

Frequently Asked Questions



My Devices Portal FAQs, Release 1.2

[My Devices Portal FAQs](#) 2

My Devices Portal FAQs

Q. Why do I need to use 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 to the network. You can use the My Devices portal to register and manage these devices on your company's network.

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 need access to the network only to allow you to perform activities such as listen to music, print documents, and watch videos. 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. It includes six pairs of alphanumeric characters separate by hyphens, such as: 00-01-0b-42-8f-82. 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 means that someone has already added the device to the system. If it doesn't appear on your list, one of your coworkers registered the device already.

You have several options for resolving this error:

- 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 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.
- Regardless of the device type, you can contact your company's help desk so they can verify who registered the device previously and delete it from the database so you can re-register it.

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. Why do I see different types of information display in the Device ID column?

A. When you add a personal device, it displays on the **Manage Devices** page listed according to the device ID entered when you first registered the device. However, devices often have multiple device IDs (for example, a different value for wired and wireless connections). You only need to enter one device ID, but the My Devices portal automatically detects and associates your device with its other device IDs. For example, if you enter the Wi-Fi address as the device ID, but then later connect to the network using a wired connection, the My Devices portal associates the two IDs with your device. In these cases, rather than displaying each individual device ID, the My Devices portal displays your device's network name.

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

A. You should first contact your company's 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.

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

A. You should first contact your company's 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**.

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

A. Click the trash icon next to the device to delete it.

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

A. These options are available only if your company has integrated the My Devices portal with a Mobile Device Management (MDM) system that supports these features. Many companies use an MDM system to manage employees' mobile devices. Choose the appropriate option:

- **Full Wipe** resets your mobile device to its default factory settings, removing installed apps and data. You might choose this option if you have lost your device or are replacing it with a new one.
- **Corporate Wipe** removes only those applications and settings installed by your company. Your other apps and data remain installed on your device. You might choose this option if you no longer need to use the device while at work.

Q. What's the difference between choosing PIN Lock on the My Devices portal or from my device?

A. PIN Lock is available only if your company has integrated with an MDM system and if this feature is supported by your MDM system and mobile device.

Mobile devices typically include a locking feature that enables you to lock your screen after a set time period to prevent unauthorized access. To use this feature, you must define an access code, or PIN, which is required to unlock the device.

If you use the PIN Lock feature from the My Devices portal, you can immediately lock your phone remotely. So, if you lose the device, you can prevent others from using it. However, you cannot set your PIN from the My Devices portal; you must set a PIN on your mobile device in advance to use this feature.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2012-2013 Cisco Systems, Inc. All rights reserved.

**Americas Headquarters**

Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters

Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.