

Onboarding for End Users

(updated February 3, 2026)

Dear valued IPConnectX customer,

Welcome to IPConnectX Support. We have been selected by your management and IT support team to help and maintain your computer system. We are happy to have you as a customer and look forward to assisting you. Below you will find important information you will need to know before contacting IPConnectX Support. Please read through this package and keep it in a handy location.

Our system has two main elements:

- Support ticketing portal
- Remote monitoring and management agent

Installing the Remote Management Agent

As a first step, we need to get you connected with our system and deploy our remote management agent. This document was probably included in an email with a link to download an .MSI installer (for windows devices) or .DMG/.PKG installer (for Mac devices). The naming convention for the installer will always be:

- **Mac:** NinjaOne-Agent_<sequence>-<org name>-<location>-Auto.dmg (or .pkg)
- **Windows:** NinjaOne-Agent-<org name>-<location>-Auto.msi

! Important: If the file is not in this format, **DO NOT INSTALL** it and contact us as soon as possible.

Remote Management Agent on Windows

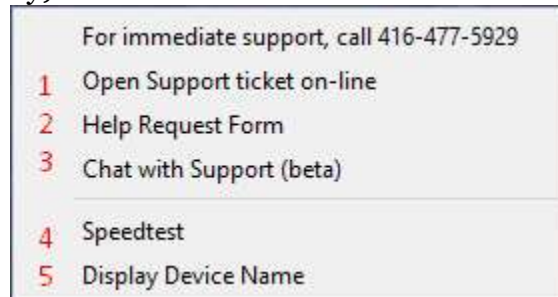
The windows installation is simple click to run the agent installer. No further action is required. The installation will deploy three main components on your machine:

- NinjaRMM Agent
- Splashtop Streamer
- SystemsTray application

Please make sure your device remains connected. The entire installation is done in two phases and takes 15 minutes on average to complete but can run up words of 30 minutes on slow internet connections. Once the agent is installed, you can see it at the bottom left corner of your screen.



Clicking on the icon will give you a few quick links and tools (as this is an actively developed tool, links may change occasionally)



Option 1: will open our online support ticket submission form in your default browser. Please follow the instructions in the IPCC Ticketing Portal document to complete the form.

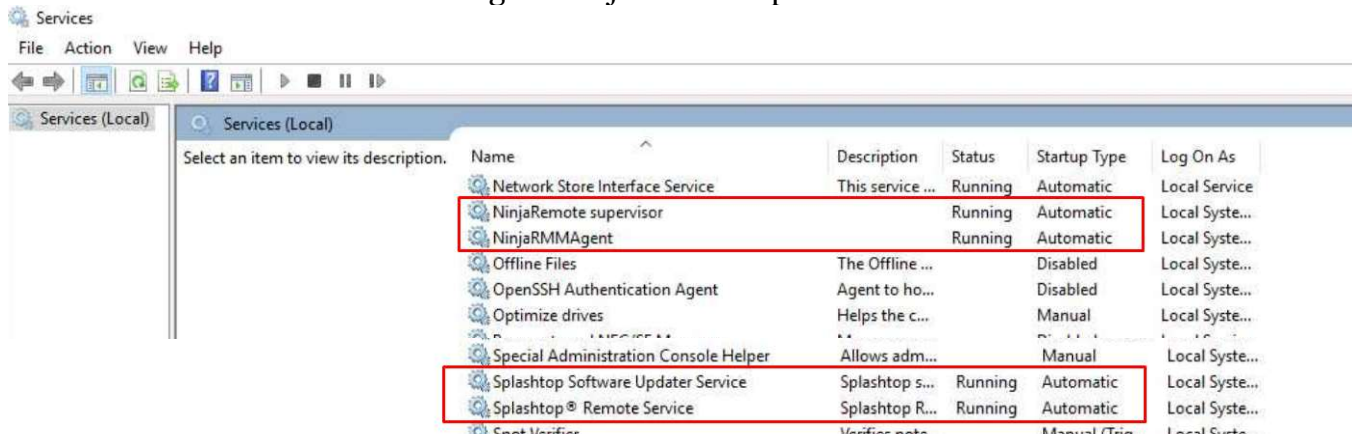
Option 2: will open a help request form for you to complete on your device and the system will send the form via email to our ticketing system. The form will include some basic debug information to help us to troubleshoot the issue

Option 3: will open a chat window with our support team in your default browser. Please note this is still in Beta testing and not fully functioning.

Option 4: Run a public (cloudflare) and private (ipconnectx) speedtest

Option 5: Run a local script to tell you your device name to enter in online support ticket submission form (option 1 above).

The last (optional) step is the check that the main agent components are running by opening the Services Monitor and searching for ninjarmm components.

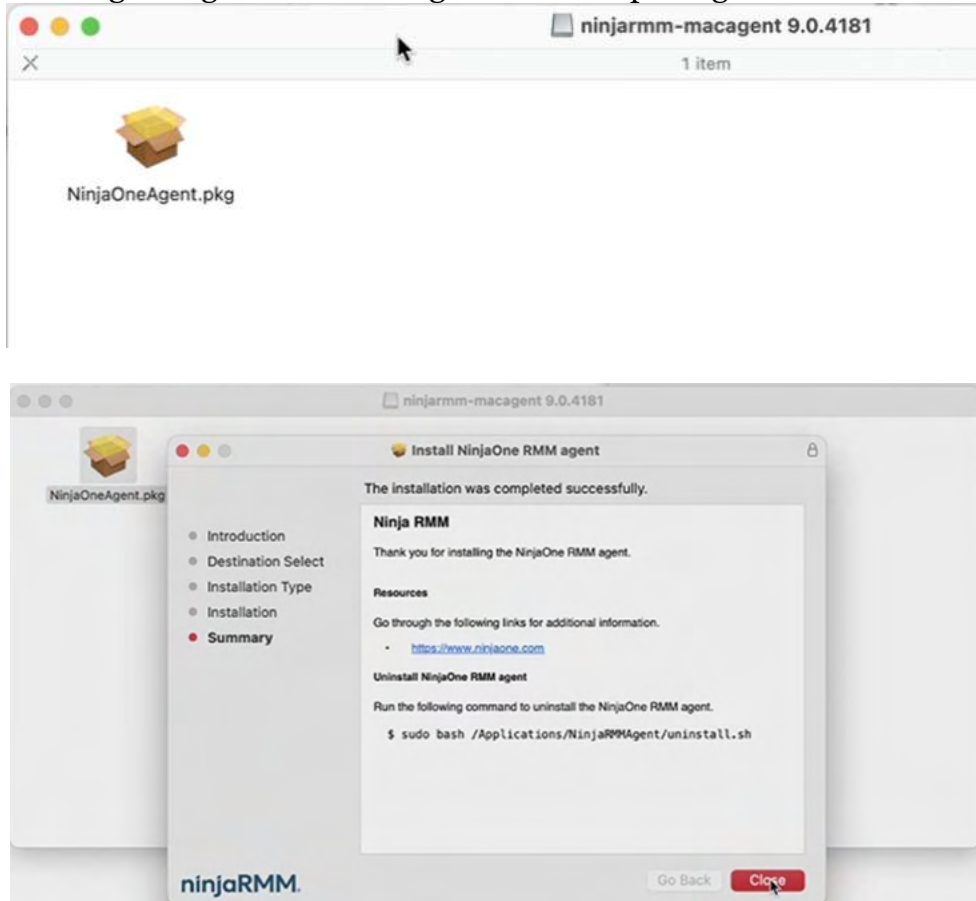


Remote Management Agent on Mac

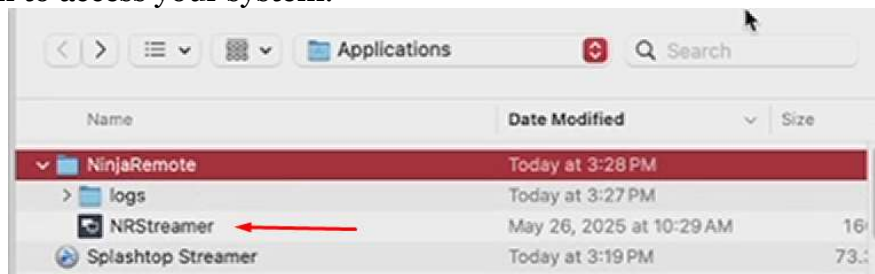
The Mac installation requires some interaction with the user. The installation will deploy three main components on your machine:

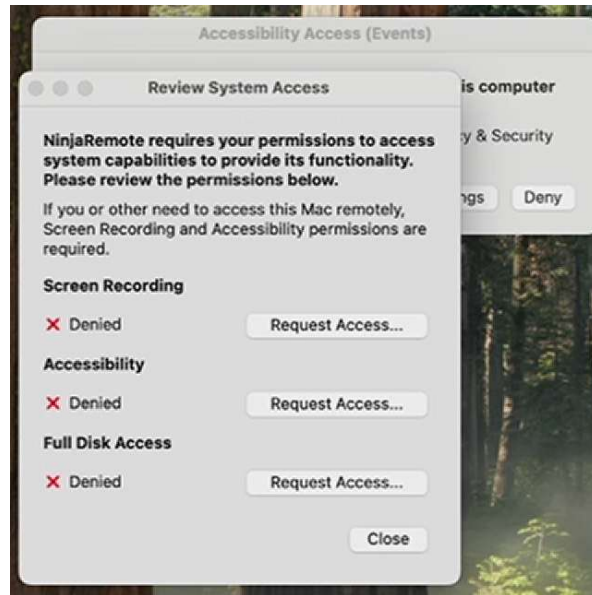
- NinjaRMM Agent
- NRStreamer
- Splashtop Streamer

Start by downloading the agent and running the installer package.

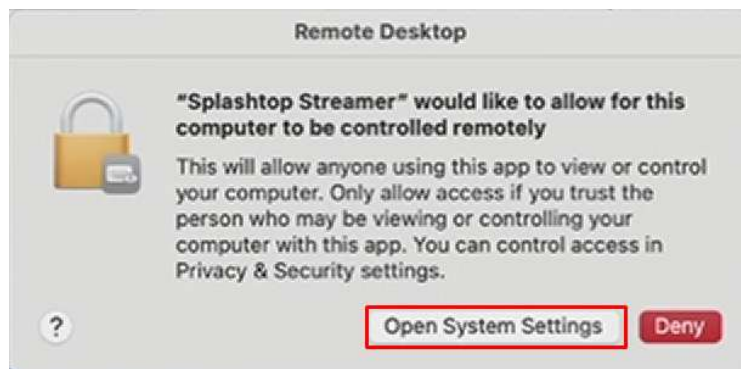


You may be asked to enter your password to permit the installation. Once completed, navigate to Applications/NinjaRemote folder and run the NRStreamer application. You will be asked to grant permission to access your system.

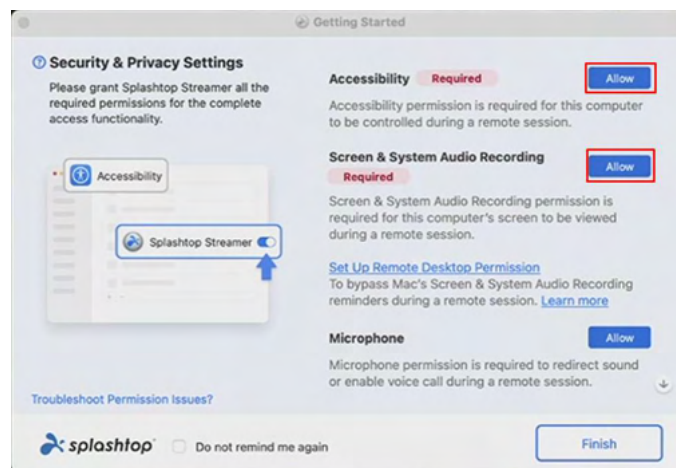




A few minutes later the second phase of the installation will be deploying the Splashtop Streamer. If the streamer doesn't start on its own, please run it from the Applications directory.



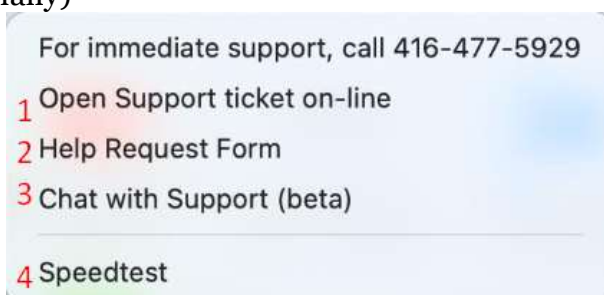
You will be asked to grant permission to access your system (like what you did with NRStreamer application).



A few minutes later the last component will be installed.



Clicking on the icon will give you a few quick links and tools (as this is an actively developed tool, links may change occasionally)



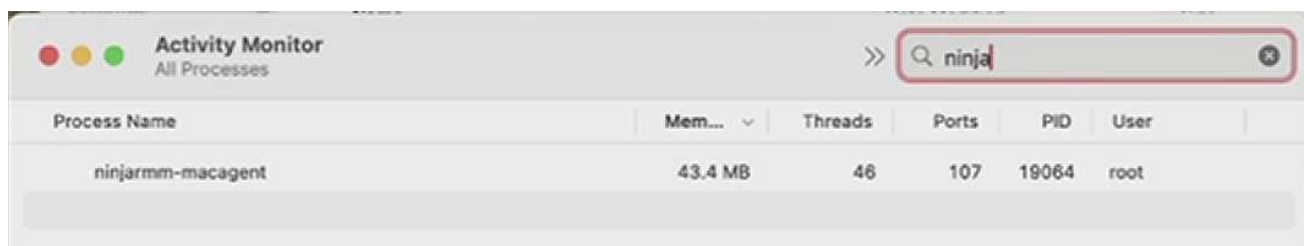
Option 1: will open our online support ticket submission form in your default browser. Please follow the instructions in the IPCC Ticketing Portal document to complete the form.

Option 2: will open a help request form for you to complete on your device and the system will send the form via email to our ticketing system. The form will include some basic debug information to help us to troubleshoot the issue

Option 3: will open a chat window with our support team in your default browser. Please note this is still in Beta testing and not fully functioning.

Option 4: Run a public (cloudflare) and private (ipconnectx) speedtest

The last (optional) step is the check that the main agent is running by opening the Activity Monitor and searching for ninjarmm-macagent.



Opening a support ticket

To request support for a new case, please use one of these methods:

- **Customer portal:** www.IPConnectX.ca/support Please follow the instructions in the IPCC Ticketing Portal document to complete the form.
- **Help request form**
- **Email:** support@IPConnectX.ca
- **Phone:** 416 477 5929 option 2

To request support for an existing case, please use one of these methods:

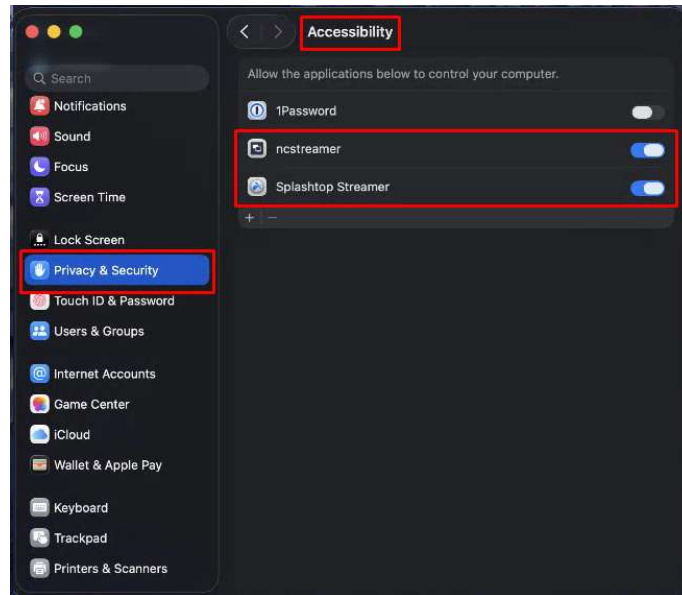
- **Customer portal:** With your login credentials
- **Email:** reply to an earlier email you received regarding this case. If you cannot find such email, please email support@IPConnectX.ca
- **Phone:** 416 477 5929 option 2

Remote Management Agent on Mac troubleshooting

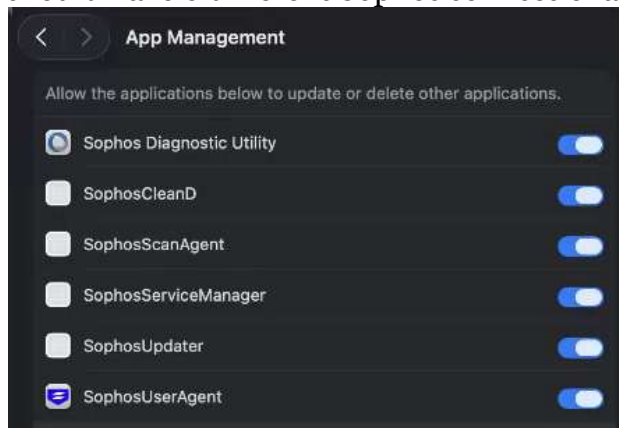
This section is intended to assist with troubleshooting mac agent installation.

Please take a look at the following and make sure they both exist and are enabled the same way as it shows in the screen grabs below:

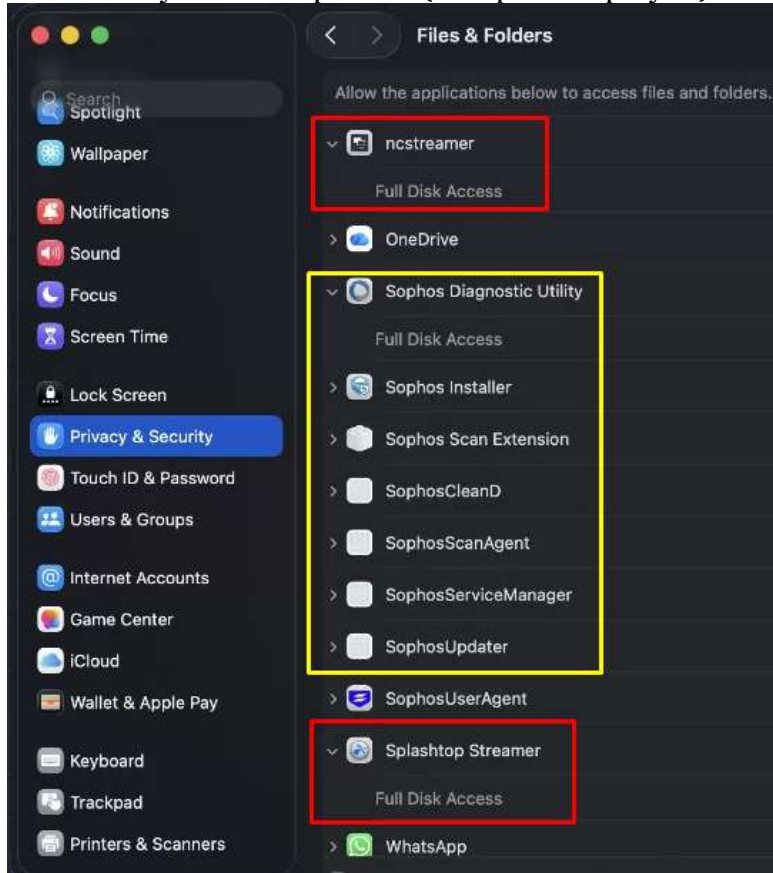
STEP1 – Open Settings > Privacy&Security > Accessibility. You should have NCstreamer and Splashtop Streamer enabled.



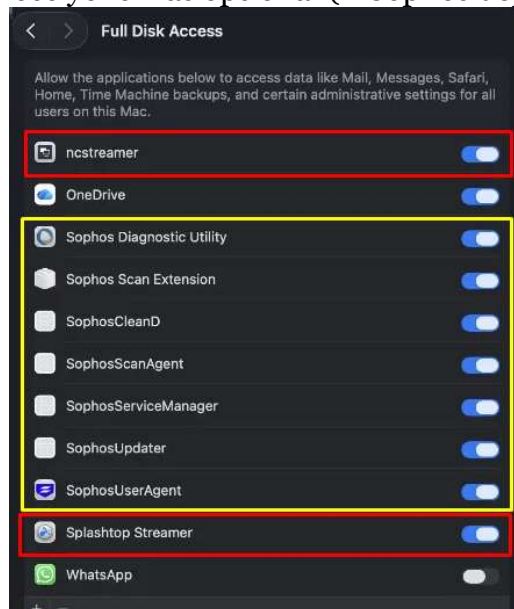
STEP2 – (this step is only applicable to Sophos deployment) Open Settings > Privacy&Security > App Management. You should have 6 different Sophos services enabled.



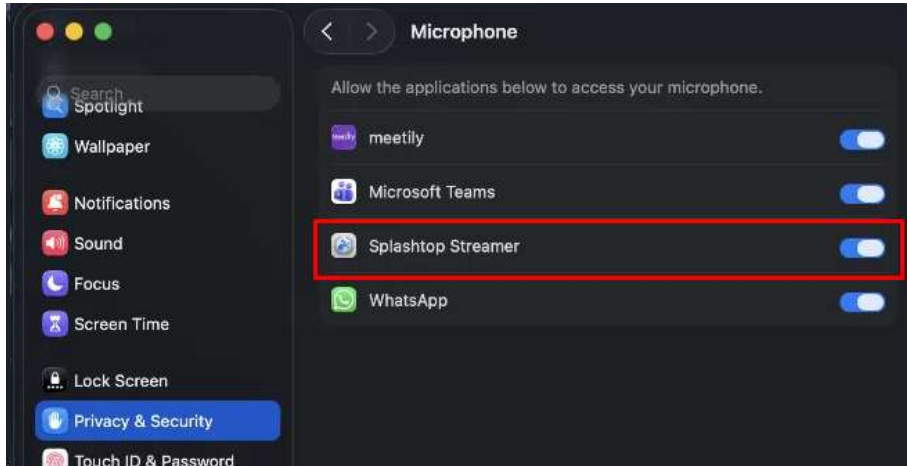
STEP3 –Open Settings > Privacy&Security > Files&Folders. You should have the highlighted in Red as base services and those yellow as optional (if Sophos deployed).



STEP3A –Open Settings > Privacy&Security > Full Disk Access. You should have the highlighted in Red as base services and those yellow as optional (if Sophos deployed).



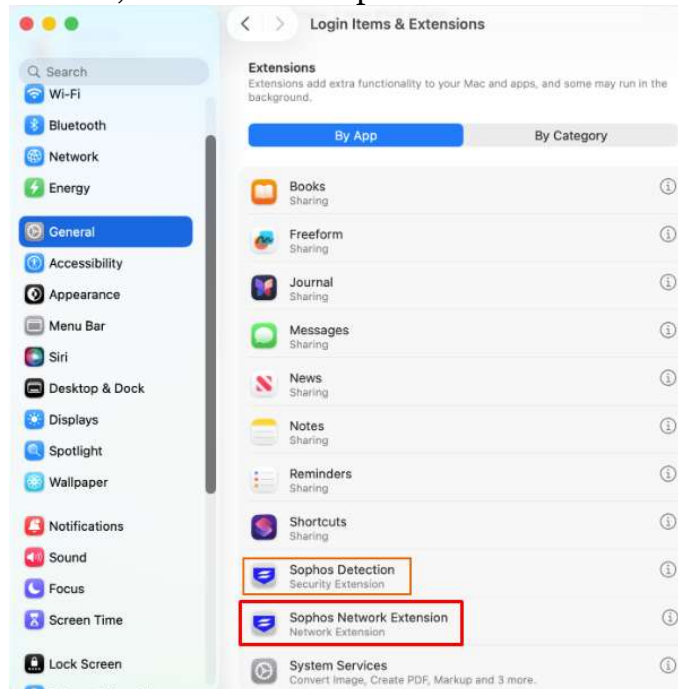
STEP4 –Open Settings > Privacy&Security > Microphone. You should have Splashtop Streamer enabled.



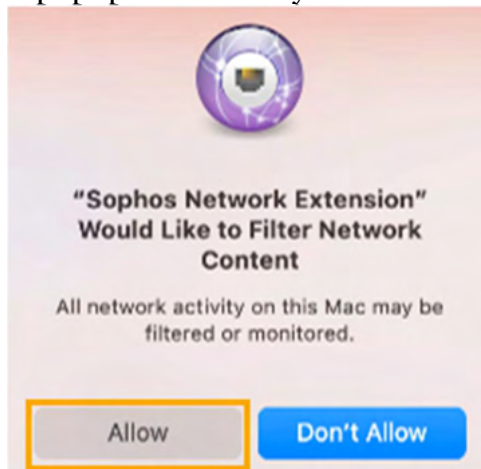
STEP5 –Open Settings > Privacy&Security > Screen&System Audio Recording. You should have NCstreamer and Splashtop Streamer enabled.



STEP6 - Open Settings > General > Security Extension > By App. Click first on Sophos Detection and turn on Security Extension, then click on Sophos Network Extension and turn it on as well.



STEP6a - You might get another popup like this. If you do click “allow”.



STEP6b – If you are still experiencing issues with Sophos, please refer to this link → <https://docs.sophos.com/central/customer/help/en-us/index.html?contextId=protect-devices-endpoint-Mac-security-permissions>