Notices and Notifications

Notices When Creating Random and Imported Guest Accounts

The Sponsor portal does not immediately display account details when you create:

- More than 50 random guest accounts simultaneously.

- One or more guest accounts by importing their information.

Instead, Cisco ISE allows you to continue other operations on the Sponsor portal, while it creates these guest accounts in the background. You should periodically check the **Notices** page for a notice that contains the account details.

On the **Notices** page, select the notice and view a summary of the newly-created accounts, which are also listed on the **Manage Accounts** page. You can chose various methods, such as email, SMS (text), and print, to provide the account details and login credentials to the guests and yourself.

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Provide Account Details to Known Guests

You can email, text, or print guests their account details, depending on how your system administrator has configured the Sponsor portal. Your system administrator can also set up email and text notifications so that you send guests their usernames separately from their passwords.

Before you begin

- You should have created accounts for guests whose personal information is available.

- To provide email or printed notifications to guests, you should have these facilities available to you.

- To send text notifications to guests, your system administrator should enable the SMS feature for the sponsor group to which you belong.

- For guests to receive email or text notifications, their accounts must have email addresses or phone numbers associated with them.

Step 1   On the **Account Information** dialog box that lists the account created for the known guest, you can:

- Click **Notify** to send the account detail to the guest. The **Notify** dialog box displays with additional options.
- Click **Done** if you do not want to send notifications to the guest.

Step 2   On the **Notify** dialog box, depending on the notification options configured by your system administrator, you can:

- Check **Print** to make a printed version of the account information available to the guest. This option is not available if you access the Sponsor portal on your mobile device.
- Check **SMS** to send an SMS notification with the account information to the guest.
- Check **Email** to send an email notification with the account information to the guest.
- If you enable **Email**, check **Copy me** and enter your **Email address** to receive an email with the account details for the guest account you created.

Step 3   Click **Ok** to send the notifications or **Cancel** if you do not want to send the notifications.

View and Provide Random Guest Account Details

You cannot email or text randomly created guest accounts; you can provide these guests a printed version of their account information. However, once these accounts are created, you can edit the accounts and add email addresses and phone numbers. You can then use this information to send future email and text notifications to these guests.

Before you begin

- You should have created more than 50 random guest accounts simultaneously.

- To provide email or printed notifications to guests, you should have these facilities available to you.

- To send text notifications to guests, your system administrator should enable the SMS feature for the sponsor group to which you belong.

- For guests to receive email or text notifications, their accounts must have email addresses or phone numbers associated with them.

Step 1   On the **Notices** page, open the notice to view a summary of the account details of the newly-created random guest accounts. An **Account Information** dialog box displays up to 50 of the accounts that were created and the usernames and passwords associated with these accounts. If you created more than 50 random accounts, go to the **Manage Accounts** page to view all the accounts created.

Step 2   On the **Account Information** dialog box, you can:

- Click **Print** to make a printed version of the account details available to the guests. A message indicates that the print job will be executed in the background and you will receive another notice about the print job.

  Note   All of the newly created accounts are printed, regardless of which accounts are displayed in the account creation notice.

- Click **Done** if you do not want to provide the login credentials to the guests at this time. The notice is retained in the **Notices** page.
- Click **Delete Notice** if you do not require the information.

What to do next

On the **Notices** page, open the print notice to view if the selected accounts were printed successfully. Each account is printed separately, so you can provide login credentials to individual guests.

View and Provide Imported Guest Account Details

You can email, text, or print guests their account details, depending on how your system administrator has configured the Sponsor portal. Your system administrator can also set up email and text notifications so that you send guests their usernames separately from their passwords.

Before you begin

- You should have imported guest information from a .csv file to create one or more guest accounts.
- To provide email or printed notifications to guests, you should have these facilities available to you.
- To send text notifications to guests, your system administrator should enable the SMS feature for the sponsor group to which you belong.
- For guests to receive email or text notifications, their accounts must have email addresses or phone numbers associated with them.

Step 1   On the **Notices** page, open the notice to view a summary of the account details of the newly-created imported guest accounts.
An **Account Information** dialog box displays up to 50 of the accounts that were created, the usernames and passwords associated with the accounts, and other guest information that was available when importing. If you imported more than 50 accounts, go to the **Manage Accounts** page to view all the accounts created.

Step 2   On the **Account Information** dialog box, you can:

- Click **Done** if you do not want to provide the login credentials to the guests at this time. The notice is retained in the **Notices** page.
- Click **Delete Notice** if you do not require the information.
- Click **Notify** to provide account details to guests. A **Notify** dialog box displays with the notification options configured by your system administrator.

  Note   All of the newly created accounts are notified, regardless of which accounts are displayed in the account creation notice.

Step 3   On the **Notify** dialog box that lists the accounts created for the imported guests, you can:

- Check **Print** to make a printed version of the account information available to the guests. This option is not available if you access the Sponsor portal on your mobile device.
- Check **SMS** to send SMS notifications with the account information to the guests.
- Check **Email** to send email notifications. You must enable this option to send emails to the guests and yourself.
- Check **Accounts Created** to send email notifications with the account information directly to the guests.
- Check **Copy me** and enter your **Email address** to receive an email with the guest account information. You can select this option even if you do not choose to notify the guests directly.

Step 4   Click **Notify** to send the notifications or click **Done** if you do not want to send the notifications.