Purpose:

This tutorial will help Prairie Place residents connect and manage devices (gaming devices, smart TVs, or streaming devices) to the GovState wireless network.

Contents

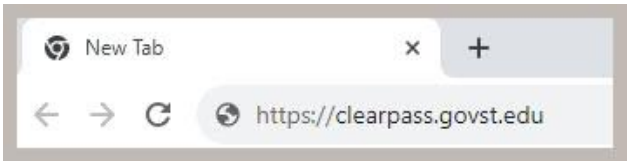
Purpose: 1
Adding a Device to the Wireless Network Using Self-Service 1
Managing Devices Using the Wireless Self-Service 4
Contact ITS Service (Help) Desk: 8

Adding a Device to the Wireless Network Using Self-Service

Note: *This process must be completed each semester. You will also need the device's MAC address. A MAC address is a combination of letters and numbers listed in 6 pairs with a colon between each pair. Example MAC address:* ***X9:X9:X9:X9:X9:X9*** *. If you are having difficulty finding your device's MAC address, please consult the device's owner's manual or manufacturer's website for assistance.*

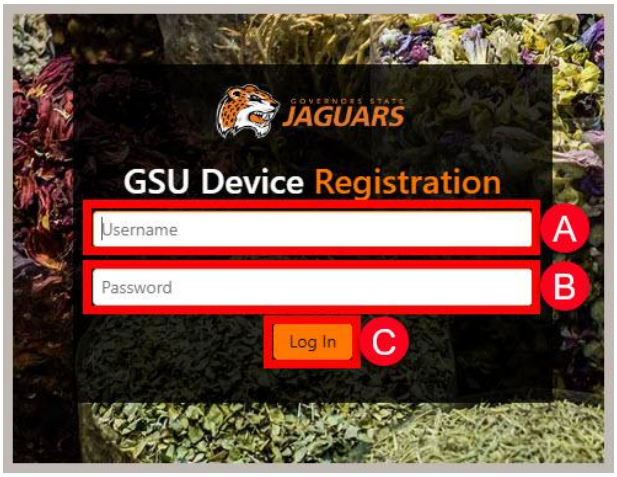
Step 1

In a web browser, go to the **GovState Self-Service Website**.



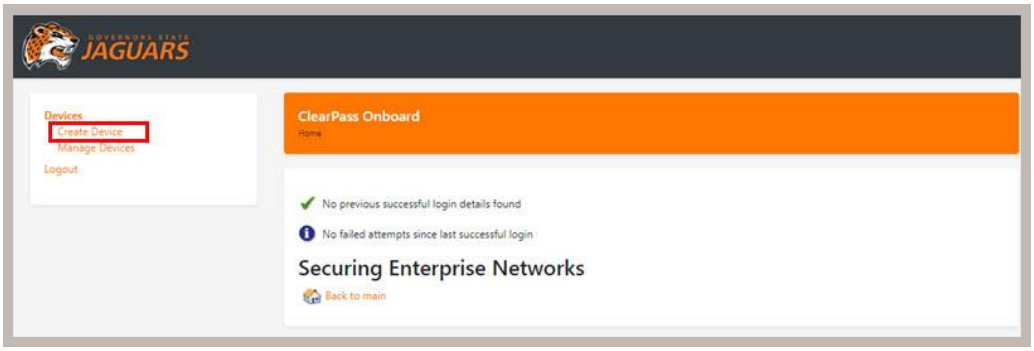
Step 2

The GovState Device Registration page will load. In the **Username field (A)**, type your **GovState Email address.** In the **Password field (B),** enter your **GovState password**. Then click **Log In (C).**



Step 3

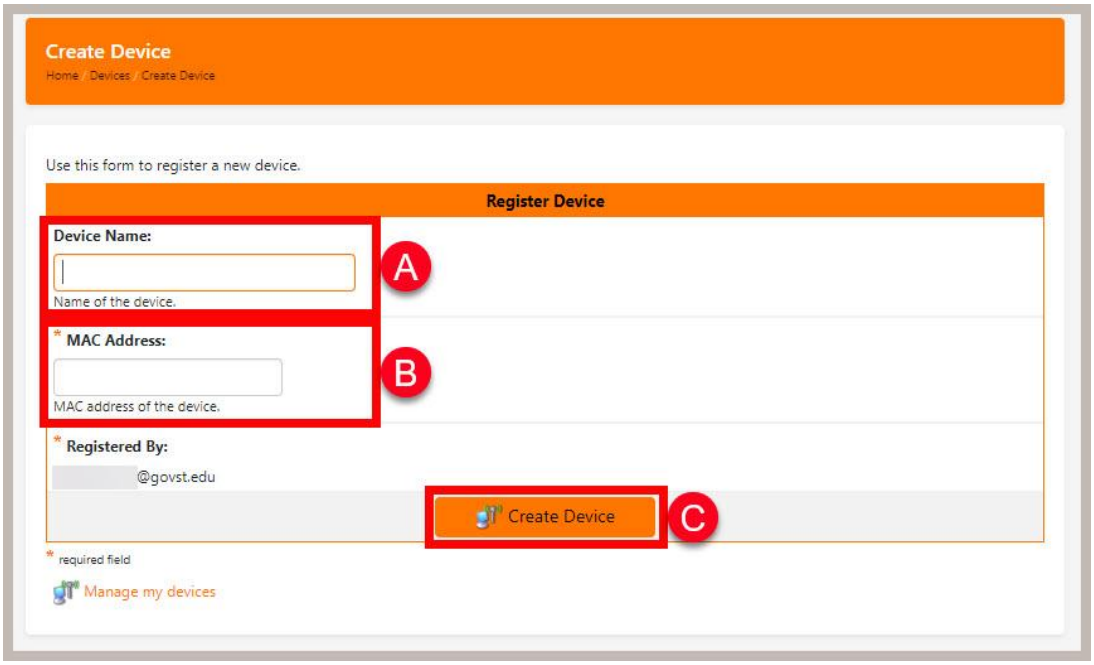
You will be logged into the ClearPass Onboard. On the left-hand side, there is a menu with Devices with Create Device, Manage Devices, and Logout. Click **Create Device** to add a device.



Step 4

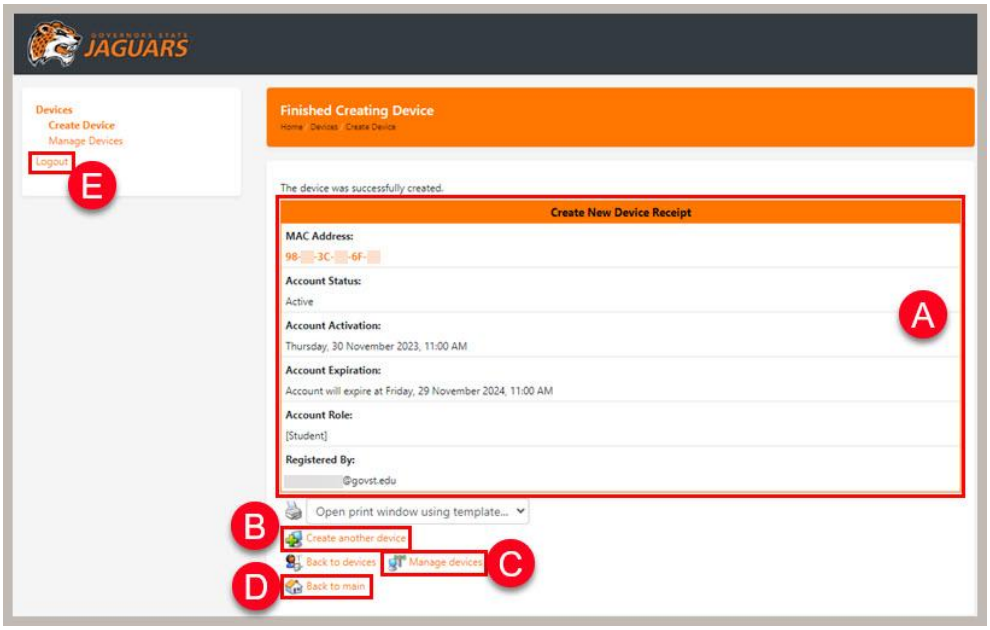
The Create Device screen will load. The Register Device form will ask for the **Device Name (A)** and **MAC Address (B)**. In the **Device Name (A)** field, type **the name** of the device (Roku, Nintendo Switch, Apple TV, etc.). Enter the **MAC Address** for the device in the **MAC Address field (B)**. The MAC address can be entered as a string of 12 digits; a colon is not required between pairs of digits. Click **Create Device (C)** to add the device to the network.

Note: *MAC addresses are a combination of letters and numbers, listed in 6 pairs separated by colons. Sample MAC address:* ***X9:X9:X9:X9:X9:X9****.*



Step 5

The device will be added to the network. The **New Device receipt** will be shown **(A).** The MAC Address will be shown, along with the date the device was added to the network. The expiration date will also be shown. It is recommended that you add devices each semester you are on campus. This completes the process of adding a device to the network. You can add another device by clicking **Create another Device (B)**, then returning to Step 4. If you need to manage your devices, you can click **Manage devices (C).** If you need to manage your devices, proceed to Managing Devices Using the Wireless Self-Service. If you are done, you can click **Back to main (D)** for other options or **Log Out (E)**. If you select **Back to Main (D),** proceed to Step 6.



Step 6

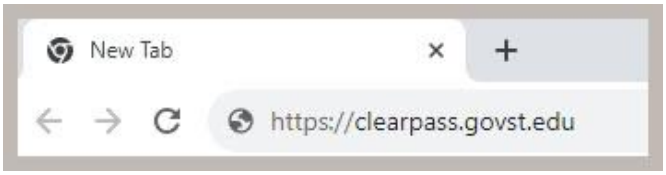
The Unified Visitor Management page will be loaded. In the middle of the page are a few options: **Create new device (A)**, **Manage devices (B)**, and **Logout (C)**. These options are also on the left-hand side of the window.



Managing Devices Using the Wireless Self-Service

Step 1

In a web browser, go to the **GovState Self-Service Website**.



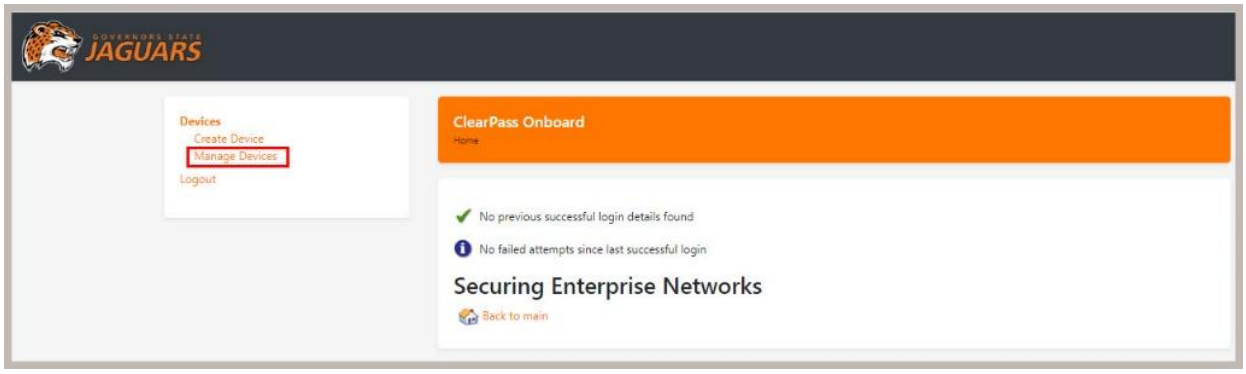
Step 2

The GovState Device Registration page will load. In the **Username field (A)**, type your **GovState Email address.** In the **Password field (B),** enter your **GovState password**. Then click **Log In (C).**



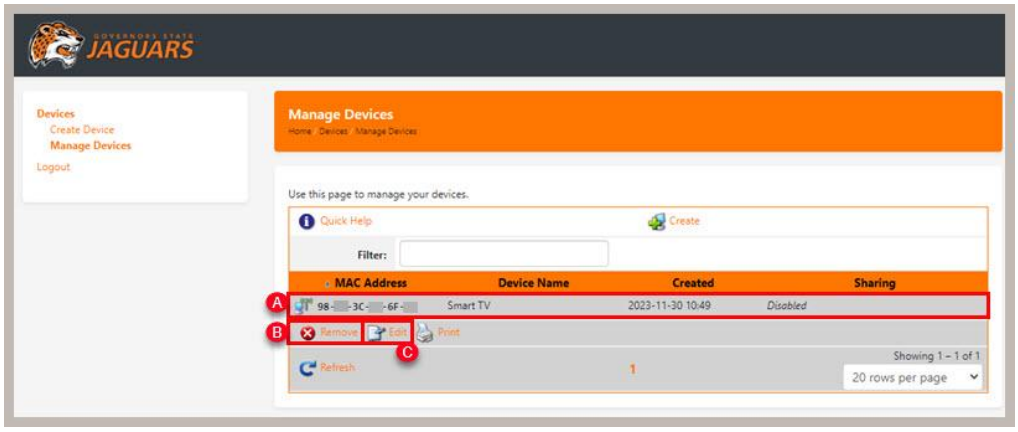
Step 3

You will be logged into the ClearPass Onboard. On the left-hand side, there is a menu with Devices with Create Device, Manage Devices, and Logout. Click **Manage Devices** to add a device.



Step 4

The Manage Devices page will load and show all the devices that you have added to the wireless network. Click the **Device (A)** that you wish to make changes to. Then click **Remove (B)** or **Edit (C)**. If selecting **Remove (B),** proceed to Step 5. If selecting **Edit (C),** proceed to Step 8.

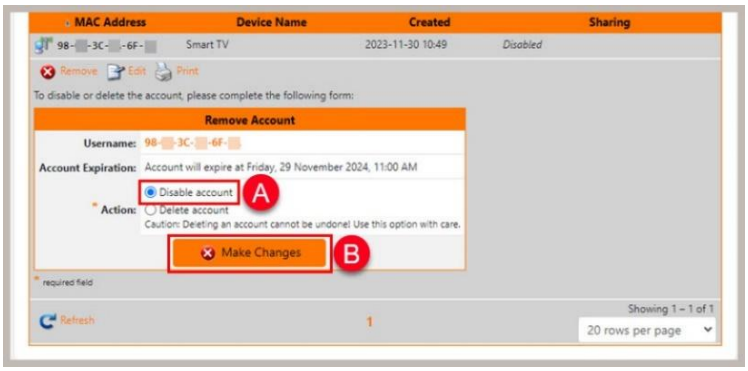


Step 5

You can either Disable the account (Step 5A) or Delete the account (Step 5B).

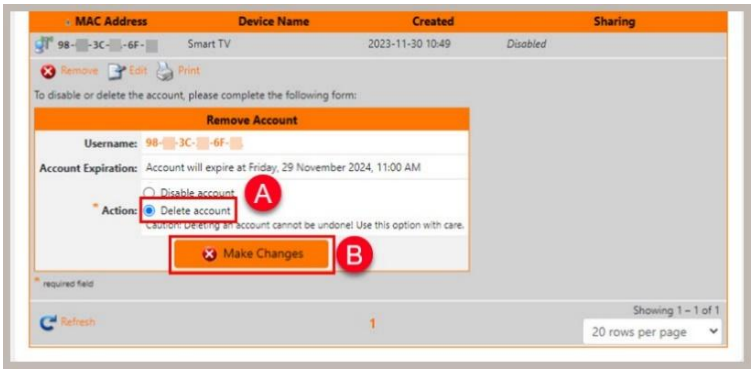
Step 5A

Click the radio button for **Disable Account (A)**. To commit, click **Make Changes (B).** Proceed to Step 6A.



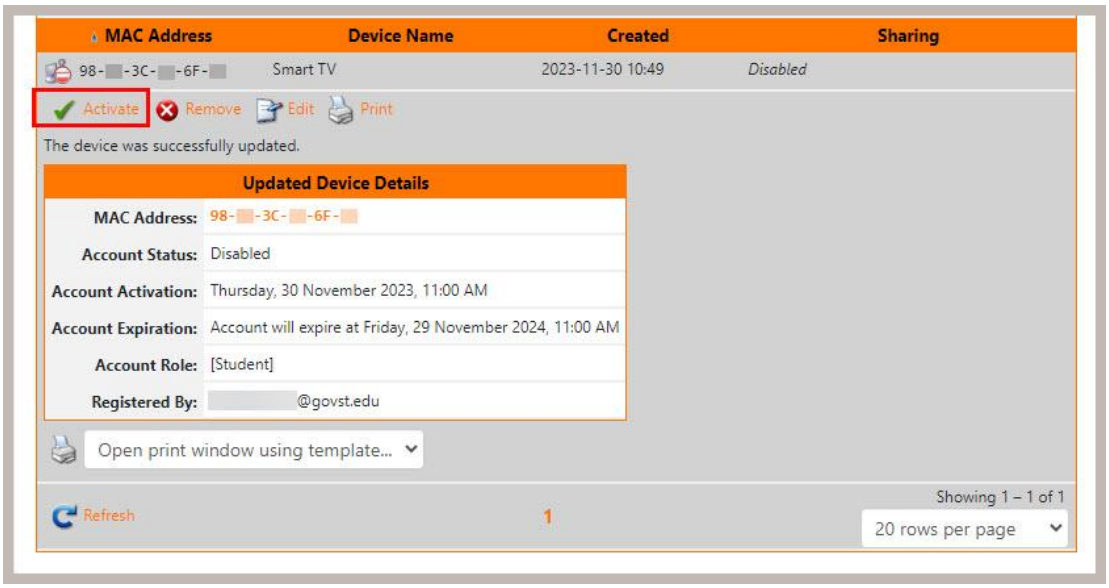
Step 5B

Click the radio button for **Delete Account (A)**. To commit, click **Make Changes (B).** Proceed to Step 6B.



Step 6A

Your device will show a warning symbol next to it, indicating that it is disabled. Click **Activate** to allow the device to reconnect to the network. Proceed to Step 7.



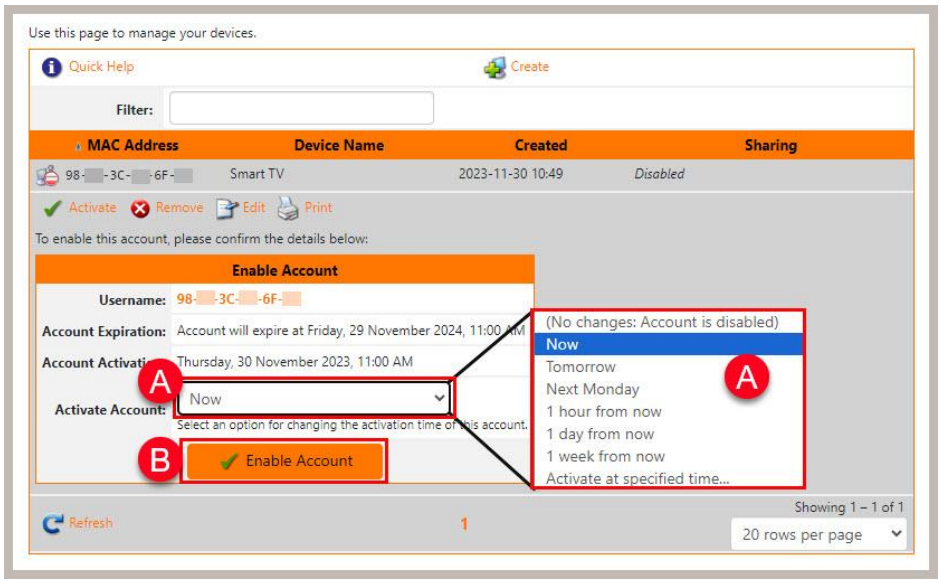
Step 6B

The selected account will be deleted. You will receive a notification about a deleted account. You can re-add devices that have been removed. This completes deleting a device.



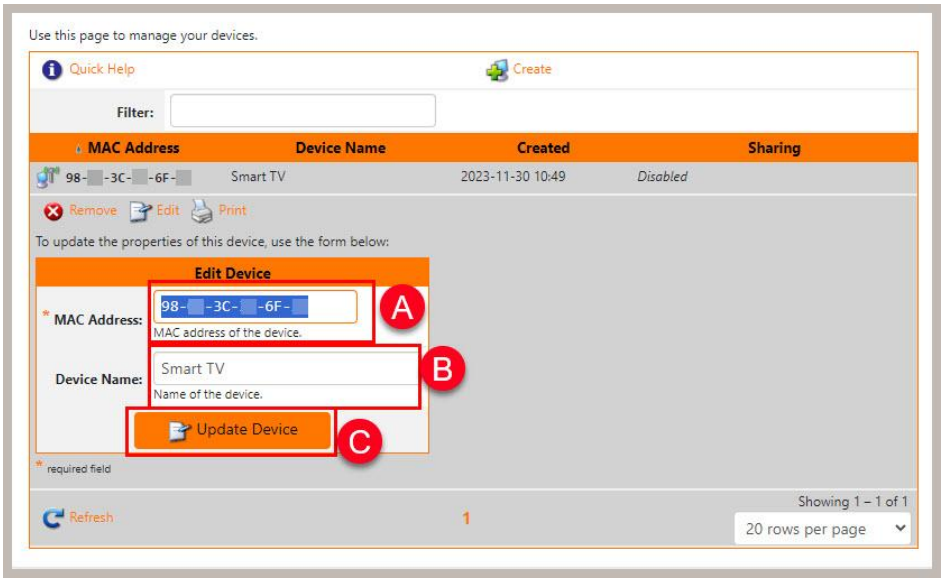
Step 7

Use the dropdown **(A)** to select when you would like the device to be reactivated. Click **Enable Account (B)** to enable the account as selected. Proceed to Step 9.



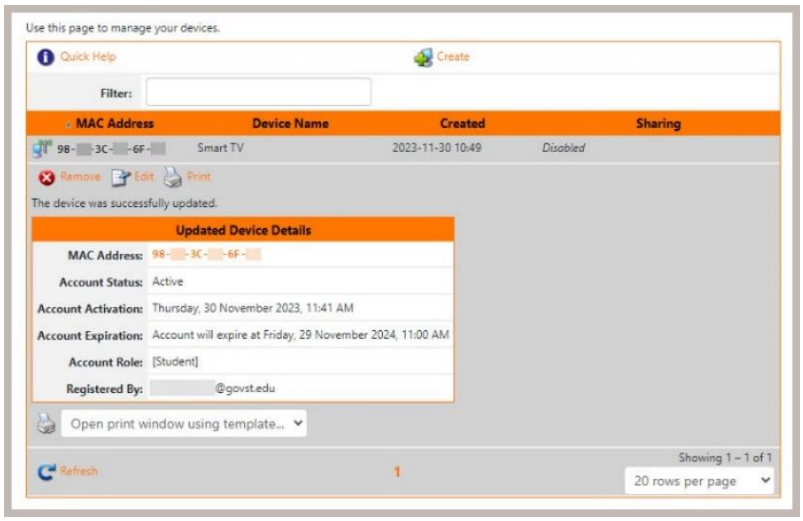
Step 8

Update your device's **MAC Address (A)** and **Device Name (B)**. To commit the updates, click **Update Device (C).** Proceed to Step 9.



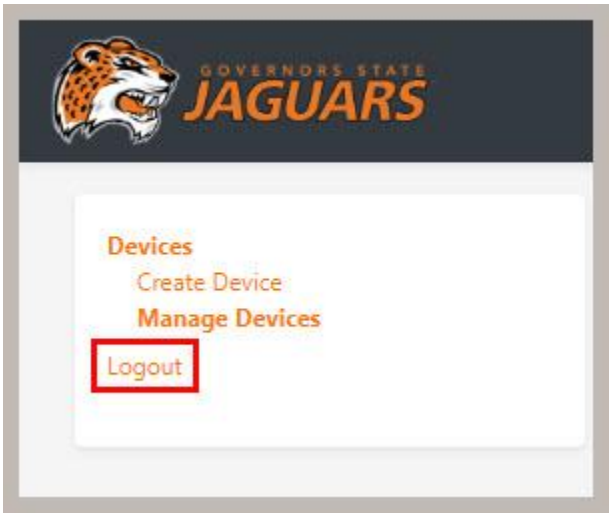
Step 9

The device will be updated.



Step 10

In the upper left-hand corner, click **Log Out** to exit the Wireless Self-Service.



If you have any questions, please contact the ITS Service (Help) Desk.

Contact ITS Service (Help) Desk:

- Phone: 708.534.HELP (4357) or ext. 4357
- Email: Send an Email to the ITS Service (Help) Desk
- Online: Submit a ticket to the ITS Service (Help) Desk online