Meraki Go Onboarding

Onboarding Steps and Considerations

If you have not yet added hardware to your account and configured it, you will need to go through **onboarding**. **Onboarding** will require you to perform the following steps:

- Set up your account
  - Go to meraki-go.com, and create an account.
- Start the Meraki Go app
  - If you do not have the Meraki Go app yet, open it now
- Log In
  - If you do not have an account, you must first make one by going to meraki-go.com
  - If you've already created an account on meraki-go.com, you'll use the same credentials to log into the app
- Unbox and scan your hardware
  - Use your phone/tablet's camera to scan the QR code on the back of your hardware
  - If you still have the metal mounting plate attached to your hardware, you will need to slide that off first
  - You may need to give the Meraki Go app permissions to use your camera. This can generally be done under **Settings > Applications > Meraki Go** on your device
  - If the QR code does not work, you may need to select **Enter serial number instead**, to manually add the serial number on your Meraki Go hardware, which can be found on the back of the hardware, or on the side of the box it came in
- Connect your hardware
  - Once your hardware has been scanned and added to your account, you will be prompted to connect it to the internet.
  - Your Meraki Go WiFi access point hardware has two ways it can be powered:
    - AC Adapter: Your hardware comes with an AC adapter in the box. This can simply be plugged in to power your device. You will also need to connect an ethernet cable from your GR to an internet uplink for data
    - PoE (Power over Ethernet): If you have a PoE switch, or an ethernet power injector, you can connect a PoE ethernet cable to the hardware alone
  - Your WiFi access point will need to have its ethernet/data cable connected to some kind of internet uplink. This is generally an internet modem or router. A modem is often provided by your internet service provider (BT, Sky, Virgin, Comcast, AT&T, etc.)
  - Once your hardware is connected, make sure the ethernet port has lights on it, to make sure it's connected. There should be green lights right where the cable connects to the hardware
- Update your hardware
  - After your hardware has connected, it will attempt to find a path to the internet. If it is successful, the light on

the front of the hardware will turn green

- If your hardware does not successfully find an internet connection and display a green light, refer to our [Meraki Go Troubleshooting Guide](#)
  - ◦ Your hardware will then update itself automatically, and will eventually come online. Once it does, your app will proceed to the **Home** screen
- Configure a network
  - ◦ Once you are in the app and your device is connected, the only thing left to do is to create a WiFi network for your account
  - ◦ Give your network a name, and then a password (or leave it blank if you'd like it left open)
  - ◦ If you want the network to be for guests, select **Check this if this is a guest network** to enable client isolation, which prevents clients from communicating with each other, or with devices on your local network.
- Success!
  - ◦ Your network is all set and ready to use. Try it out by connecting with a client device

> ⓘ Note that once you've created a WiFi network and configured your settings, the Meraki Cloud will automatically apply these settings to any other devices your add to your Meraki Go account.