FAQ's Page

1. how do I find my mac address in windows?

- While connected to the internet, Under network and sharing center, click the link Local Area Connection to open another window, and then click on the Details button. Look for the Physical Address, this is your Mac Address.

- Or, open a Command prompt window and type "ipconfig /all" in the command line. Look for physical address or MAC Address.

2. Cant log into my account.

- Make sure your user name and password are correct. Make sure the caps locks are not on.

- try using the reset password button and resend a temporary password to your email.

3. how do I delete a device from my account?

- consult the IT Security dept.

4. How do I update my personal or account information?

- After you log onto your personal account, you can edit your information by clicking the edit button next to the section you wish update. When you are done, simply click "Update". And you are done.

5. Can anyone else see my account?

- No one else can see your personal account except you and the IT Security Dept.

6. How many Devices can I add under my account?

- You can add up to 5 devices.

7. Can I delete my own account.

- No you cannot personally delete your own account. That is an IT Security Dept job.