

McAfee Self Service Password Reset for Android Phone Quick Reference Guide



This guide details how to set up your Android Phone 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 mobile phone 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 **'Play Store'** icon your mobile device



- Tap on the icon to open the store.

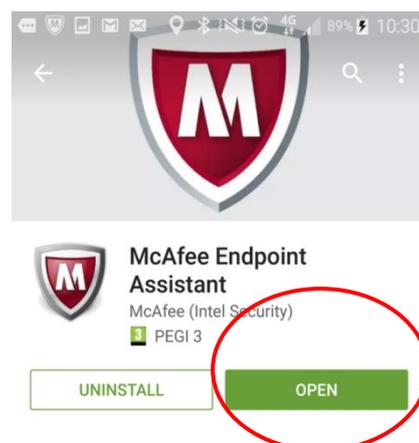
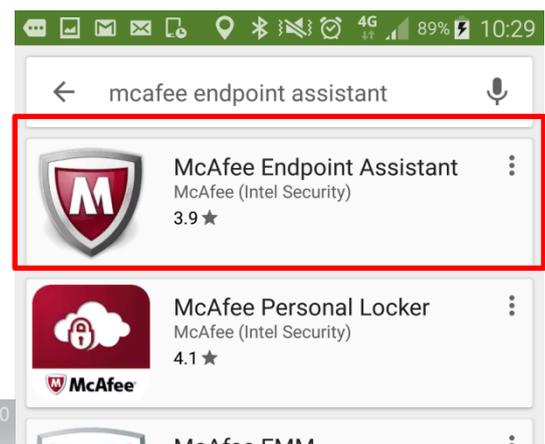
- Enter **'McAfee Endpoint Assistant'** into the Search box

- From the list of applications, tap **'McAfee Endpoint Assistant'**



The apps details page will be displayed.

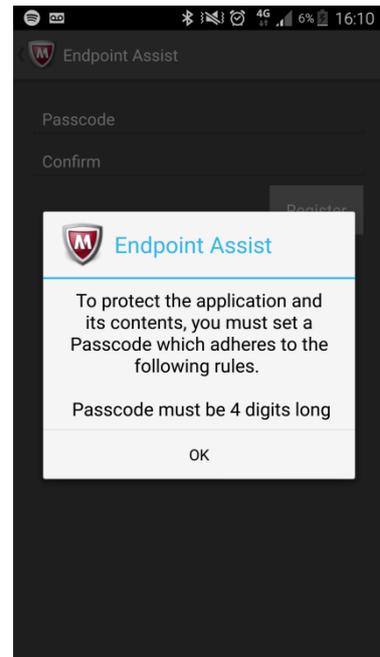
- Tap **'Install'**
- Once downloaded, click **'Open'** to open the app



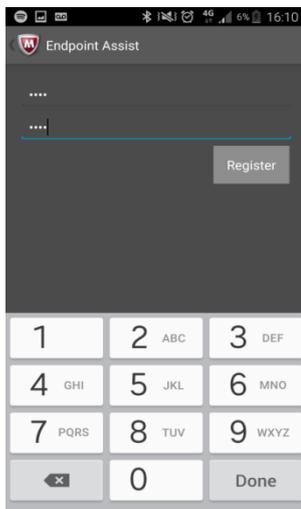
The following screen will be displayed.

Follow the instructions on the opening screen.

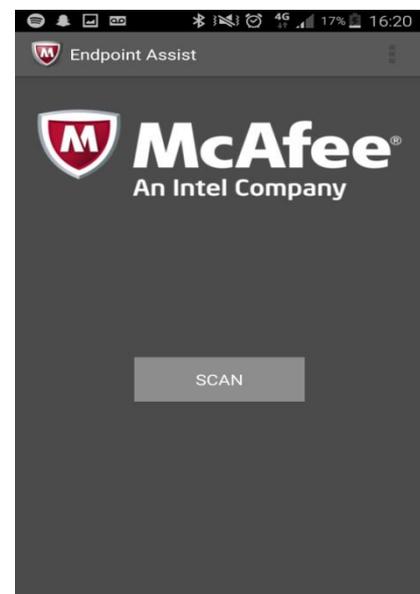
- Click **'OK'**



- Set the PIN (passcode) to four zeros.

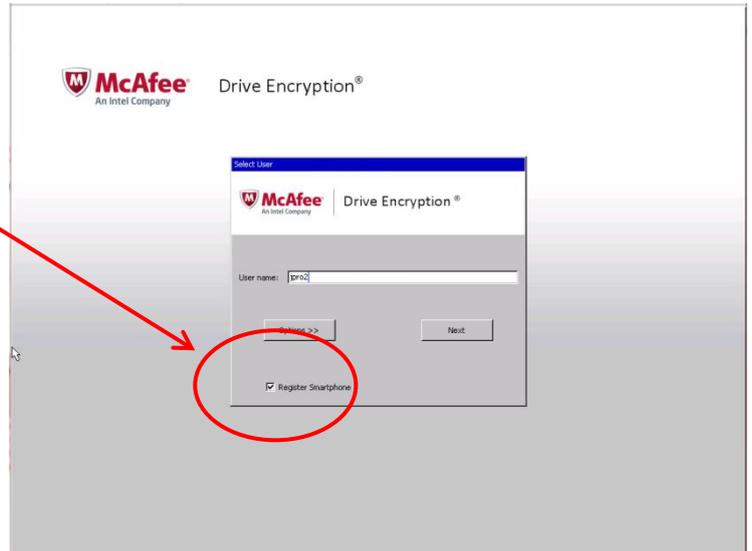


The following screen will be displayed and you are now ready to set up your laptop.



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'**



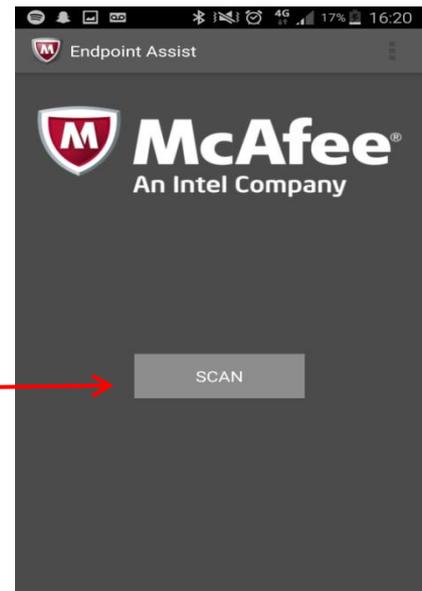
- Enter your network password in the field available

- Click **'Login'**

The following screen will be displayed. →

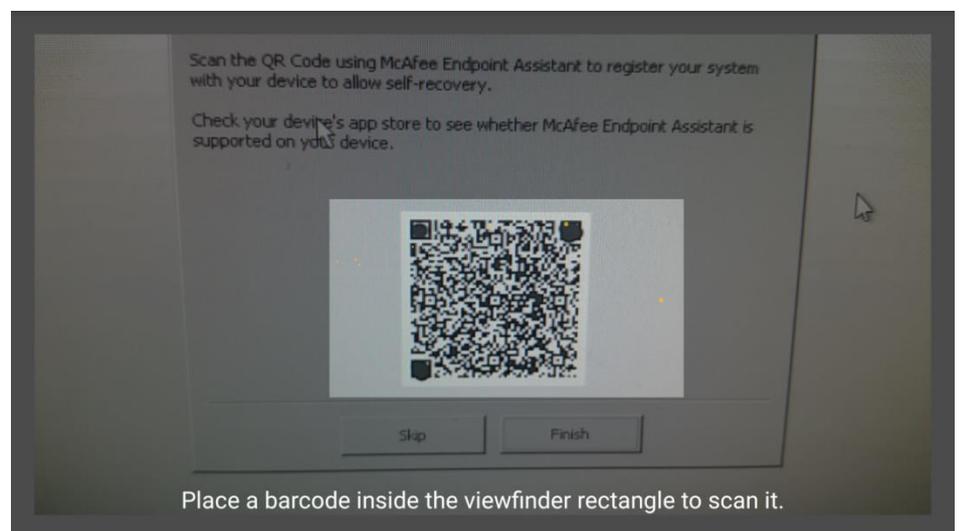


- Open the 'McAfee Endpoint Encryption' app on your mobile device and enter the passcode you have set up previously so that the scan screen is displayed
- Tap 'Scan'



Please note: if this is the first time you have used the app, when it installs, it will ask for permission to use the camera.

The barcode reading screen will then be displayed.



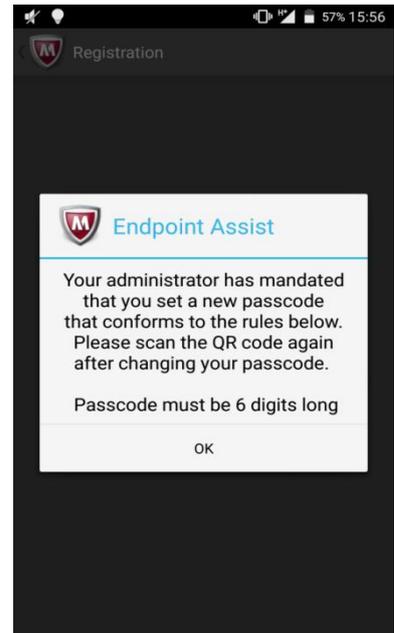
- Line up the box on the camera with the 'QR icon' on your laptop

Your mobile device 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'**



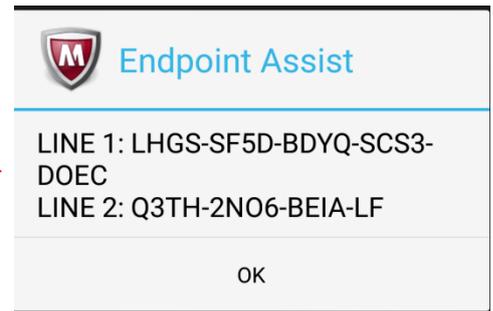
The following screen will then be displayed detailing the Client Code and the **'QR Code'**



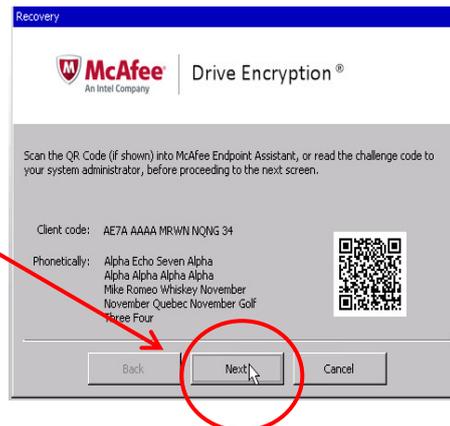
- Open the **'Endpoint Assist'** app on your mobile device by tapping on the icon
- Enter you passcode you set up for the app
- Tap **'Scan'** and use the barcode scanner to scan the QR code show on your screen.



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



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



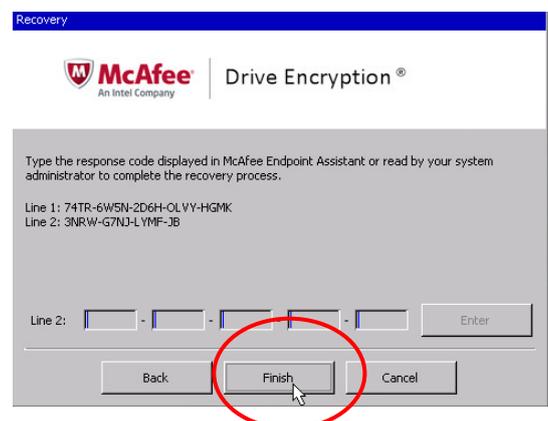
- Enter **'LINE 1'** of the code from your mobile device into the fields available on your laptop

- Click **'Enter'** once completed

- As with Line 1, enter **'LINE 2'** of the code from you mobile device 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**

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