How to Register your MAC (Hardware) Address for DHCP (Wired Network)

Before you are able to register for the wired network you will need to obtain your MAC Address. This may also be referred to as your Ethernet ID or Hardware Address. If you need assistance in finding this information, please refer to the documents on finding your MAC address located under Getting Started at: http://uits.arizona.edu/services/dhcp-service then come back to this document for instructions.

1. Access http://dhcp.arizona.edu/register.php. Login with your NetID and password. After logging in you will need to enter some information on the MAC Address Submission form to register your computer with the campus DHCP network.

### MAC Address Submission Form

Only register MAC addresses for which you are responsible (if you register it, you are assuming responsibility for it).

More MAC Address information: under development, but if you have questions, check here, and send email to UITS-Unit-Team if you don't find what you're looking for.

You may register multiple MAC addresses with one form submission; separate multiple addresses with whitespace or carriage-returns.

New registrations are added to the running configuration every 30 minutes; it may take that long for your new registrations to become active.

Note for network managers: registration data from the old system did not include netid, so we do not have netid info for most of the registrations imported from the old system. If you would like to associate your netid with older registrations so you can better manage them with this interface, please send mail to uits-unit-team@list.arizona.edu.

| Action:          | You can add registrations, delete registrations if they are listed under your netid, or search the database for a particular address.
|                  | If you pick the last option, to list everything for your ID, don't bother to fill in the other fields -- they won't be looked at.

| Hardware (MAC) Address(es): | Sometimes called the Hardware address, the MAC address, or the physical address (all mean the same thing), this is the 48-bit address of your network interface itself. It’s usually written as a hexadecimal numbers, for example 08:90:2b:13:4f:57. Do not use an IP address, written in 4 groups of digits (for example, 128.196.128.233). For more information about what it is and how to find it, look here. |
2. Select Add in the Action box. You can use Delete and Search or List everything for my NetID for other actions, but they are not covered in this document.

3. Enter your 12-character MAC address in the Hardware (MAC) Address(es) section. You will want to separate each 2-character group with dashes (-) or colons (: ) to ensure proper registration. Also note that MAC addresses can only contain numbers from 0 to 9 and letters from A to F. Once you have entered this information, move down to the next section to complete registration.

4. Enter your full name in the Name field.

5. Enter your official UA email address in the E-mail address field.

6. Department can be left blank if you are a student, but we recommend filling it in if you are an employee, simply for tracking purposes.

7. Comments section is optional. It can be used to distinguish between different registrations (e.g., my PS3, Xbox360, dorm laptop, work computer, etc.)

8. Click the send it button.

9. After the registration is complete you will see a message that a record has been added along with a link marked Click here to logout. Clicking that link will log you out of Webauth, so please do so if you’re on a public computer or a computer that is not your own.

Note: It can take up to 30 minutes after DHCP registration before your device is able to connect to the Internet.

Troubleshooting

If after 30 minutes you are unable to connect repeat the instructions above except for Step 2.

- Select the fourth option to List everything for my NetID.
Press the **send it** button. This will show you all of the MAC addresses you have successfully registered. Verify that you have registered the correct MAC address. If not, register the correct one, then wait an additional 30 minutes. If you have registered the correct address and are still unable to connect, please contact the 24/7 IT Support Center at (520) 626-8324 or by submitting a service request at [https://uassist.arizona.edu](https://uassist.arizona.edu). Please note that service requests can take up to 48 hours for a reply.