Log In to AT&T MetroCell

Overview

This topic explains how to log in to the AT&T MetroCell website, where you can activate and manage one or more MetroCell devices. If you are not an authenticated MetroCell user, you can go to the AT&T MetroCell website by clicking the **AT&T MetroCell** ad on the AT&T Premier homepage.

An AT&T MetroCell acts like a miniature cellular tower, enabling you to improve the quality of wireless service for your organization. If you have indoor wireless coverage that's less than full strength, you can install a MetroCell to boost coverage.

Log In as a First-Time Authenticated User

1. On the AT&T MetroCell login page, in the **Username** field, enter your username.

2. Optionally, check the **Remember my username** box. The next time you log in, you will only need to select your username.

3. In the **Password** field, enter your password.

4. Click **Log In**. You're logged in to the AT&T MetroCell website.

Top

Log In as a Returning Authenticated User

1. On the AT&T MetroCell login page, in the **Username** field, enter your username.

   Note: If you had previously selected **Remember my username**, you may skip entering your username and go to Step 2.

2. In the **Password** field, enter your password.

3. Click **Log In**. You're logged in to the AT&T MetroCell website.

Top

Log In as an Unauthenticated User

1. On the AT&T Premier homepage, in the AT&T MetroCell ad, click **MetroCell website**. The AT&T MetroCell product page appears. From there, go to the AT&T MetroCell website.

Top

Retrieve Username or Password

Retrieve your username

1. On the AT&T MetroCell login page, in the **Login Help** section, click **Forgot your username?**. The Customer Type page appears.

2. To confirm that you're an AT&T MetroCell business user, click **Continue**. The Forgot Username page appears.

   Note: If you're not an AT&T MetroCell business user, then click **retrieve your Premier username**.

3. Enter your email address, and then click **Continue**.

4. Select the username you want to recover on the field and provide the answer to your secret question, and then click **Submit**. A confirmation page appears stating that an email has been sent to the address you provided.

5. Click **OK**. You'll receive an email that contains your username and a Login button you can use to log in to AT&T MetroCell.

Reset your password

1. On the AT&T MetroCell login page, in the **Login Help** section, click **Forgot password? Reset now**. The Customer Type page appears.

2. To confirm that you're an AT&T MetroCell customer, click **Continue**. The Forgot Password page appears.

3. Enter your username, and then click **Continue**.

4. Provide the answer to your secret question, and then click **Submit**. A confirmation page appears stating that an email has been sent to the address on file.

5. When you receive the email, open it and follow the instructions to change your password. You'll receive a second email notifying you when your password reset is complete.

Top