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











The following screen will be displayed.

Follow the instructions on the opening screen.

- Click 'OK'



- To protect the application and its contents, you must set a Passcode which adheres to the following rules.
 Passcode must be 4 digits long
 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





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.



- Line up the box on the camera with the 'QR icon' on your laptop
- The barcode reading screen will then be displayed.

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**'

Select User	ve Encryption [©]	Ð
User name: Recovery Options <<	.anguage Mod	ules xt
🗖 Register Smartphone		



- 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**'



Drive Encryption®

Cancel

select the type of recovery you wish to perform on WVTMDE1 (ID: 62).

 Open the 'Endpoint Assist' app on your mobile device by tapping on the icon

Recovery

McAfee An Intel Company

User name:

Administrator / Smartphone Recovery

OK

Question and Answer Recovery



- 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	Endpoint Assist
mohile device	LINE 1: LHGS-SF5D-BDYQ-SCS3-
	LINE 2: Q3TH-2NO6-BEIA-LF
	ок
 On your laptop, click 'Next' from the client code screen which will take you to line one 	Concernation The Company Constructor, before proceeding to the next screen. EXTA AAAA MRWIN NQNS 34 Alpha Alpha Alpha Alpha Alpha Alpha Movember Cuebec November November Cuebec November November Cuebec November Golf New Four Back Newsther Cancel
McAfee Drive Encryption® - Enter	'LINE 1' of the code
Type the response code displayed in McAfee Endpoint Assistant or read by your system administrator to complete the recovery process.	our mobile device into
Line 1: the fie	elds available on your
Line 1: 74TR - 6WSN - 2D6H - OLVY - HGMK Enter)
Back Finish Cancel - 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.

McAfee Drive Encryption®
Type the response code displayed in McAfee Endpoint Assistant or read by your system administrator to complete the recovery process. Line 1: 74TR-6W5N-2D6H-OL YY-HGMK Line 2: 3NRW-G7NJ-LYMF-JB
Line 2: Enter

	Create encryption password	
The new password box will then	Please enter your new password	
be displayed.	New password: ********	
- Set your new password in	Confirm password: ********	
the fields available	OK Cancel	
- 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

Select User
McAfee Drive Encryption®
User name:
Options >> Next
🔲 Register Smartphone

- Click 'Next'

W McAfee Drive Encryption®
jpro2
Password:
Options >> Switch User Logon

- 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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