

McAfee Self Service Password Reset for Apple iPhone Quick Reference Guide



This guide details how to set up your Apple iPhone so that you can reset your McAfee password without the need to contact the ICT Service Desk.

Please note: you need to have both your laptop and iPhone available in order set up and download the app. You can have more than one app active on the same laptop which is useful if the laptop has multiple users associated to it.

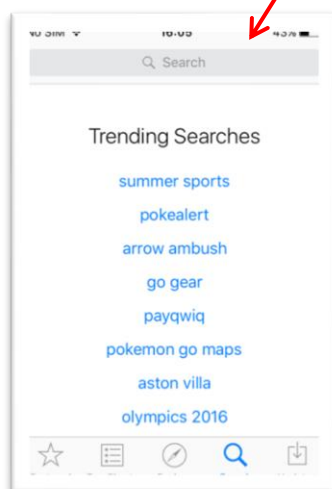
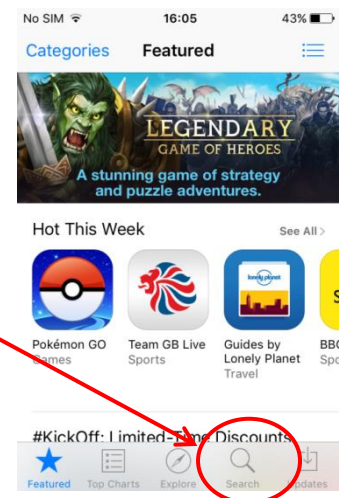
Downloading the App

- Navigate to the '**App Store**' icon your iPhone

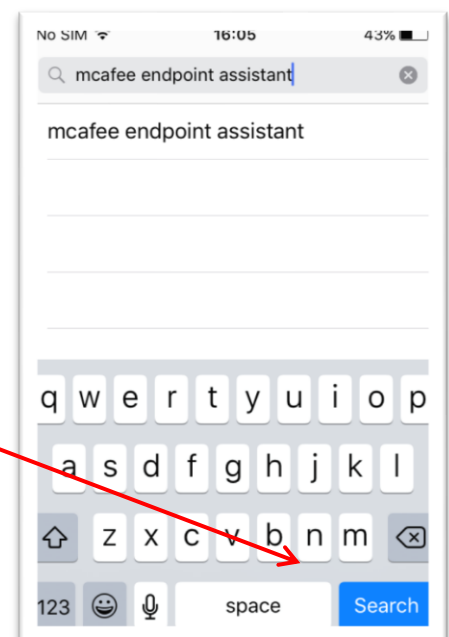


- Tap on the icon to open the store.

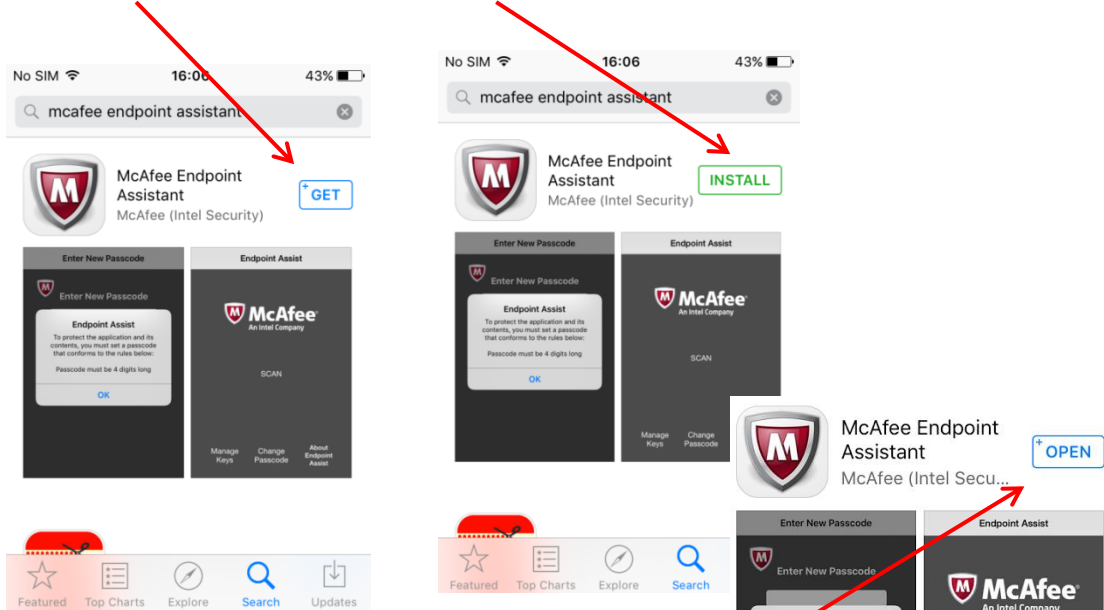
- Click on the magnifying glass which will open up the search window on your iPhone



- Enter '**McAfee Endpoint Assistant**' into the Search box and click '**Search**'

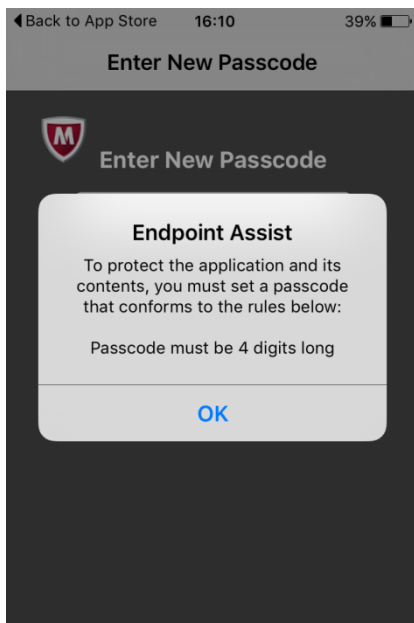


- The following information will be displayed
- Click **'Get'** followed by **'Install'**



Once the **'app'** has been installed, tap **'Open'**.

The following screen will be displayed.



Follow the instructions on the opening screen.

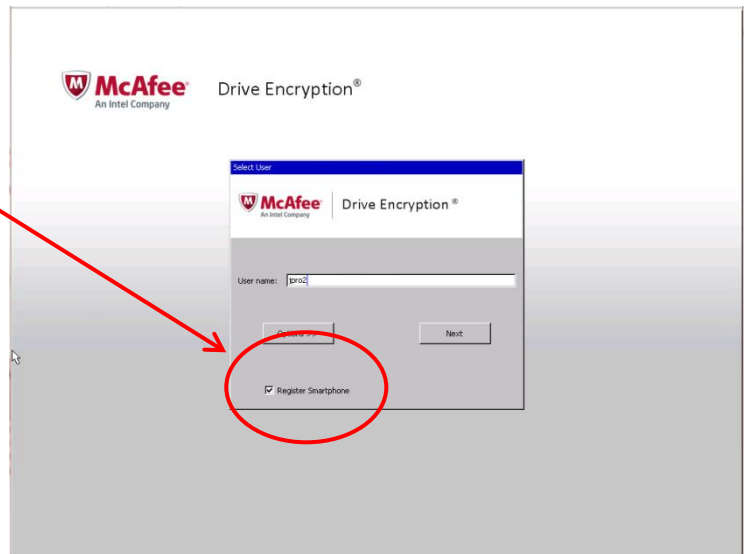
- Click **'OK'** and set the PIN (passcode) to four zeros. The screen will ask you to confirm this passcode

The following screen will be displayed and you are now ready to set up your laptop.

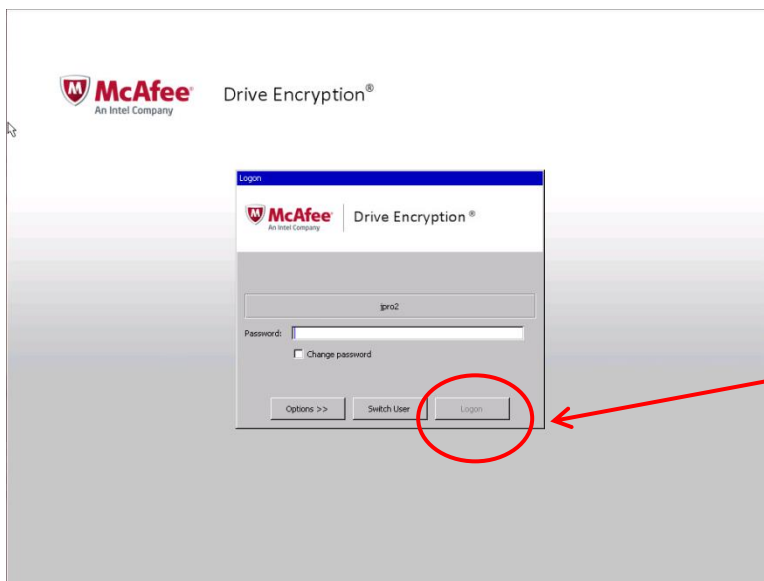


Setting up your laptop

- From the initial start-up screen, enter your User name in the field available and then put a tick in the box **'Register Smartphone'**



- Click **'Next'**



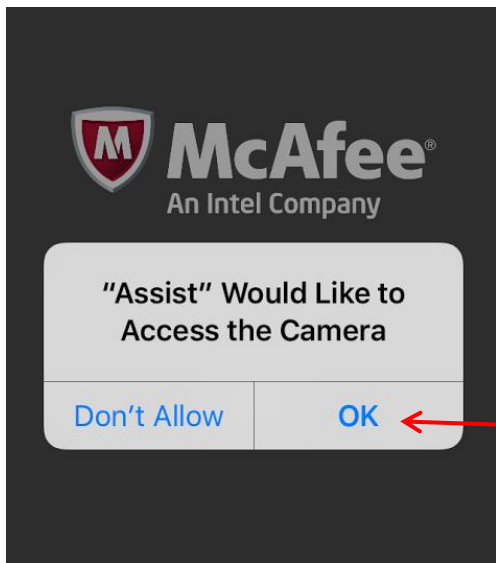
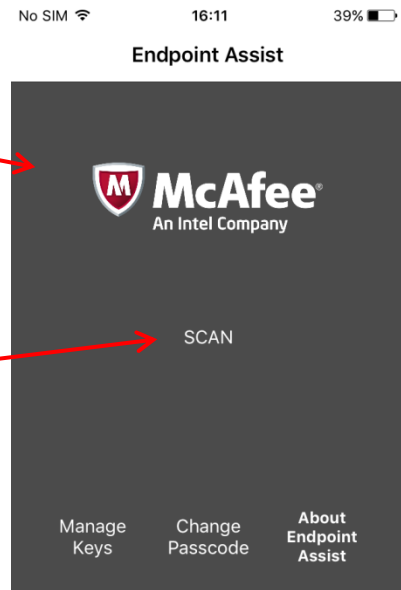
- Enter your network password in the field available

- Click **'Login'**

The following screen will be displayed. →



- Open the **'McAfee Endpoint Encryption'** app on your iPhone and enter the passcode you have set up previously so that the scan screen is displayed
- Tap **'Scan'**



Please note: if this is the first time you have used the app, the following message will appear. Click **'OK'** to allow the app to access your camera.

The **'Scan Barcode'** screen will then be displayed.

- Line up the box on the camera with the **'QR icon'** on your laptop

Please note: it may be easier to hold your iPhone landscape when scanning the code.



Your iPhone screen will process the code and once happy, will bring up the following message.

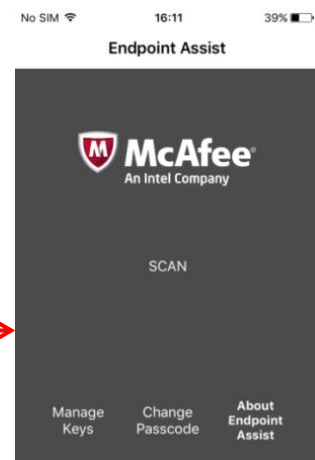
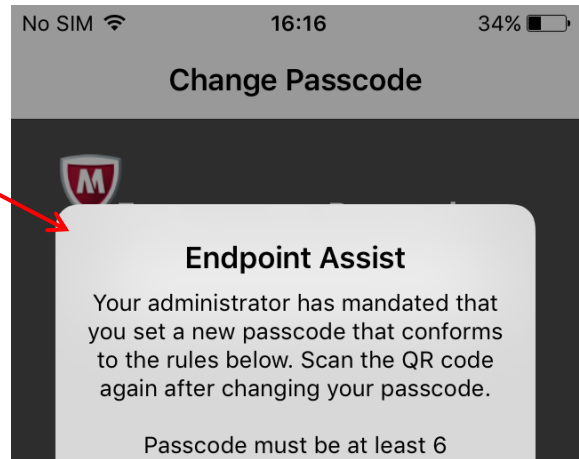
- Click 'OK' and set your passcode

Please note: this passcode needs to be same as your mobile

device. If you are using a personal mobile device or a WCC mobile device, which is protected by a PIN rather than a passcode, you will need to set a new passcode which must be a minimum of six characters with at least one numeric for this application.

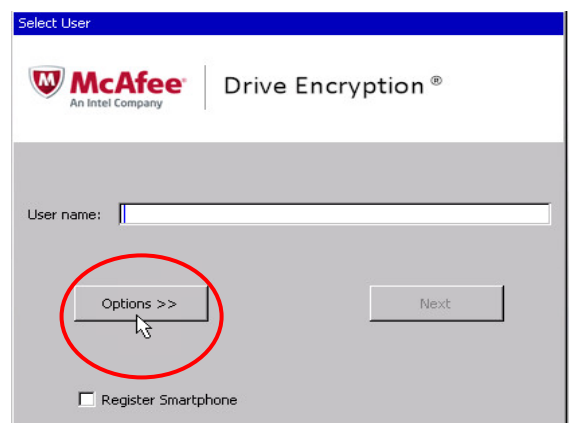
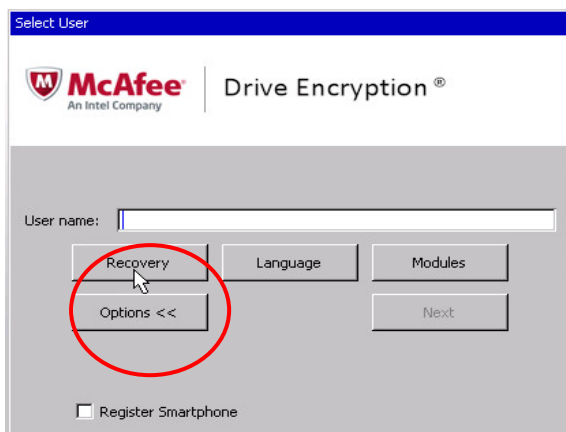
Once set, the application will say completed and take you back to the 'Scan' screen.

The app is now set up and ready to use.



How to reset your McAfee password using Self Service option

- From the initial start-up screen, enter your User name in the field available, click 'Options'



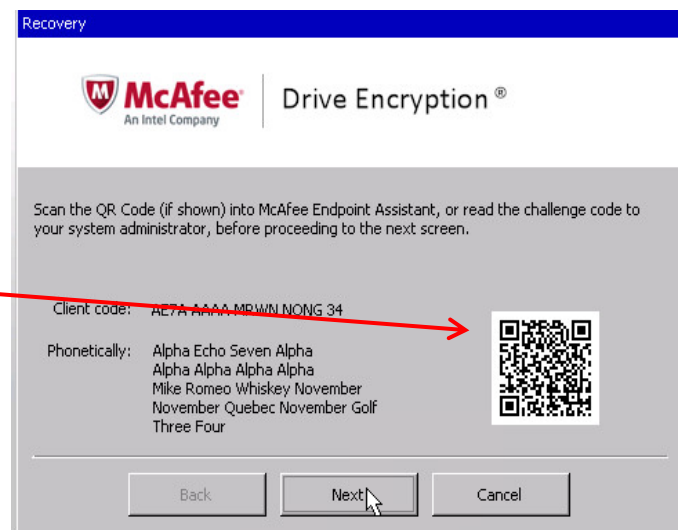
- Click 'Recovery'

The following screen will then be displayed.

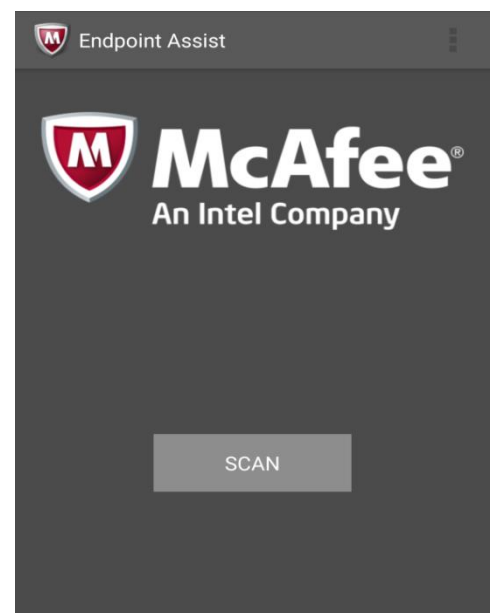
- Select the option **'Administrator/Smartphone Recovery'**
- Click **'OK'**



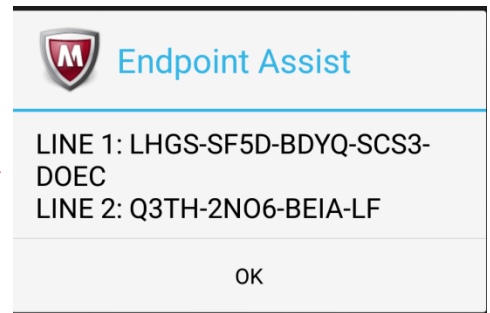
The following screen will then be displayed detailing the Client Code and the **'QR Code'**.



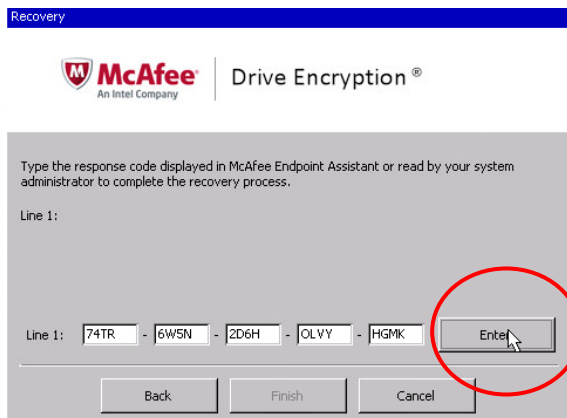
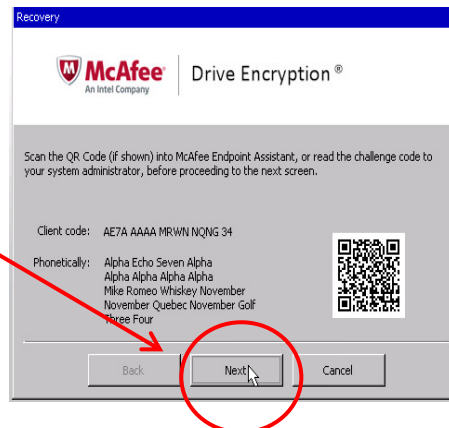
- Open the **'Endpoint Assist'** app on your iPhone by tapping on the icon
- Enter you passcode you set up for the app
- Tap **'Scan'** and use the barcode scanner to scan the QR code show on your screen



Once you have scanned the QR code, this will then give you two lines of code on your iPhone.



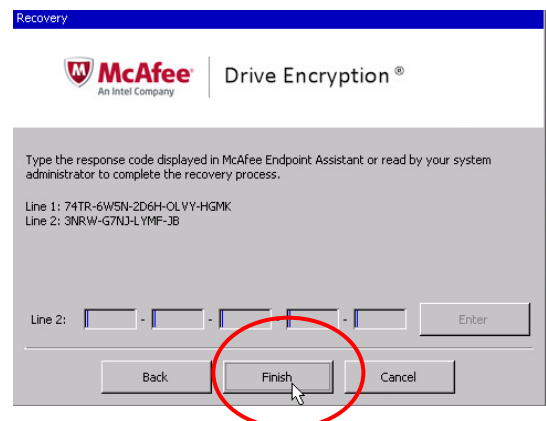
- On your laptop, click **'Next'** from the client code screen which will take you to line one



- Enter **'LINE 1'** of the code from your iPhone into the fields available on your laptop
- Click **'Enter'** once completed

- As with Line 1, enter **'LINE 2'** of the code from you iPhone into the fields available and click **'Enter'** once completed
- Once you have entered both lines, click **'Finish'**

Please note: screen will automatically enter details in upper case and will move to next field as you type.



The new password box will then be displayed.

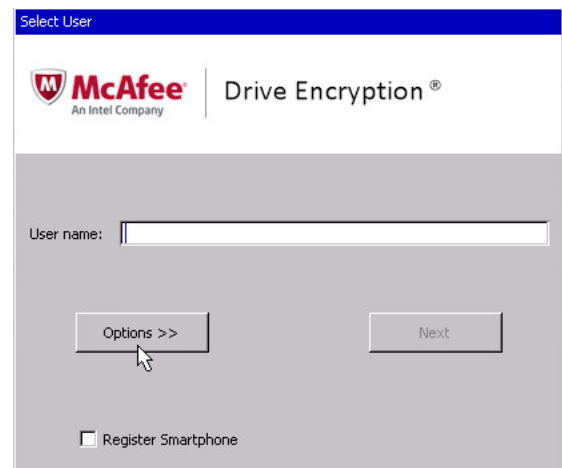
- Set your new password in the fields available
- Click **'OK'**



Please note: when setting your new password, make sure you set the password to the same as your network log in for your computer.

Your screen will then be returned to the McAfee screen.

- Enter your **User name** in the field available
- Click **'Next'**



- Enter the **Password** you have just set up in the field available
- Click **'Login'**

You should now be logged into your laptop in the usual way.

For more information on available courses
(and more hints, tips and FAQs) visit:
warwickshire.learningpool.com

For support please contact the
ICT Service Desk
using the 'Service Desk Online' icon
on your PC desktop or,
if you have a problem to report,
call on **01926 41 41 41**

Last updated: September 2016

Review: September 2017

