detail.
3. To request uplift, select the **Uplift Request** button.

## Request Uplift – step 2 of 3: Uplift Request Manager receives a text message



Multiple Uplift Request Managers may be assigned to an event. All Uplift Request Managers connected to the event receive a text message notification for the uplift request with a link that goes directly to the request.

Uplift Manager has 15 minutes to complete request. If the request is not updated by an Uplift Manager within the timeframe, the request is denied due to lack of follow-up.

User can resubmit the request, if necessary.

# Request Uplift – step 3a of 3: Uplift Request Manager denies the request

Uplift Request Tool, Mobile requests

Uplift Request Tool, Mobile requests

Uplift Denial Screen

Uplift Denial Screen

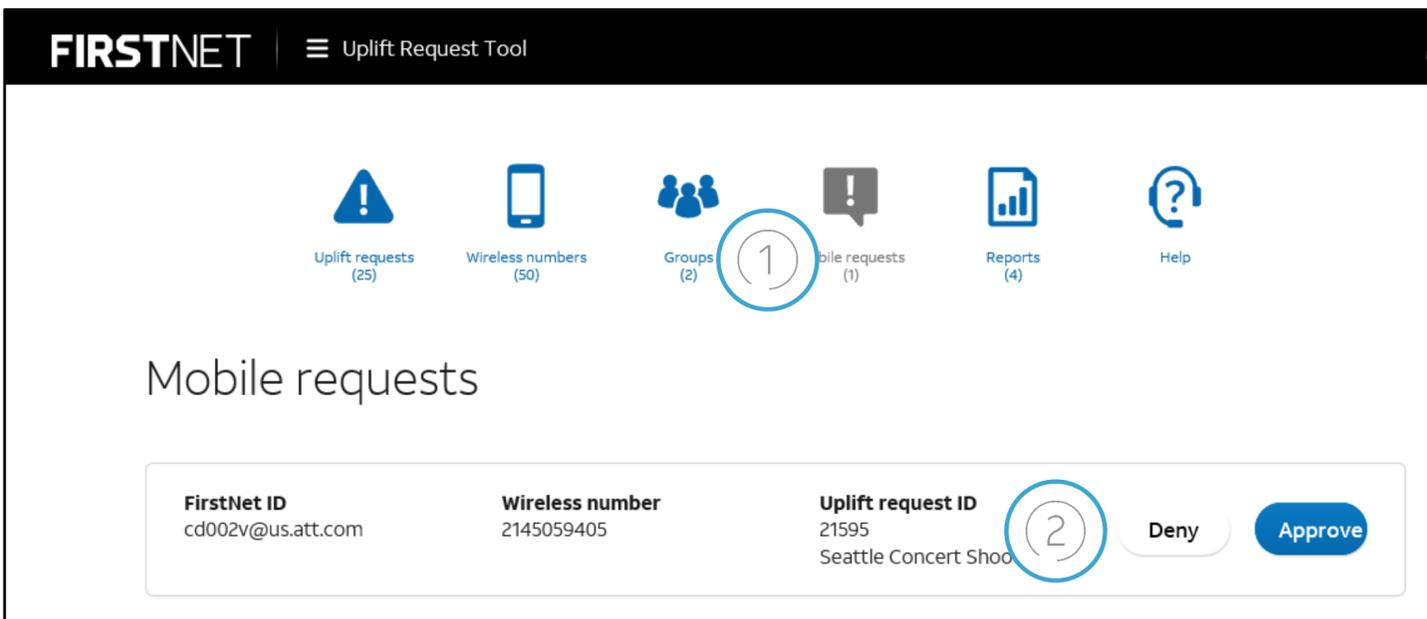
The Uplift Request Manager decided to deny request.

1. Uplift Request Manager selects Mobile Requests from main menu.
2. Uplift Request Manager uses one of the stock reasons, or types in response.
3. Uplift Request Manager selects **Submit** button.
4. Note: Custom reason entered in the Uplift Request Tool provided to end user.

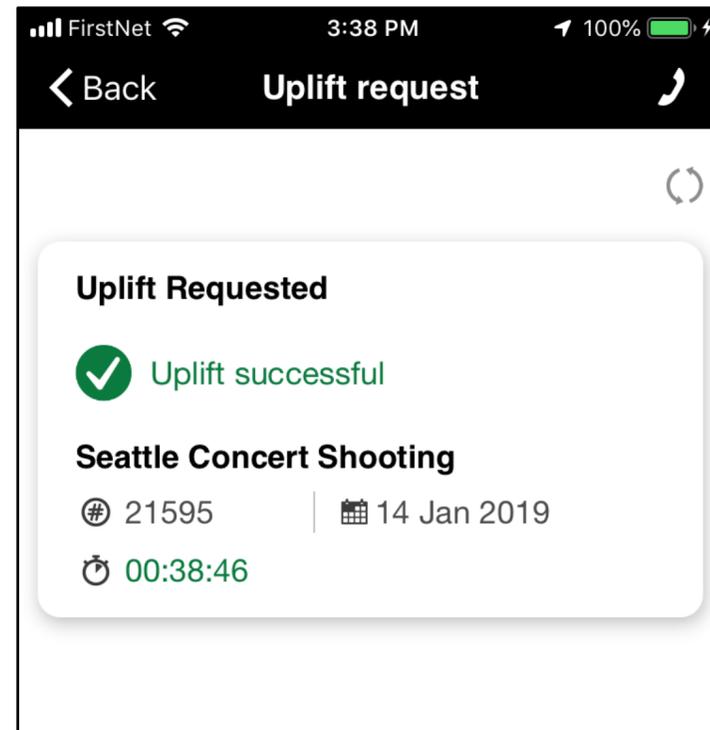
# Request Uplift – step 3b of 3: Uplift Request Manager approves the uplift request

Uplift Request Manager decided to approve request.

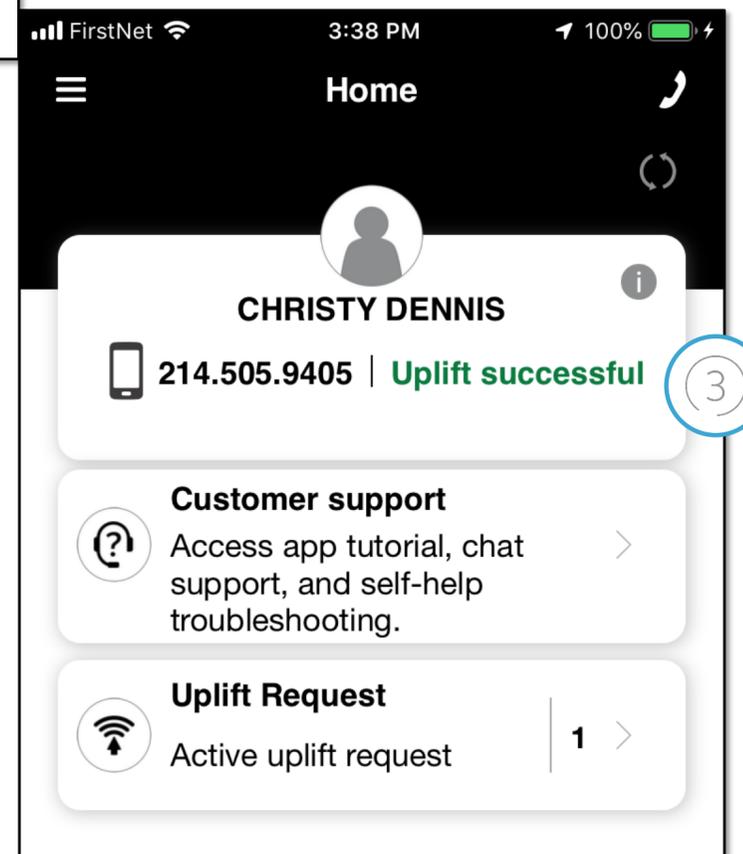
1. Uplift Request Manager selects Mobile Requests from the main menu.
2. Uplift Request Manager selects **Approve** button.
3. Note: FirstNet Assist shows Uplift successful on user's device.



Uplift Request Tool, Mobile requests



Uplift Successful Screen

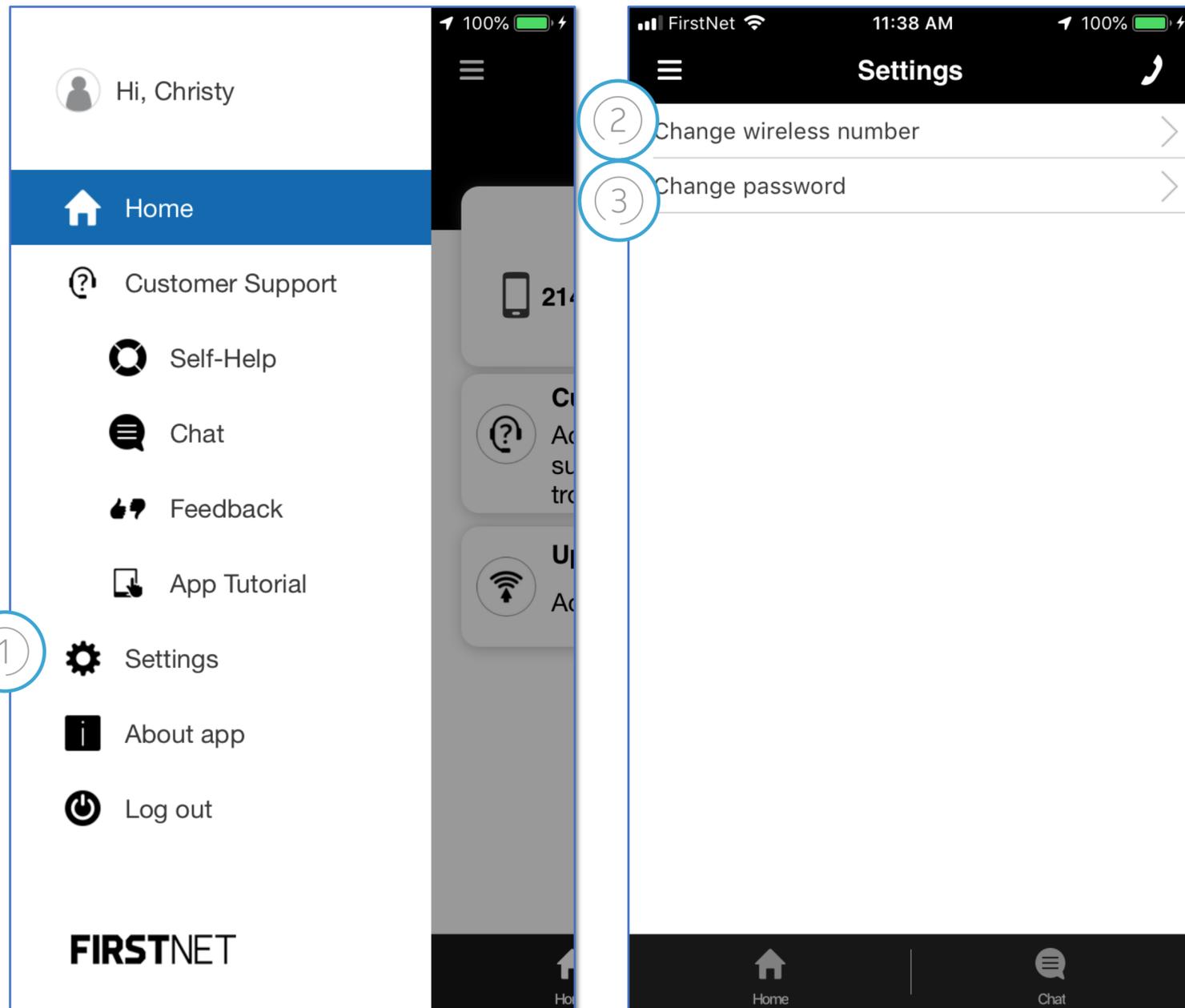


Main menu with updated uplift status



# Changing Settings

# Settings: Selecting a setting



Customer Support Menu

Feedback screen

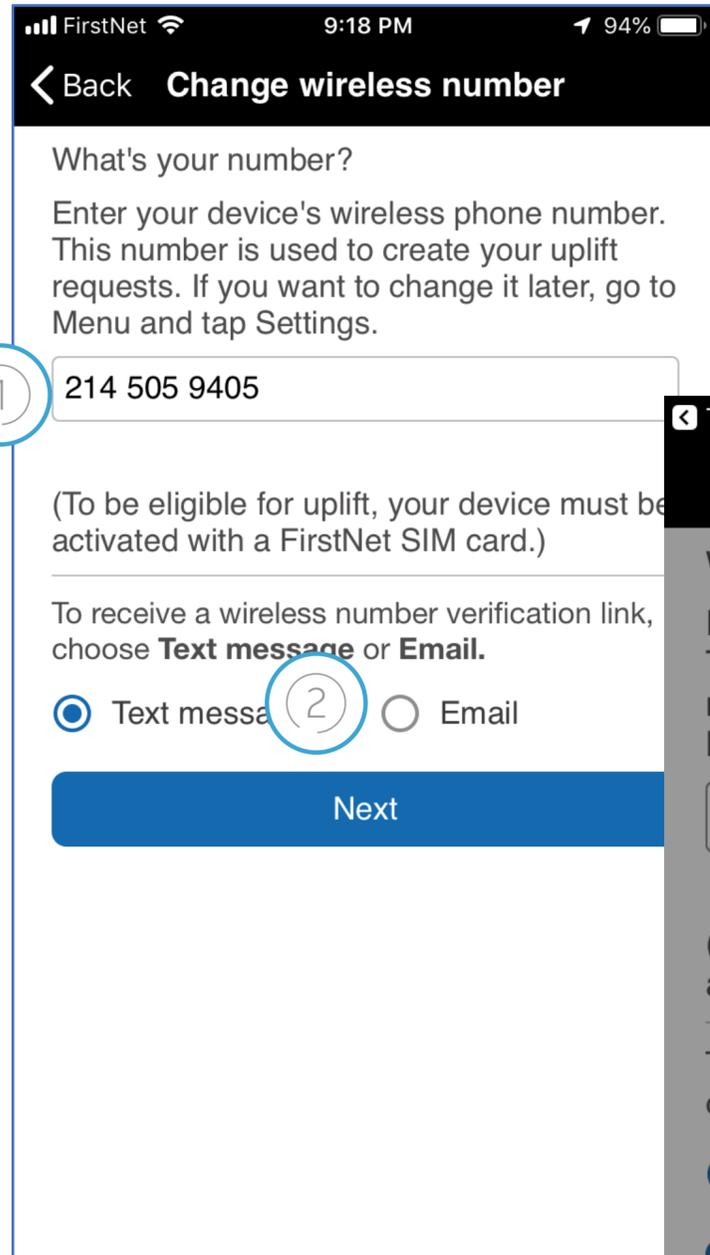
From the hamburger menu:

1. Press the **Settings** button.

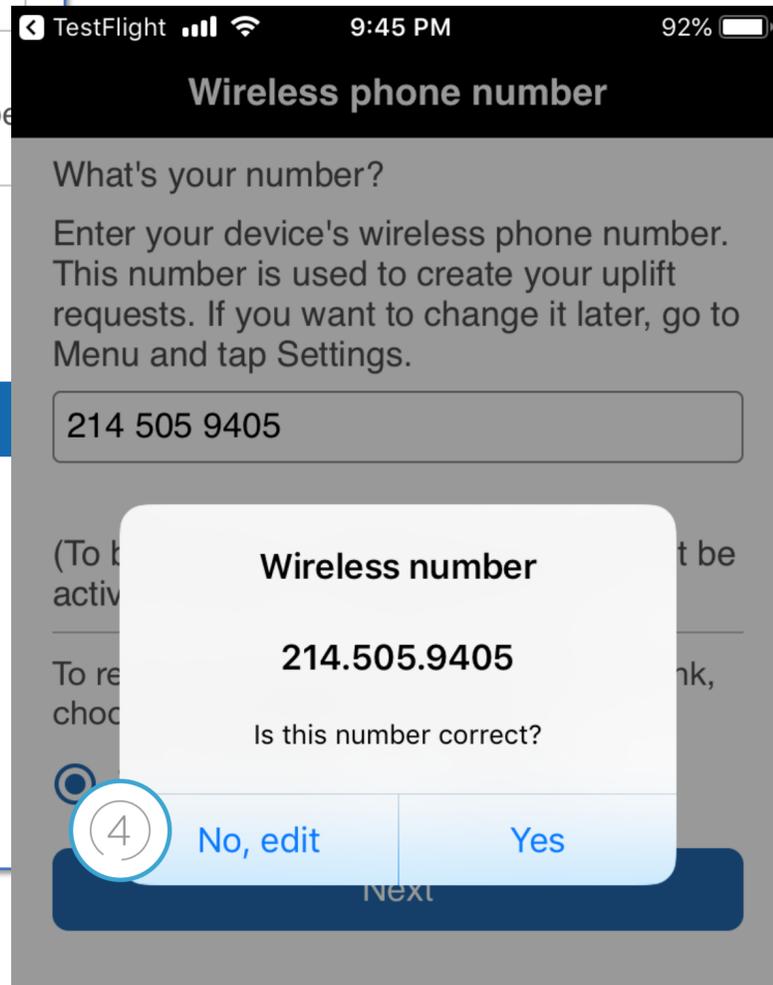
The Settings menu displays.

2. If you need to change the wireless number, press the **Change wireless number** option.
3. If you need to change your password, press the **Change password** option.

# SETTINGS: Changing your wireless number – page 1 of 3



Wireless number setup

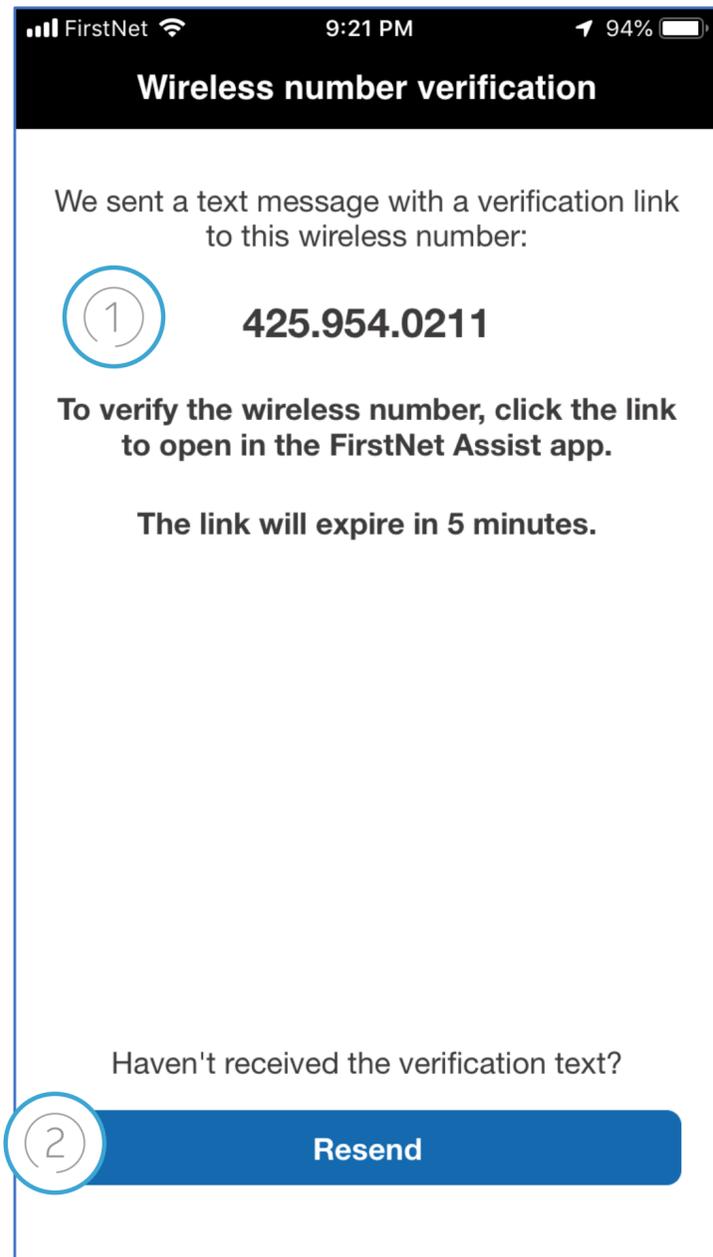


Phone number confirmation

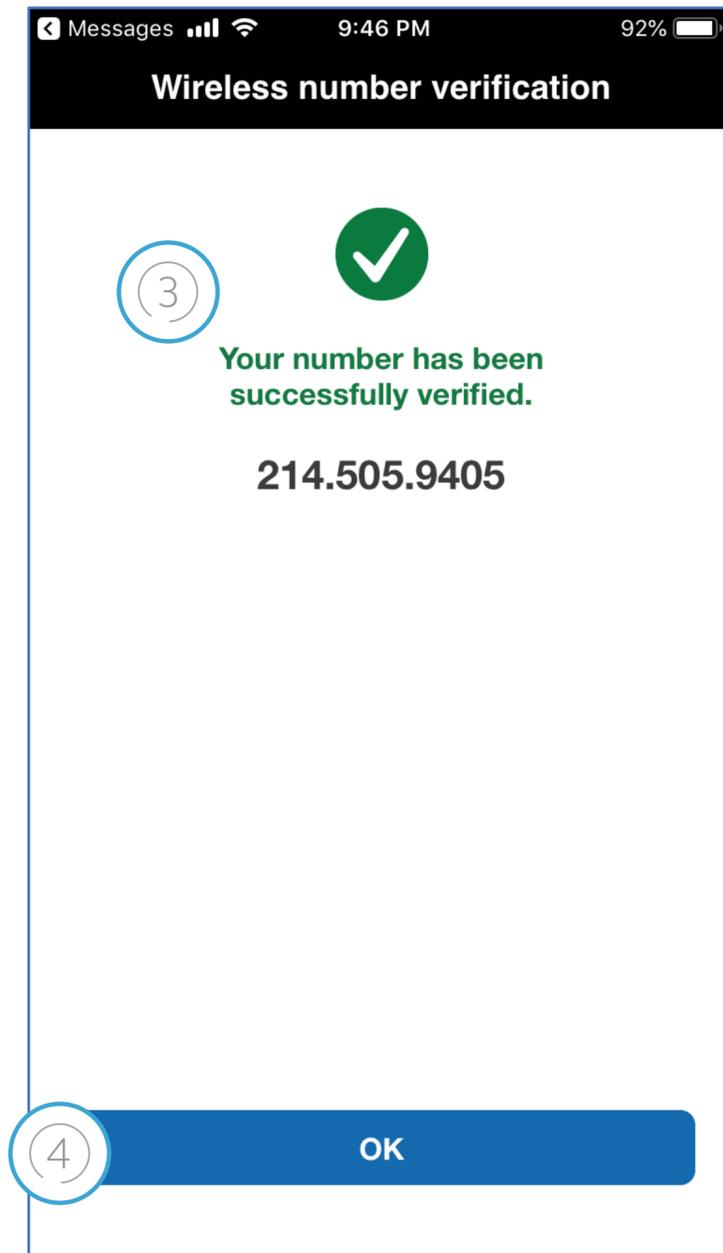
Once you have selected, **Change your wireless number**, you will see this screen.

1. Enter your phone number into text box.
2. If you want to validate your number using email, click the email option and enter your email.
3. Once you have either selected text or email, click the **Next** button (not shown).
4. If the wireless number is correct, press Yes; otherwise, use No, edit to go back to the wireless phone number entry screen.

# SETTINGS: Changing your wireless number – page 2 of 3



Wireless number verification

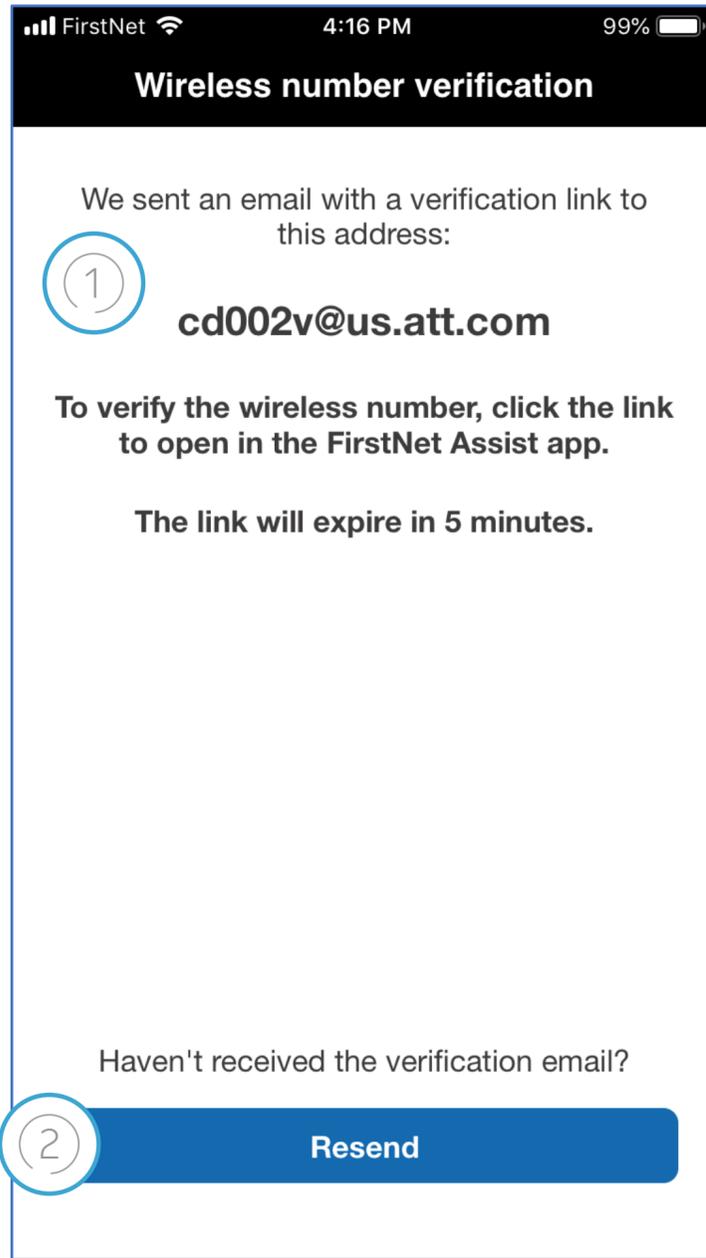


Successful verification

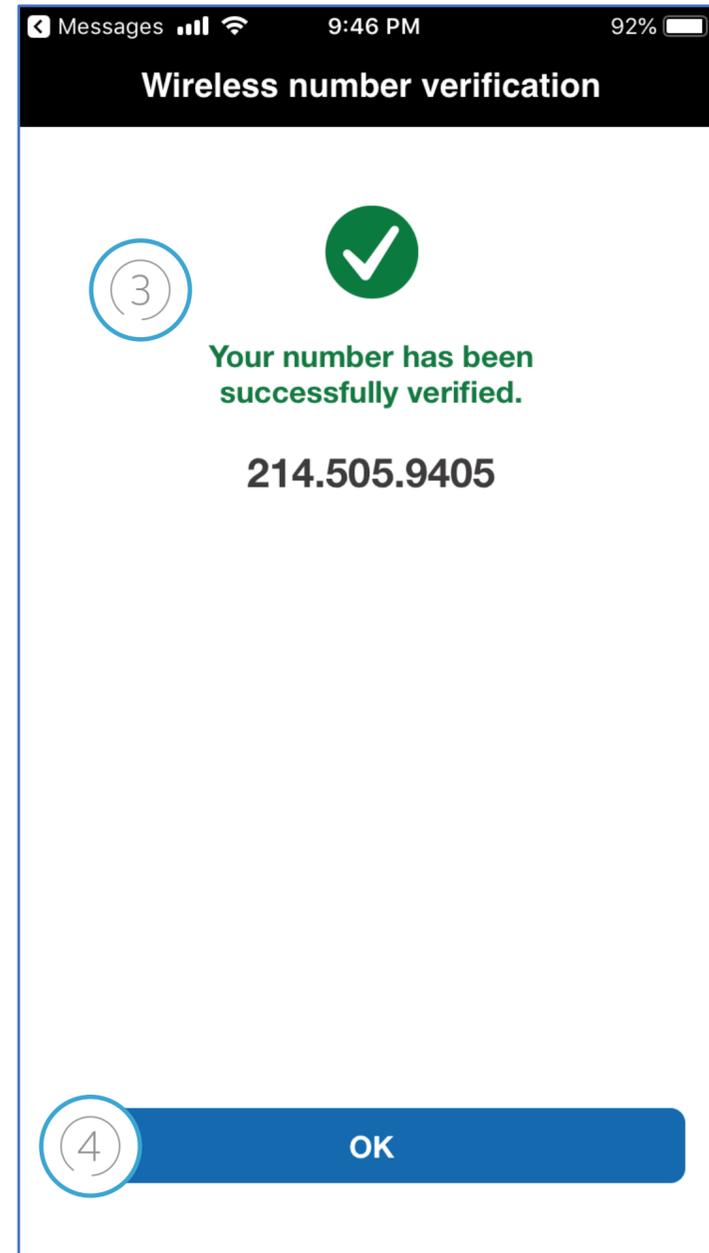
## How to verify your phone number using text

1. Once you have requested to verify your phone number via text, the app informs that a text message with a link has been sent to the device.
2. If the text message does not appear, you can resend by using the blue **Resend** button.
3. Open your text messages and press the link that was sent by Local Control. The app displays that your number has been verified.
4. Click the **OK** button.

# SETTINGS: Changing your wireless number – page 3 of 3



Wireless number verification

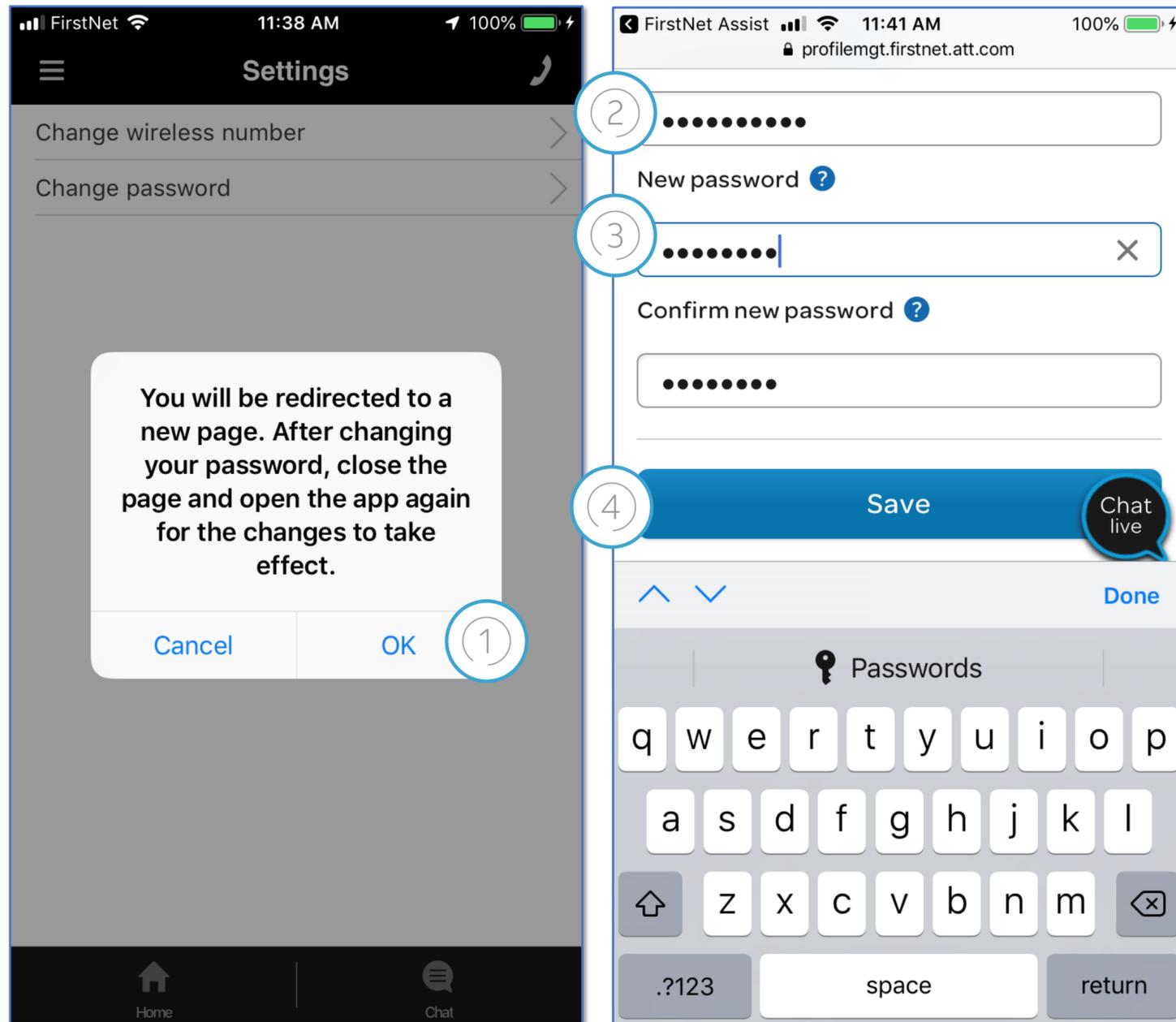


Successful verification

## How to verify your phone number using email

1. Once you have requested to verify your phone number via email, the app informs that an email has been sent to you.
2. If the email message does not appear, you can resend by using the blue **Resend** button.
3. Open your email program **on the device**, find the email in your Inbox and press the link that was sent by Local Control. In the app, it displays that your number has been verified.
4. Click the **OK** button.

# Settings: Changing your password



Change password prompt

Change password screen

Once you have selected, **Change your password**, you will see this screen.

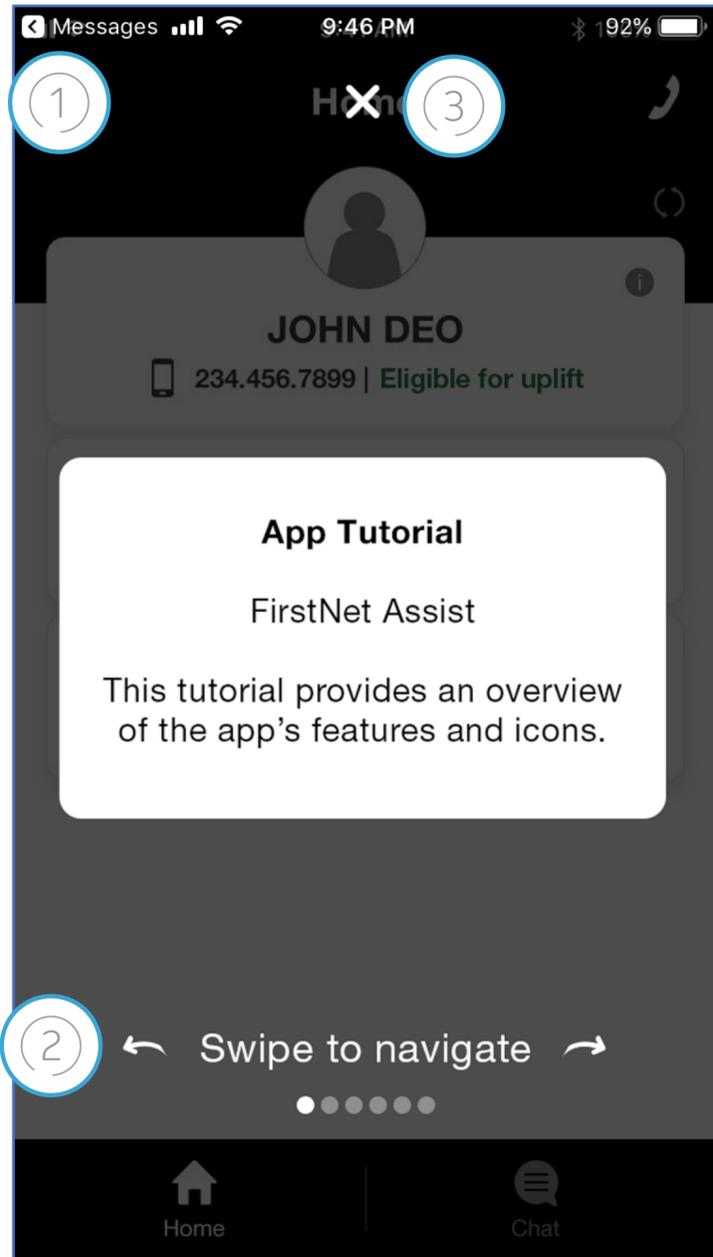
1. Read the prompt, then press the **OK** button.
2. Enter your old password.
3. Enter your new password, twice.
4. Press the **Save** button.

***Be sure to close out of FirstNet Assist to have the changes take affect.***

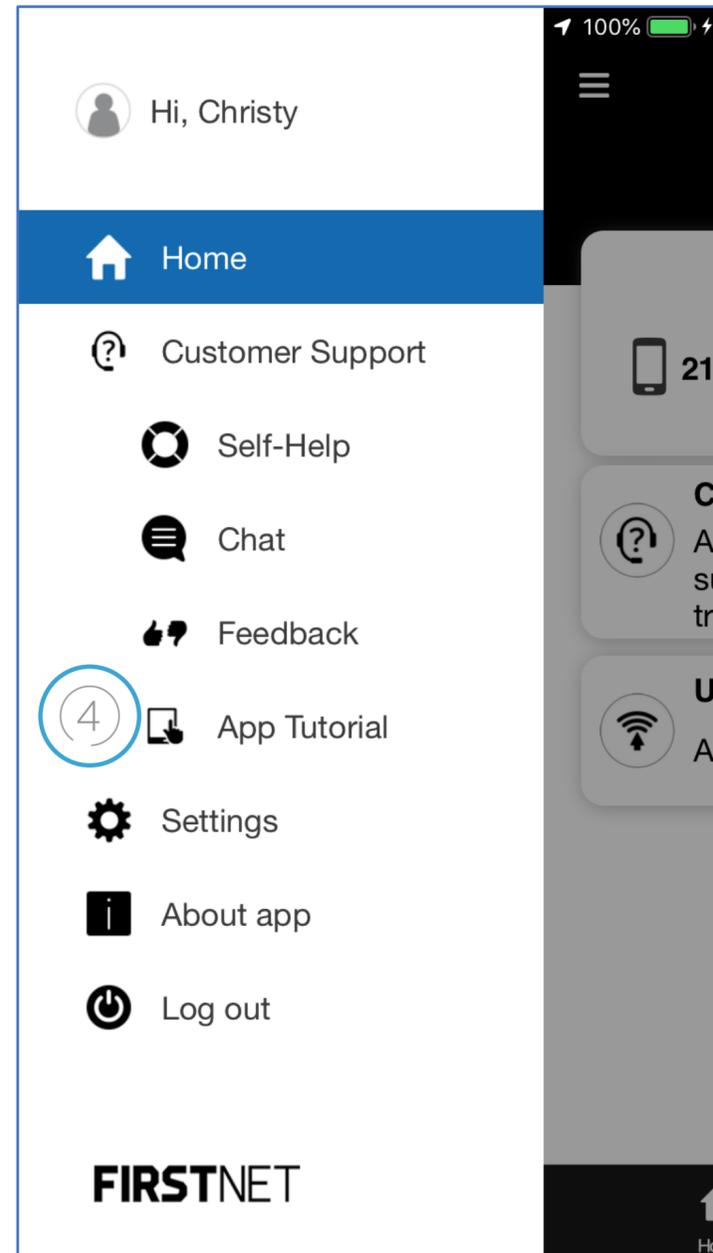


# Using Help

# USING HELP: The App Tutorial



Customer Support Menu



Feedback screen

The App Tutorial gives you a quick run through of the basic functionalities of the app.

1. The App Tutorial comes up the first time you use the app. It is also found on the hamburger menu.
2. When you have completed your review, use the X icon from any screen to stop the tutorial.
3. Navigate from one screen of information to another by swiping left or right.
4. Once you have closed the App Tutorial menu, you can get back to this aid, by using the hamburger menu to access the App Tutorial.



**FIRSTNET™**

**Built with AT&T**