



# Radio Licensing Authentication Portal: FAQs



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## 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](https://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](https://connect.motorolasolutions.com) using your credentials.
- 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 the portal and signing in with:
  - PCR: Your Partner Hub or MyView credentials
  - TETRA: Your MyView credentials
  - ASTRO: Your Customer Hub or MyView credentials

## 4.) If you have any further questions, please review the [MTN](#), or visit our [radio licensing support page](#).



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