



# Log In to AT&T MicroCell

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## Overview

This topic provides information about how to log in to the AT&T MicroCell™ device and receive a personal identification number (PIN).

AT&T MicroCell acts like a miniature cellular tower in small business environments. It connects to the AT&T network using your existing Internet service, and can support up to four users simultaneously.

You can visit our [AT&T MicroCell](#) page to learn more about its value for your organization and how to configure and use the device.

## First-Time Users

### Log in to AT&T MicroCell as a first time user

1. On the [AT&T MicroCell](#) login page, in the **First Time Users** section, type your 10-digit wireless number, and then click **Continue**. You'll receive a text message with a PIN to use when you register as a MicroCell user.

**Note:** If your device does not support text messaging, contact AT&T MicroCell Technical Support at 800.331.0500 to continue your account activation.

2. In the **Wireless Number** field, enter the PIN, and then click **Continue**.

**Note:** The PIN is case sensitive. If you enter the PIN incorrectly three times, the registration site prevents you from logging in for 24 hours.

3. Create your account login information, enter your email and postal addresses, and then click **Continue**.

**Note:** You'll need to access this email address to complete the activation process.

4. Read the terms and conditions, and then click **Accept**. The Registration Successful page appears.

5. Access your email account, open the email titled **AT&T MicroCell: Your Login Registration is Complete**, and then click **Login**.

**Note:** If the email does not arrive within five minutes, check your spam folder for a message from [premier@premier.wireless.att-mail.com](mailto:premier@premier.wireless.att-mail.com).

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## PIN Issues

If you experience issues receiving your PIN:

- Confirm that your wireless device can receive text messages.
- If you have an AT&T LaptopConnect device, make sure you have AT&T Communication Manager installed. Communication Manager connects with the AT&T network so you can manage Wi-Fi connections and receive text messages.

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## Returning Users

### Log in to AT&T MicroCell as a returning user

1. On the [AT&T MicroCell](#) login page, in the **Returning Users** section, type your username in the **Username** field.  
**Note:** If you previously checked the **Remember my username** box, you can skip entering your username and go to Step 2.
2. Type your password in the **Password** field.
3. Optionally, check the **Remember my username** box. The next time you log in, you will only need to select your username.
4. Click **Login**.

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## Retrieve Username or Password

### Retrieve your username

1. On the [AT&T MicroCell](#) 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 MicroCell customer, click **Continue**. The Forgot Username page appears.
3. Enter your email address, and then click **Continue**. A confirmation page appears stating that an email has been sent to the address you provided. Click **OK**.

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

### Reset your password

1. On the [AT&T MicroCell](#) 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 MicroCell 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.

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