

ZTE Device Enrollment — Technician Guide

Internal operations guide for claiming Chromebooks via Zero Touch Enrollment

1. Overview

Zero Touch Enrollment (ZTE) pre-provisions Chromebooks so they automatically enroll into the customer's Google Admin Console on first boot. The customer powers on the device, connects to WiFi, and it configures itself — no manual setup, no typing enrollment credentials, no IT staff needed on-site.

As a Google ZTE reseller partner, Tech to School can claim devices to a customer's account before shipping. This is a free value-add service included with every Chromebook + Chrome OS license order.

2. Prerequisites

Before devices can be claimed, the following must be in place:

- **Chrome OS License** — Order must include a Google Chrome OS Management license line item
- **Customer Credentials** — Customer must have provided their Google Workspace Customer ID (format: C0xxxxxx) and Enrollment Token (UUID format, e.g. e0a1fec5-6705-4c74-...)
- **Serial Numbers** — Serials must be recorded on the order — from vendor shipment notifications, PO device scanning, or manual entry
- **ZTE Portal Registration** — Customer must be registered in our ZTE reseller portal. This happens automatically when credentials are captured from email

3. How It Works (End to End)

- 1 Outreach Email** — Customer receives a ZTE outreach email from their sales rep with a setup guide PDF explaining how to generate their enrollment token.
- 2 Customer Responds** — Customer goes to Google Admin Console > Devices > Zero Touch, generates an enrollment token, and replies to the email with their Customer ID and Token.
- 3 Auto-Capture** — The system scans rep inboxes for replies, extracts credentials, saves them to the order, and automatically registers the customer in our ZTE reseller portal.
- 4 Devices Arrive** — When devices ship from the vendor, serial numbers are captured from shipment notifications or warehouse scanning and recorded on the order.
- 5 Open Order Detail** — Navigate to the order detail page in MKL (Orders > click the MTS number).

- 6 **Find ZTE Panel** — Scroll down in the right sidebar to the "ZTE Device Enrollment" panel, below the Chrome Enrollment Data panel.
- 7 **Verify Customer** — Check that the ZTE Customer Account dropdown auto-selected the correct customer. You should see a green checkmark with "Auto-matched: [Customer Name]".
- 8 **Run Dry Run** — Click "Dry Run" to validate all serial numbers. Each device will show a status: green checkmark (ready), yellow warning (already claimed), or red X (not found).
- 9 **Review Results** — If any devices show "not found", verify the serial number and manufacturer are correct. If "already claimed", the device may need to be unclaimed first.
- 10 **Claim Devices** — Once dry run looks good, click "Claim Devices" and confirm the dialog. Devices are now claimed to the customer's ZTE account. A Slack notification is sent.

Final Result: When the customer powers on the Chromebook and connects to WiFi, it automatically enrolls into their Google Admin Console with their configured settings (OU path, WiFi profile, policies). Zero manual setup required.

4. Troubleshooting

"Device not found"

The serial number may be incorrect, or the device isn't registered in Google's ZTE database yet. New devices can take 24–48 hours after manufacture to appear. Double-check the serial number and manufacturer match.

"Already claimed"

The device was previously claimed to another customer's ZTE account. It needs to be unclaimed first before it can be re-claimed. Contact the previous owner or use the ZTE portal to unclaim.

"Cannot determine manufacturer"

The product name on the line item doesn't contain a recognizable manufacturer (HP, Lenovo, Acer, Dell, Asus, Samsung, CTL, Google). Check the line item product name and ensure it includes the manufacturer.

"No match for CID"

The customer's Google Workspace Customer ID doesn't match any customer in our ZTE reseller portal. This registration should happen automatically when credentials are captured from email. If it didn't, the customer can be created manually via the API.

Dry Run passes but Claim fails

Check the ZTE API connection status. The API may have a temporary auth issue. Try again in a few minutes, or check the server logs for details.

5. Key Terms

Customer ID	Google Workspace account identifier, format C0xxxxxxx (e.g. C01rg6k8p). Every Google Workspace domain has one. The customer provides this.
Company ID	Numeric ID assigned by the ZTE reseller portal when we register a customer (e.g. 5386743524). Auto-created, stored on the order.

Enrollment Token	UUID generated by the customer in their Google Admin Console (e.g. e0a1fec5-6705-4c74-89c8-0813a885a468). Tells Google how to configure the device.
Dry Run	Validates serial numbers and manufacturer data without actually claiming devices. Always run this first to catch errors before committing.
ZTE Reseller Portal	Our partner account with Google for Zero Touch Enrollment. Partner ID: 6704493598. Managed via the Android Device Provisioning API.
