

Enrollment administration

Another Check-In · A04

Before the demonstration

Bertrand Hope

- Your assigned responsibility
- The correct training record
- Evidence of the result

Today's outcome

Device authorization and recovery have a traceable correct identity and lifecycle.

The enrollment target

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- Open Admin > Enrollment Tokens, choose the correct user/staff target and confirm the pair

In this step

Confirm both the account and linked staff identity. A token authorizes enrollment for a particular target. Issuing it to the wrong pair can create a device problem even when the email address looks familiar.

Token issue and delivery

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- Set bounded validity and issue token
- deliver via the approved channel and verify enrollment completion

In this step

Choose bounded validity and use the approved delivery channel. Keep the token out of recordings and shared slides. Follow the employee's completion result rather than assuming that issuing a token enrolled a browser.

Recovery evidence

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- For recovery inspect active device, last use/sync and lifecycle before choosing a replacement or reissue action

In this step

Inspect the active device, last use and synchronization information before choosing recovery. Pending attendance may need protection. A replacement decision should explain what is happening to the old and intended new browser.

Replacement decision

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- Decide a replacement request with a reason and verify resulting device/token history

In this step

Read the request and record a reason for the decision. Inspect the resulting device and token history. Recovery restrictions and cooldowns may prevent an immediate new issue even when the employee has a real need.

Reassignment lockout

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- Escalate reassignment lockout to actual admin
- admin checks identity, confirmation and reason before release in an authorized case

In this step

The actual admin role handles the protected lockout release. Other enrollment issuers should escalate with the verified identity and case details. A broader-looking menu or custom role name does not replace that requirement.

Common problems

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- Issuing to the wrong staff link
- distributing token screenshots
- overlooking pending offline evidence
- assuming every token manager can release lockout

A useful support report

The task and record
The expected result
The actual message
The authorized next step

Guided practice

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- Issue one short-lived training token to the prepared identity, observe C02 completion and process a prepared replacement request
- Non-admin explains lockout escalation

Evidence to show

The correct training case

The result or permitted decision

Your explanation of the next step

Practice debrief

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- Correct context and permitted action
- A result you can trace
- A clear next step if blocked

Expected result

Device authorization and recovery have a traceable correct identity and lifecycle.