Device Registration for Windows PCs

Registering a device typically takes 5 minutes or less.

These step-by-step instructions guide you through the process so you can register all the Windows PCs that were listed in your qualified devices list.

If you run into a problem, check out Page 4 of these instructions for troubleshooting tips.

YOU MUST BE AT HOME TO REGISTER YOUR DEVICES.

Step 1: Navigate to the Digital Reflection Certificate Download Page

- From the Windows PC you want to register, connect to the internet using your home's WiFi connection.

- Please use one of these browsers: Chrome, Edge, Firefox, or Internet Explorer. Close all browsers except the one used to register the device.

- Click on the Register Device link that was emailed to your device from *Help@DigitalReflectionCenter.com*.

  The email subject line will be "Register Device Link." (If you don't see it in your Inbox, check your Junk folder.)

- The certificate download page should look like the screenshot at right.

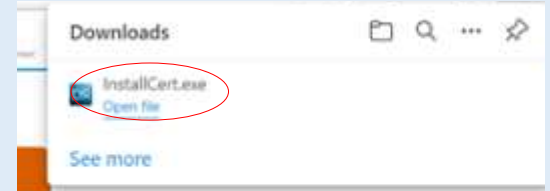## Step 2: Download and Install the Digital Reflection Certificate

- Click the Download button. The download process will depend on the browser you use. This is true of anything you might download. For example:

In Chrome: You'll see the downloaded file at the bottom of your page. To install, double click on the file at the bottom of the page after the download finishes.
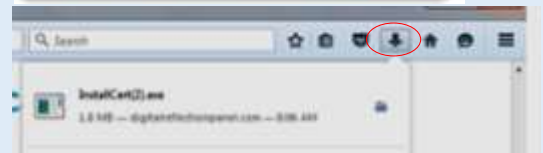
Please note: many companies place restrictions on certain uses of work devices. Before you install the certificate

InstallCert (4).exe

In Edge: You'll see a Downloads box in the top right portion of the page, with "InstallCert.exe". Click the Open File link.

Downloads

InstallCert.exe
Open file

See more

In Firefox: You'll be asked to confirm you want to download– click Save to save the file and close ALL browsers.

Then go to your Downloads folder and double click on the Certificate Installer file to open it.

IMPORTANT: Make sure the Firefox browser is closed before opening and running the Certificate Installer.

Opening InstallCert.exe

You have chosen to open:
InstallCert.exe
which is: Binary File (1.8 MB)
from: https://digitalreflectionpanel.com
Would you like to save this file?

Save File   Cancel

InstallCert(2).exe
1.8 MB — digitalreflectionpanel.com — 0:06 AM

In Internet Explorer: You'll see a message about whether to Run or Save. To install, click Run.

Do you want to run or save **InstallCert.exe** (1.79 MB) from **digitalreflectionpanel.com**?   Run   Save ▼   Cancel   ×

- Regardless of browser used, the download file is small and should take less than a minute to download (depending on your connection speed).

- When you open the Certificate Installer, a dialog box like the one at right will appear. Click Install. (Note that the Device Name of the device you are registering appears at the top of the first Certificate Installer dialog box.)

Certificate Installer

You are registering this device: CSVAJDABNEV02.
Click "Install" below to place the Digital Reflection certificate on your computer. This installation will apply across all users and all browsers on this computer.

Install   Cancel

TIP: Click YES, if you get a dialog box that asks if you want to allow Digital Reflection to make changes to your computer.

- Wait while the certificate installation occurs. You will see a progress bar during the installation process. It may appear as if nothing is happening, but it is. The installation time will depend on your internet speed, but usually takes just a minute or two.

Certificate Installer

Please wait while your certificate is installed.

Step 3: Determine the Outcome & Take Action

- ### DEVICE REGISTRATION IS SUCCESSFUL

  If your device registration is successful, you'll see a dialog box that looks like the screenshot at right.

  You may also get an email (sent to the household primary contact) confirming that a device has been registered successfully.

  Action Needed: Report your success on the Step 3 tab of your Device Update form: "Register Your Devices & Report Back." Your Device Update form is available when you log in to www.digitalreflectioncenter.com.

- ### DEVICE REGISTRATION IS NOT SUCCESSFUL

  If your device registration is not successful, you will see a screen that that tells you what the problem is and what to do next. For example, you might see one of the following messages.

  > ### *Problem with Certificate Installation.*

    Action Needed: Please try again—referring to the tips on Page 4 of these instructions. If you are still not successful after **at least 3 attempts**, report your efforts on the "Register Your Devices & Report Back" tab (Step 3) on your Device Update form available when you log in to www.digitalreflectioncenter.com.

  > ### *Device Does Not Need To Be Registered.*

    Action Needed: This message means your device has an older operating system or it is a device type that cannot be registered at this time. Just report your efforts on the "Register Your Devices & Report Back" tab (Step 3) on your Device Update form available when you log in to www.digitalreflectioncenter.com. Be sure to check the message you saw.

  > ### *No message at all after certificate installation.*

    Action Needed: Refer to the tips on the next page. Please try to register your device at least **three times** and if still not successful, report your efforts on the "Register Your Devices & Report Back" tab (Step 3) on your Device Update form available when you log in to www.digitalreflectioncenter.com.

Device Registration for <u>Windows PCs</u>

Troubleshooting Tips

➢ PROBLEM: Unable to Navigate to the Download Page

You might see a screen that says you are not connected to the home internet, an install pending screen, or some screen other than the certificate download page with a Download button. Try these tips and then click your Register Device Link again.

- Check again to make sure that the device you are trying to register IS connected to the internet through your home network. If your home network has a WiFi extender, be sure to connect to the internet via the main internet router.

- If you have a WiFi extender, modem, bridge or other home network hardware, make sure that your internet meter is connected to the MAIN internet router.

- Check your internet meter to make sure it is plugged in and receiving power (blue light appears when you turn it over). Also check that the internet cable is firmly connected to your home router and the internet meter.

- Check that the REGISTER DEVICE LINK is correct – some part of it has not become altered by a cutting and pasting error, or because the link was incomplete, etc.

- Make sure you are using a supported browser: Chrome, Edge, Firefox or Internet Explorer. And be sure to follow the browser-specific tips on Page 2 of these instructions.

➢ PROBLEM: Certificate Installation Was Not Successful

You might see a screen that says Problem With Certificate Installation or a screen other than the Success Screen. Try these tips and then click the Register Device Link again.

- If you have a WiFi extender, modem, bridge or other home network hardware, make sure that your internet meter is connected to the MAIN internet router.

- If your home network has a WiFi extender, be sure to connect to the internet via the main internet router.

- Try a different browser than you did on the first attempt if you have more than one available. You can use Chrome, Edge, Firefox or Internet Explorer. And be sure to follow the browser-specific tips on Page 2 of these instructions.

- Restart your computer and try again using the browser-specific tips on Page 2 of these instructions.

For other questions, contact: Help@DigitalReflectionCenter.com