

Onboarding for Administrators

Configuring Client Administrators

As part of Remote Monitoring Contract, a select group of technical users can be enabled as administrators. This group of administrators will have access to the Remote Monitoring Portal. Through this access they can monitor all managed devices and take remote control as needed.

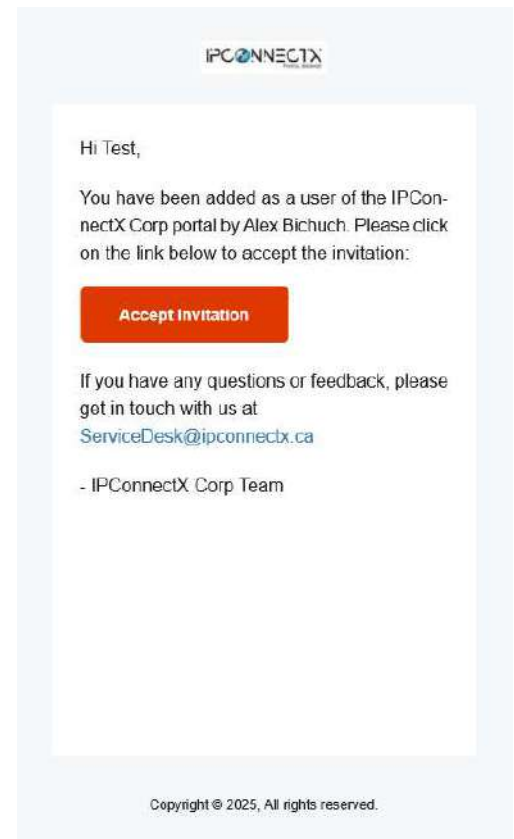
For IPConnectX to provision these users the following information is required:

- First and last name
- Business email address
- Unique Phone number capable of receiving SMS
- Smart device with authenticator app

Once provisioned, the user will receive an email invite from noreply@rmmservice.com to access the system and create an MFA login.

Upon login to the portal, you will be asked to create a unique password. The new password must have at least a minimum of (8) characters and meet 3 of these criteria: lower case letter, upper case letter, special character, and number.

You will then be given a choice to select your second authentication method. We recommend using both SMS and Authenticator App.



Connecting to the Remote Monitoring Portal

The remote monitoring portal can be found here: <https://ipconnectx.rmm-service.com/>
When you login, you will see the Getting started page. Here you can see a quick video overview of the features of the system, and you can also download the mobile app.

On the right side of the screen, you will see the main menu. The first item is the Get Started screen. If you click on the X beside it, you can hide it from showing up.

Click on Dashboard to get an overview of all the devices you have visibility of. In general, green is good, red is bad and yellow requires attention.

To access a device, click on the device and on top of the screen you will get a few options:



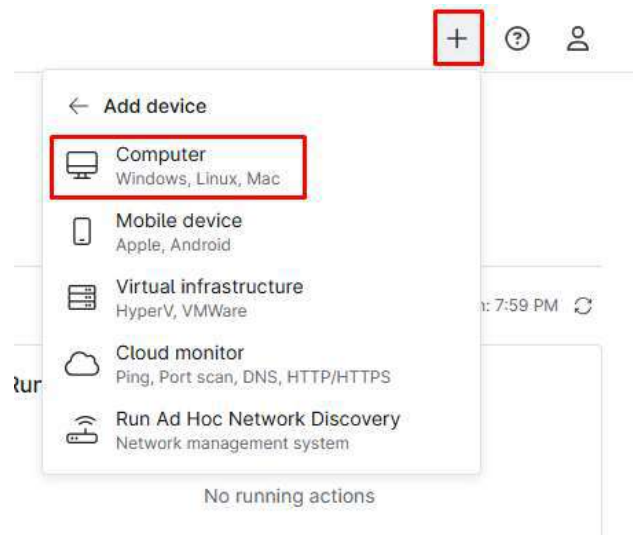
- ▶ Basic automation – Scan and apply software and OS patches
- > Remote command and/or powershell
- ⚙️ Splashtop remote
- 🖨️ NinjaConnect (or if enabled NinjaConnect in Background mode)

Administrator training session

We will schedule an administrator training session once all administrators are configured and connected to the system.

Device Provisioning

To provision a new device, navigate to the top left corner of the screen and click on the + sign and then on the computer device.



On the next screen, select the operating system, the organization (if you have access to multiple organizations, the location and leave the device role as auto. Click on Generate Installer button.

Add a computer ✕

Generate an installer to deploy to your endpoint. [Learn more](#) 🔗

Windows

Mac

Linux

Windows OS configuration

Organization *
IPConnectX ▾

Location
Main Office ▾

Device role
Auto ▾

The next screen will appear once the installer has been generated. You can send the end user either a link or download the client and deliver it to the end user in some other way.

Successfully generated ✕

 NinjaOne-Agent-IPConnectX-MainOffice-Auto.msi

For large deployments, we can drop the client on our download site available at <https://ipconnectx.ca/rmm/> Here you will also find a IPCC-basic installer [NinjaOne-Agent-windows.msi](#) You can use it if you don't have access to the RMM portal. Once deployed, we will move the device to the correct client and apply the correct policy.

If you want to deploy the agent via a script you can do so by following the below options:

Windows:

```
Invoke-WebRequest -Uri "https://app.ninjarmm.com/ws/api/v2/generic-installer/NinjaOneAgent-x86.msi"  
-OutFile ".\NinjaOneAgent-x86.msi" msiexec.exe -i NinjaOneAgent-x86.msi TOKENID="the token value"
```

MacOS (PKG):

```
curl https://app.ninjarmm.com/ws/api/v2/generic-installer/NinjaOneAgent.pkg -L --output NinjaOneAgent.pkg  
sudo echo ""the token value"" /tmp/.~; sudo installer -pkg NinjaOneAgent.pkg -target /
```

Make sure to get the appropriate “the token value” from your IPConnectX account manager.

Troubleshooting

The system is running in the AWS cloud. If you cannot access the above URL, try accessing the generic portal at <https://www.ninjaone.com/login/> and select **US** from the pulldown list.

If the portal is working but some features are not behaving as expected, please check the portal version by holding the CTRL key and moving the mouse over the IPConnectX logo. Please record the results and then either force refresh the screen or clear the browser cache. Test if the issue is resolved if not repeat the version checking process and let us know via a support ticket.