Register Device - Step-By-Step Instructions Not Available

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Introduction

Devices that will not connect to the eduroam wireless network (i.e. Xbox One, PS4, Roku, Apple TV, etc.) can be connected to Hofstra Guest or a wired network port in the residence halls. To register your device, you will need the network hardware address/MAC address of the device. Instructions for looking up the MAC address for most popular devices can be found in the table at the bottom of this page.

**BEFORE** attempting to connect a device to Hofstra Hofstra Guest or to the wired network in the residence, you **MUST** register your device. If you connect your device first and then attempt to register it you may get an error. See the Common Errors Registering a Device section of this page for info on what to do if you receive an error when attempting to register a device.

How to Register Your Device

1. From a computer or mobile device connected to Hofstra’s eduroam wireless network, go to [http://mydevices.hofstra.edu](http://mydevices.hofstra.edu). You will not be able to access this site from off-campus or from the Hofstra Guest wireless network.

2. Enter your Hofstra Portal username and password. Click **Sign On**.

3. Click the **Add** button.

4. Fill out the required information and click **Submit**.
5. Power down your device and turn it back on.

6. Connect your device to Hofstra Guest or to a wired network port in your residence hall.

**Tips**
- The wired network ports in the residence halls are off by default. If you are connecting your device to a wired network port you will need to request a network port activation for your room before the device will work.
- If you are connecting your device to Hofstra Guest you will need to register your device's Wireless/WiFi MAC address. If you are connecting your device to a wired network port you will need to register the Ethernet/Wired MAC address of your device.

**Instructions for finding you MAC Address (Device ID)**

Please refer to the manual for the device or contact the manufacturer.

**Common Errors Registering a Device**

**Device ID already exists error**

This error typically happens for one of two reasons:

1. **You have already registered your device**: Unplug the power to your device and wait 30 seconds. After that plug the device in and try connecting it to the Network again.
2. **You tried connecting your device to Hofstra Guest or a wired port BEFORE registering your device**: Doing this causes a guest registration for your Device ID to get created. If you believe you did this send an email to StudentHelp@hofstra.edu using your Hofstra Email address. In the email include the error you received, your ID number, the kind of device you were registering and the MAC address. You will be notified when the issue is resolved and you can try registering your device again.

**You aren't able to get to the MyDevices website**

To access http://mydevices.hofstra.edu you need to either:

- Be on campus using a wireless device connected to eduroam
- Be on campus using a wired device that was previously registered correctly connected to an Ethernet port.

If you are not doing either of the above you won't be able to access the site. You currently cannot register a device from off-campus.

**Invalid Device ID error**

If you get this error you most likely entered an incorrect character when entering your Device ID. Valid characters are the letters A through F and the numbers 0 through 9.

**Where Can I Get Help?**

If your device does not work after you register it or you have trouble registering a device contact the ITS Service Desk for assistance. Please note however that if you are on this page, we do not have specific instructions or troubleshooting steps for your device so support may be limited.