Radio Licensing Authentication Portal: FAQs

1.) I don't know if I have a Motorola Solutions account/credentials. Can you look it up?
- Your credentials are the same that you use to access the Motorola Solutions platform today. You can test that your credentials are valid by visiting connect.motorolasolutions.com and signing in.
  - PCR: Your Partner Hub or MyView credentials
  - TETRA: Your MyView credentials
  - ASTRO: Your Customer Hub or MyView credentials
- The portal also includes links for retrieving a forgotten user ID or password.

2.) How do I reset my password if I don't remember it?
- Access your Login Page (Partner Hub, Customer Hub, MyView).
- Click FORGOT PASSWORD.
- Select PASSWORD Reset Option.
- Enter the email address associated with your account
- Answer your Security Questions, if you have any set up on your account.
- Authenticate using a One-Time Password delivered via SMS, if a mobile/cell number is associated with your account.

3.) How do I access the licensing system?
- Log into connect.motorolasolutions.com using your credentials and a six-digit one-time verification code that will be sent to your registered email address.
- Your credentials are the same that you use to access the Motorola Solutions platform today.

4.) What do I do if I don't receive an email verification code?
- Make sure the email address is correct.
- Check your spam or junk folder.
- If the issue still persists, please contact your local administrator.

5.) If you have any further questions, please review the MTN, or visit our radio licensing support page.