How to view device MAC Address

Overview

RMU will display both MAC addresses (i.e., wireless and hard-wired) held against a particular laptop.

RMU will allow a TSO to key in a search for a laptop by entering a specific MAC address (12 characters).

Work Instructions

Search for the devices by MAC Address (wireless or hard-wire) is available on the “Device Maintenance” page

1. Click the “Device Assignment” tab of the “Device Management” menu option

MAC Address can be entered in the “Serial No” text field as a search criteria.

To display MAC Addresses in the result table check the “Show MAC Addresses” box. The search results will show two additional columns called “Wireless MAC” and “Wired MAC”.

2. MAC Addresses will be shown on the “Device Maintenance” popup page
3. MAC Address will be shown on title popup on the “Student Assignment” and “Teacher Assignment” result lists when mouse pointer hovers above the laptop image.