

Browser enrollment

Another Check-In · C02

Before the demonstration

Bertrand Hope

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

Today's outcome

Correct browser is enrolled and learner knows how to request recovery without sharing keys.

The attendance browser

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- Open the issuer link or /enroll in the browser that will record attendance

In this step

Use the browser you will take to work. Enrollment belongs to that browser profile. Opening the same address in another browser does not bring the enrolled identity with it.

Token and owner

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- Enter the token and a recognizable device label
- inspect Token owner

In this step

Check the person named by Token owner before continuing. A familiar device label helps you and the issuer recognize this browser later. If the owner is wrong, stop and ask the issuer to correct the assignment.

Registration result

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- Use Generate + Register and wait for confirmed completion

In this step

Wait for the completed registration result. Starting key generation alone does not prove that the server accepted the browser. Keep the browser profile and its site data intact after successful enrollment.

My Devices

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- If account access is available, open Profile Security > My Devices and verify label/status

In this step

The device list provides a second place to check the result when your account permits it. Compare the label and status with the browser you just enrolled. A different label or unexpected status deserves investigation before attendance.

Replacement requests

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- For loss or replacement, use Replacement Requests for the linked staff ID, give the reason and await issuer action

In this step

A replacement request starts a controlled recovery process. Explain what happened and keep any pending attendance evidence. The issuer may need to review the current device and recovery restrictions before issuing anything new.

Common problems

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- Enrolling in an incidental browser
- wrong token owner
- clearing site data
- assuming a token is an account password

A useful support report

The task and record

The expected result

The actual message

The authorized next step

Guided practice

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- Enroll the designated training browser, identify its active device entry and describe the replacement request process
- Use a prepared invalid token for the exception demonstration

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

Correct browser is enrolled and learner knows how to request recovery without sharing keys.