![alcatraz ai logo]

Your Alcatraz AI Rock(s) will require onboarding to associate them with your Account.

Before you start, have this information ready.
1. **Username and password** to log into the Alcatraz AI Admin Portal.
   A. For all Cloud Hosted systems: If this is a new account and you have not received a username and password, please visit support.alcatraz.ai to submit a request. Select Category = Admin Portal Request and fill out the information. Otherwise, please contact your company's system admin.
   B. For On-Prem systems: Please contact your system admin.

2. **6 digit Device IDs** of all the Rocks you will be onboarding. These can be found
   ● On the Rock's display at the beginning of the scrolling text
   ● On the outside of the shipping package (indicated by ID on the label)
   ● On the back of the Rock under the QR code (indicated by ID)

3. **Network information** to generate a QR code to show to the Rock. Ensure ports are opened and firewall rules are met according to the Network Requirements found on support.alcatraz.ai.

   Required information to generate a QR code:
   A. Identify if your network uses IPv4 or IPv6 Network Addressing
   B. Rock IP and network information if you are not using DHCP
      a. Device IP (Static IP of the Rock)
      b. Subnet Mask
      c. Gateway IP
      d. DNS IP
   C. NTP server hostname or IP
   D. Alcatraz AI Platform Server Hostname or IP

   Note, these are examples of systems that will require a QR code to be generated:
   A. Alcatraz AI Hosted Cloud system for Rocks that require static IPs
   B. Alcatraz AI Hosted Cloud system for Rocks with your own instance
   C. On-Prem system

4. **Generate the QR Code(s)** by walking through the steps in the Alcatraz AI Admin Portal under Device Management→QR Code.

5. **Download QR Code(s)** to a phone, laptop or print them out to show to the Rock after the Rock power up cycle is complete. Hold approx an arm's length away.

6. A green checkmark indicates the Rock read the QR code.
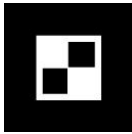
 Rock can read a QR code   QR code read success

Steps To Onboard the Rock

1. Log in to the Admin Portal and go to Device Management → Devices

2. Enter the 6 digit Device ID in the search bar to filter the Rock.

3. The Rock will display Name = N/A, Status = Pending, State = Offline.

If the QR Code information is incorrect, the Rock will not be able to communicate with the Alcatraz AI Platform and cannot be onboarded. It will not show with pending status.

4. Click on Name N/A to open the Rock's info page.

5. Click on Authenticate.

6. A window pops open, click the **Authenticate** button

7. Refresh the browser to see if the Rock has been successfully onboarded with

    Status = Onboarded and State = Online.

8. Click on Name N/A to name the Rock and configure it. Click **Submit** to apply changes.