

My Devices FAQs

My devices portal

Q. Why do I need to use the my devices portal?

A. Depending on your company policy, you might be able to use devices such as mobile phones, tablets, printers, internet radios, and other network equipment on your company network. Use the My Devices portal to register and manage these devices on your company network.

When you use a laptop computer, mobile phone, or tablet to access the Internet, you typically use a web browser on the device. The first time you connect through your company's network, the system will guide you through registering the device and installing the required software. You might not need to use the My Devices portal to register these types of devices. Once these devices are registered, you can use the My Devices portal to remove them, mark them as lost, or reinstate devices that were previously marked as lost.

Other network devices do not have web browsers because they only need network access for tasks such as listening to music, printing documents, and watching videos. To add these types of devices to your company's network, use the My Devices portal.

Q. Why do I see different types of information display for device ID?

A. When you add a personal device, it appears on the **Manage Devices** page and is listed under the device ID you entered during registration. Devices often have multiple device IDs, such as different values for wired and wireless connections. When a device has multiple MAC addresses, the system will display its host name as the device ID.

Adding new devices

Q. Where do I find the device ID?

A. It depends on your device. All network-ready devices have a unique identifier that makes sure that all network communication goes to the right device. This identifier is typically called a MAC address, Wi-Fi address, or network address. It includes six pairs of alphanumeric characters separated by hyphens, for example, 00-00-00-00-00-00 (A MAC address may also be formatted with colons, such as 00:00:00:00:00:00). Check the documentation for the device you are adding or request assistance from your help desk.

Q. I just added a device. Why does it display as pending?

A. A status of **Pending** indicates that the device is still not provisioned. The provisioning process, which prepares the device to gain network access, may take up to 20 minutes to complete. After it connects to the network and it is registered in Cisco ISE, the status changes to **Registered**.

Q. When I try to add a device, I get an error that says that the device already exists, but I do not see it listed as one of my devices. How can I add this device?

A. That error means someone has already added the device to the system. If you do not see the device on your list, a coworker has already registered it.

You have several options for resolving this situation:

- If you are attempting to add a device such as a printer, contact your help desk to locate the current owner and resolve this issue.

- Regardless of the device type, you can contact your help desk to verify who registered the device and ask them to delete it from the database. Then you can register it again.

Q. When I try to add another device, I get an error telling me I have already reached the maximum number of devices. How can I add this device?

A. Your system administrator determines the number of devices each person can add to the network. If you have reached that limit, you need to delete a device before adding a new one.

Q. I made a mistake entering the ID for my device. How can I change it?

A. You can only **Edit** the description of the device. If you want to change the device name or the device ID, you should **Delete** the device first and then **Add** it back into the portal.

Removing lost, stolen, and unused devices

Q. What do I do if I lose one of my devices?

A. You should first contact your help desk to verify your company's policies. To immediately prevent anyone who finds the device from accessing your company's network, select the device on the list and click **Lost**. When you identify a device as lost, the system prevents the device from connecting to the network and changes its status from **Registered** to **Lost**. In addition, if this device is enrolled in the Mobile Device Management (MDM) system, you can unenroll it.

Q. I've recently found a lost device. How do I get it back on the network?

A. You should first contact your help desk to verify your company's policies. To allow the device to access the network again, select the device on the list and click **Reinstate**. The next time you try to connect to the network with your reinstated device, your device will go through the BYOD provisioning process again.

Q. What do I do if one of my devices is stolen?

A. You should first contact your help desk to verify your company's policies. To immediately prevent the stolen device from accessing your company's network, select the device on the list and click **Stolen**. When you identify a device as stolen, the system prevents the device from connecting to the network and changes its status from **Registered** to **Stolen**.

Q. How can I get a stolen device that has been returned to me back on the network?

A. You should first contact your help desk to verify your company's policies. To allow the stolen device to access the network again, select the device on the list and click **Reinstate**. The reinstated device displays as **Not Registered** and has to be provisioned before it can connect to the network. The next time you try to connect to the network with your reinstated device, your device will go through the BYOD provisioning process again.

Q. How do I delete a device that I'm not using anymore?

A. Select the device on the list and click **Delete**. Click **Refresh** to view any updates to the list.

Managing mobile devices

Q. What is the difference between **Full Wipe** and **Unenroll**?

A. These options are available only if your company has integrated the My Devices portal with an MDM system that supports these features. If your company uses an MDM system to manage your mobile device, select the option that meets your current needs.

A. • **Full Wipe** resets your mobile device to its default factory settings, removing installed applications and data. You might choose this option if you have lost your device or are replacing it with a new one.

- **Unenroll** removes only those applications and settings installed by your company. Your other applications and data remain installed on your device. You might choose this option if you no longer need to use the device at work.



Note

If you enrolled your device in the MDM system to access departmental applications, you will lose access to these applications once you unenroll your device.

Q. What is the difference between choosing PIN lock on the my devices portal or doing it directly from my device?

A. You can use PIN lock only if your company has integrated with an MDM system and your device supports this feature.

Mobile devices usually have a locking feature. You can use this feature to lock your screen after a certain time to prevent unauthorized access. To use it, you must define an access code or PIN to unlock the device. If you do not enable this locking feature on your mobile device, you cannot lock your device using PIN lock from the My Devices portal.

If this feature is enabled, you can use the PIN lock feature from the My Devices portal to immediately lock your phone remotely. If you lose the device, you can prevent others from using it. However, the PIN cannot be set from the My Devices portal; you must set a PIN on your mobile device beforehand to use this feature.