



Frequently Asked Questions



My Devices Portal FAQs, Release 1.1.1

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My Devices Portal FAQs

Q. What is the My Devices Portal?

A. Your company allows you to use your own devices on your company's network. Depending on your company policy, you might be able to connect your mobile phones, tablets, printers, Internet radios, and other network devices. You can use the **My Devices Portal** to register and manage these devices on your company's network.

Q. Why do I need to use the My Devices Portal?

A. When you use a laptop computer, mobile phone, or tablet to access the Internet, you typically use a web browser on the device itself. The first time you try to do so using your company's network, the system will automatically guide you through registering and installing the required software. You won't use the **My Devices Portal** to register those types of devices. However, once you register them, you can use the My Devices Portal to remove them or mark them as lost or reinstated.

Other network devices don't have web browsers on them because they just need access to the network to allow you to do things such as listen to music, print documents, watch videos, and so on. If you want to add these types of devices to your company's network, you need to use the **My Devices Portal**.

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. Check the documentation for the device you're adding or request assistance from your Help Desk.

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

A. That error suggests that someone has already added the device to the system. So, if it doesn't appear on your list, it's owned by one of your co-workers. If you are attempting to add a laptop computer, mobile phone, or tablet, sign on to the network using that device itself. The automated registration process will overwrite the original registration and switch ownership to you. You'll then see the device in your list.

If, however, you are attempting to add a device, such as a printer, you'll need to contact your Help Desk to locate the current owner and to resolve this issue for you.

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

A. You can make sure that anyone who finds the device won't be able to access your company's network. Just click **Lost**, and the system will prevent the device from connecting to the network.

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

A. After you've found a lost device, just click **Reinstate** to allow the device to access the network again.

Q. When I try to add another device, I get an error telling me I've 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've reached that limit, you need to delete a device before adding a new one.

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

A. Click the trash icon to delete it.

Q. I keep getting an error message when I try to make changes to the My Devices Portal. What should I do?

A. Contact your company's Help Desk for assistance.



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