F-Secure Mobile Security for Business

Corporation administrator's guide

Contents

Chapter

1

Introduction

Topics:

The product consists of a client software that is installed on the user's mobile device and of the management portal that you can use to manage service subscribers and product updates.

Overview

The key features of the product.

With the management portal, you can:

- download the latest version of the client application,
- manage product licenses and subscriptions,
- view and edit end-user information, and
- create and manage corporation and administrator accounts.

Administrator access levels

You may have access to different level of information when using the portal, depending on your administrator level.

The management structure is hierarchical. As an administrator, you can see all of the information that is under the level where you have the access to.

- Division administrators can create new regions and browse to see regional, corporate-level, and contract information. However division administrators cannot view or manage any other divisions or the related information.
- Region administrators can create new corporation accounts in their region and browse to see corporate-level information.
- Corporation administrators have access to contract and user information under their corporation account.

Chapter

2

Using the management portal

Topics:

Use the portal when you want to:

- create or modify new corporation accounts for corporations you want to manage,
- create or modify license contracts,
- add, edit or remove service subsriber information, and
- add corporation administrator accounts.

Logging in to the management portal for the first time

You can use your web browser to log in to the management portal .

To log in to the management portal for the first time, follow these instructions.

1. Open *https://msp.f-secure.com* with your web browser.

   The login screen opens.
2. Log in with your username and the password that you have received.
   The management portal prompts you to change your password. You have to change your password during the first login.
3. Enter your old password and create a new one that you will use to log in to the management portal.

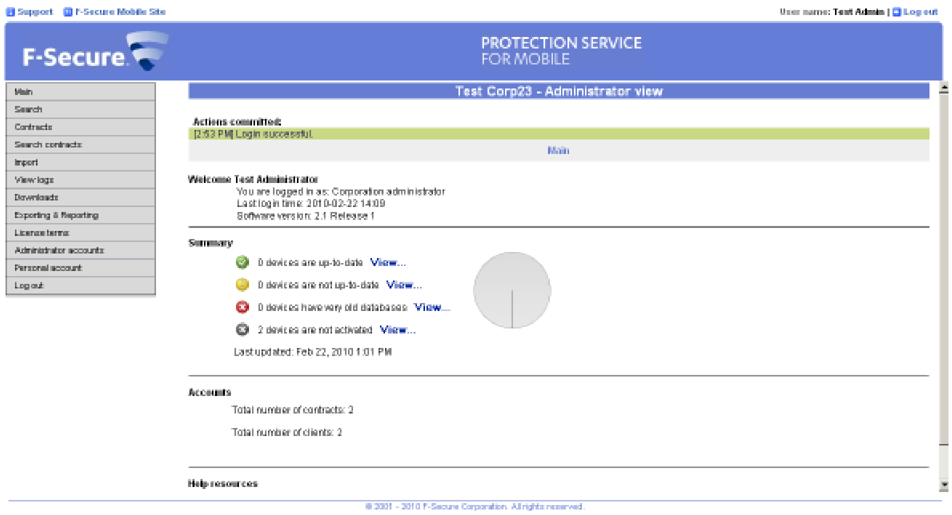
   Use a password that is easy to remember but hard to guess. The password must contain at least 10 characters and it should contain upper and lower case letters, numbers and special characters.

The main view of the management portal opens after you have successfully entered your new password.

Corporate administrator

As a corporate administrator, you can add, modify and view end-users to license contracts and download the latest version of the client application via the portal.

The main view displays the summary of administered devices and accounts. Click **View** in the **Summary** section to view lists of managed mobile devices and their update status.



As a corporation administrator, you can follow links on the left pane to:

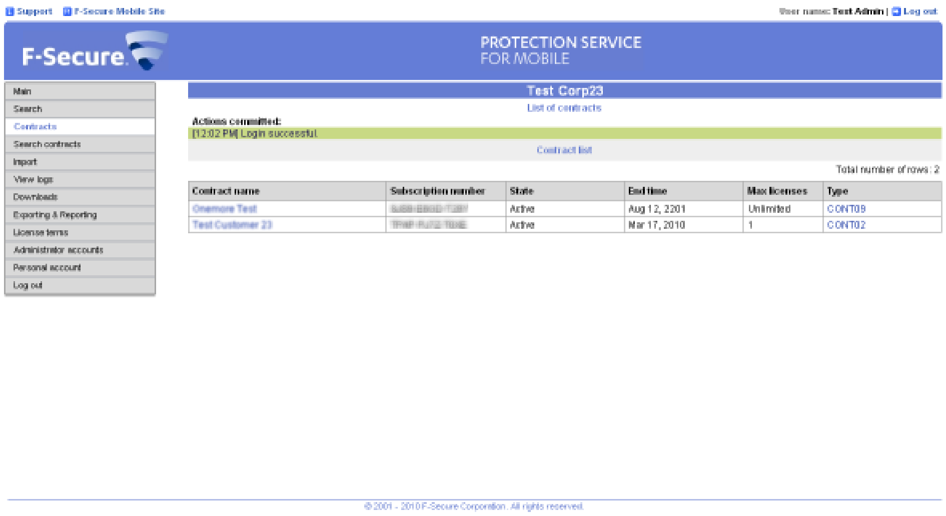
- search for subscribers you want to view or modify,
- search and view license contracts,
- add end-users to contracts,
- download the client application for mobile devices,
- generate monthly reports of active subscribers,
- add and modify administration accounts,
- manage your personal account settings, or
- log out from the portal.

View contracts and end-users

As a corporation administrator, you can view all license contracts and end-users with the management portal.

Follow these instructions to view license contracts and end-users of the license.

1. Click **Contracts** in the main view.



The management portal displays the list of license contracts for the corporation.

2. Click the name of the license for which you want to add new end-users.
   The management portal displays the license details and the list of end-users that use the license.

Add users to a corporation

You can add and manage end-user accounts with the management portal.

Use the management portal when you need to:

- add new end-users for the corporation account,
- create user-specific licenses to the corporation contract, or
- send the license codes to mobile devices.

Add a new user for the corporation contract

You can add new end-users for the corporation account manually one-by-one.

Follow these instructions to add new users for the corporation.

1. Click **Contracts** to view all licenses for the selected corporation account.
2. Click the name of the license for which you want to add new end-users.
   The management portal displays the license details and the list of end-users that use the license.
3. Click **Add new** to add a new user for the license.
4. Enter the user's name and the contact information to **First name**, **Last name**, **Mobile phone** and **eMail** fields.
5. The **Device type** field will display the device that the end-user has after the client application is activated.
6. You can see the validity period of the license in the **Contract start time** and **Contract end time** fields.
7. Select the **Send activation sms** check box to send the activation message to user's mobile phone number as an SMS message.

   If you want to deliver the activation message some other way, leave the check box empty.
8. Click **OK**.

If the **Send activation sms** check box selected, the user receives the activation message after the user account is created. The client application installed on the mobile device uses the activation message to activate the product automatically.

If the **Send download link** check box is selected, new users receive a link to the product download page, from which they can download and install F-Secure Mobile Security.

Add multiple end-users to a corporation account

You can import multiple users to a corporation account at the same time.

You need a CSV (comma separated value) file that contains the list of users you want to import. The entry format for for a single user in the file is: `last name,firstname,phonenumber,e-mail address` (e-mail is optional and can be left out). The phone number must use the international format with the leading plus sign.

An example row in the file:`Doe,John,+5551212345678,john.doe@example.com`

To add multiple end-users to a corporation account, follow these instructions.

1. Click **Import** in the main view.
2. From the **Contract** drop-down, select the name of the contract for which you want to add new users.
3. Select **Import users from CSV-file**.

   Tip: Alternatively, you can select **Import users manually** to enter the names and numbers manually and then import them all in one batch. You can use this option, for example, if you do not have a CSV file to import.

4. Click **Continue**.
5. Click **Browse** to select the CSV file that you want to import.
6. After you have selected the file, click **Import** to upload the CSV file to the portal.
   The import log shows the number of users added in the **Users added** column. If any users were rejected, they will be shown in the **Users rejected** column.
7. If any users were rejected, you can see why by clicking **View** in the **Users rejected** column.

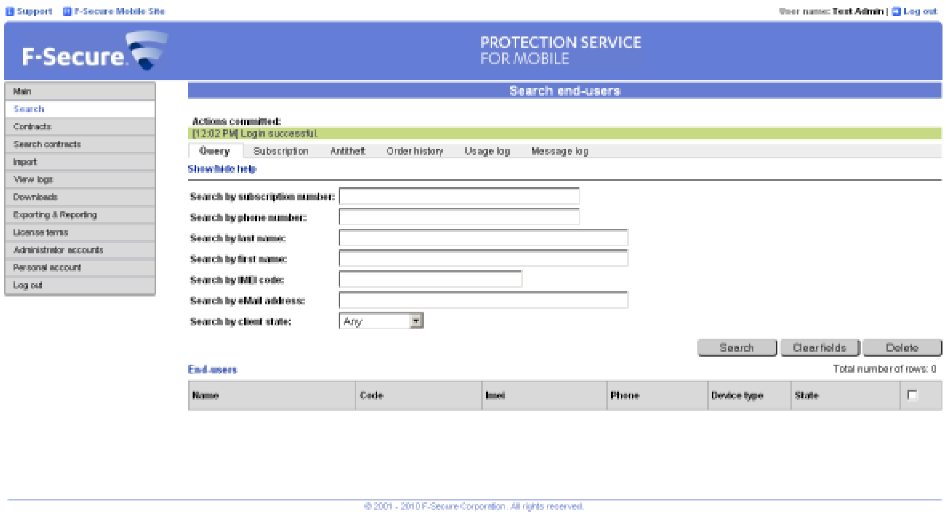
If the **Send activation SMS to new users** check box is selected, new users receive the activation message after the user accounts have been imported. The F-Secure Mobile Security application uses the activation message to activate the product automatically.

If the **Send download link** check box is selected, new users receive a link to the product download page, from which they can download and install F-Secure Mobile Security.

Search and manage user account information

You can search for the end-user information that you want to view or edit.

To find an end-user, follow these instructions.



1. Click **Search** in the main view.
2. Enter any search criteria you want to use to find the user. You can leave any fields empty.
3. Click **Search**.
   The management portal displays all end-users that match your search criteria.
4. Click the name of the end-user to view detailed account information.
   The user subscription details view opens.
5. Select any of the following actions to manage the end-user account.

Option	Description
Modify	Edit the end-user information
First time registration	Send the license code by SMS to the end-user
Re-registration	Send an re-registration message to the client to switch the license contract
Send download link	Send the end-user a link to the product download page by SMS
Delete	Remove the end-user account permanently

Note: If you send the first time registration code to a new device, the client application that is installed in the previously used device is disabled and cannot be used.

- Click **Usage log** in the menu to view information about the product and database updates.
- Click **Message log** in the menu to view the log of all messages that the portal has sent to the client application.

Editing end-user information

You can edit information for an end-user with a subscription to a contract in a corporation account that you can manage.

Follow these instructions to edit the end-user information.

1. To find the end-user information you want to modify, you can use the **Seach** user search to find the end-user account that you want to modify.
2. Click the name of the end-user in the search results to view detailed account information.
   The user subscription details view opens.

3. Click **Modify**.
4. You can edit the name and the contact information of the user.
5. The **Imei changes** field is updated every time the user changes the device. The user account is disabled when the license is used in more than 3 devices, for example, when the user upgrades the mobile device. Reset the **Imei changes** value to enable the user account so that the user can activate the client application again.
6. Click **Save** to accept changes.

Anti-theft management

With Anti-theft, you can make sure that an end-user's device or data stored on it is not misused if the device is stolen.

With Anti-theft management, you can remotely lock, wipe or reset the Anti-theft settings on an end-user's device. All Anti-theft operations are logged and shown in the user subscription details view.

Using the remote Anti-theft

You can remotely lock, wipe or reset the Anti-theft settings for an end-user with a subscription that you can manage.

To remotely run Anti-theft operations, follow these instructions.

1. To find the end-user information you want to modify, you can use the **Seach** user search to find the end-user account that you want to modify.
2. Click the name of the end-user in the search results to view detailed account information.
   The user subscription details view opens.
3. Click **Antitheft** in the menu to view the Anti-theft operation log for the end-user and to run remote operations.

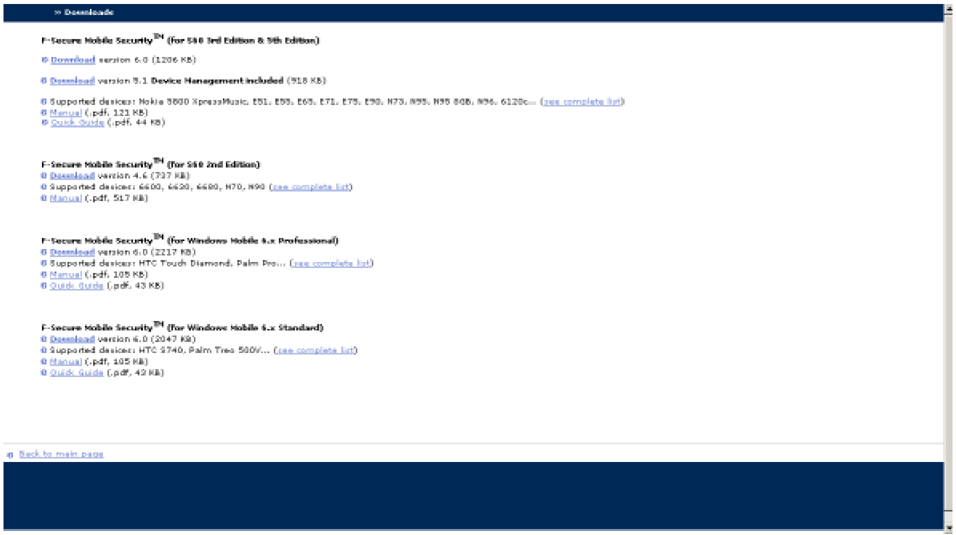
   - To remotely lock the end-user's device, click **Lock**. Once the command is sent, the end-user can unlock the device by entering the system lock password. If the end-user has not set up the Anti-theft settings, you can unlock the device by sending a **Reset** command.
   - To remotely erase all data stored on the end-user's device, click **Wipe**.
   - To remotely reset the Anti-theft settings on the end-user's device, click **Reset**.
4. In the confimation dialog, select the confirmation checkbox and click **OK**.

Once the command is received, the end-user's device is immediately locked, wiped or reset. The command type, time sent and time the response was received are logged on the user subscription details view.

Download the client application

As a corporation administrator, you can view download the latest version of the client application.

Follow these instructions to download the latest version of the client application for the mobile device.



1. Click **Downloads** in the main view.
   The management portal displays the list of applications you can download.
2. Click the name of the application that you want to download, based on the mobile device platform that you need.
   Your web browser downloads the installation file that you can distribute to end-users.
3. To download the pdf manual of the client application, select and click the language in which you want to read the manual.

Creating reports

You can use the management portal to generate contract summary reports, user statistics reports and lists of end-users.

Follow these instructions to create reports:

1. Click **Exporting & Reporting** in the main view.

2. Select one of the following reports to generate:
   - Click **Export users** to create a list of users for the selected corporation and contract.

     You can export the user list as an XML or HTML file or in a CSV format.
   - Click **User statistics report** to create a statistics report for the selected corporation and contract.

     The statistics report displays the number of users and device platforms they use.

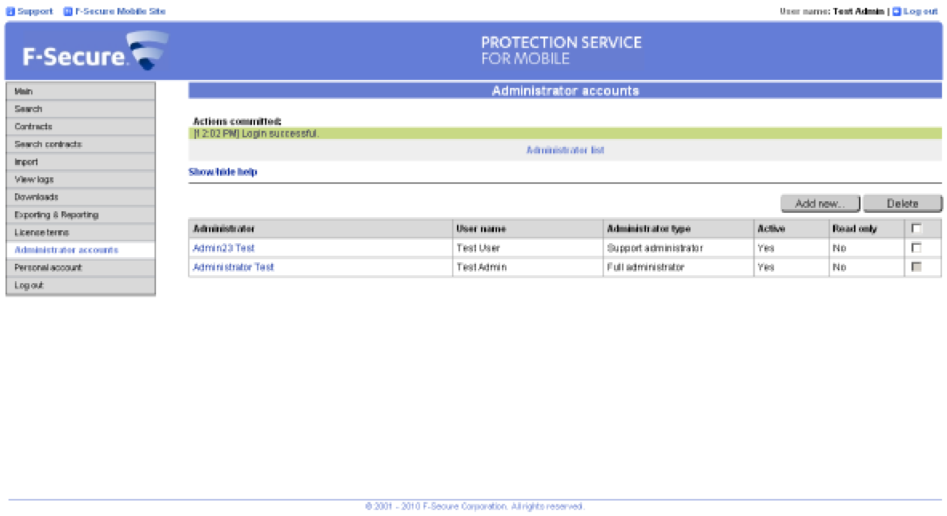
   You need to select the details for the report you want to generate.
3. Select details for the report.
4. Click **Create**.
   The **View/Download report** view opens.
5. The **View/Download report view** lists all your reports and their status. If the status of the report is **In queue**, click **Refresh** to update the status list.
   The status changes to **Ready** after the portal has generated the report.
6. Click **View** to view the report with your browser or **Download** to download the report as a file.

Creating an administrator account

If a corporation needs an access to the management portal to monitor and manage their licenses, you can add a new administrator account for the corporation.

To create a new administrator account, follow these instructions.

1. Click **Administrators**.



2. Click **Add new**.
   A new administrator account view opens.
3. Enter the administrator's name and the contact information to **First name**, **Last name**, **Mobile phone** and **eMail** fields.
4. In the **User name** field, enter the name that the administrator uses to log in to the portal.
5. Choose the administrator profile in the **Administrator type** field.
6. Make sure that the **Active** setting is set to **Yes**.

   If the **Active** setting is set to **No**, the administrator account is disabled and cannot be used.
7. Set the **Allow to add and remove other administrators** setting to **Yes** if you want the administrator to be able to add more administrator accounts for the corporation.
8. Set the **Allow antitheft usage** setting to **Yes** if you want the administrator to be able to access the Anti-theft features for contracts.
9. Set the **Read only admin** setting to **Yes** if you want the administrator to be able to monitor the corporation account only without making any changes to it.
10. In the **Language** field, set the language of e-mail messages that the administrator receives from the portal.

    Tip: To change the language used in the portal user interface, change the language settings of your web browser.

11. In the **Expiration date** field, set the date when the administrator account will expire.
    The expired account is disabled and cannot be used.
12. The **Failed login attempts** field displays how many times the someone has tried to use this account to log in to the portal unsuccessfully.
13. The **Account is locked until** field displays when the account can be used again if it has been locked because there have been too many failed login attempts.
14. Click **OK**.
    The portal sends the user name and the password that the administrator can use to log in to the portal for the first time via e-mail to the e-mail address you have specified.

The new administrator account can be used to log in to the portal with the privileges you have set.

Chapter

3

Frequently asked questions

Topics:

Removing a user account

I want to remove a user account from the license contract, what do I need to do?

Follow these instructions to remove user accounts permanently:

1. Use **Search** to find user accounts you want to remove.
2. Select the check box at the end of the row of user accounts.
3. Click **Delete**.
4. Click **Yes**.

The user account is removed and the client application installed on the mobile device is disabled and cannot be used any more.

Transferring the license to a new device

The user has a new mobile device. how can I move the license to the new device?

Follow these instructions to transfer the license to a new device:

1. Use **Search** to find the user with the new device.
2. Open the account details view.

   If the phone number of the mobile device has changed, edit the account information:

   a) Click **Modify**.
   b) Edit the **Mobile phone** number.
   c) Click **Save**.
3. Click **First time registration**.
   The management portal sends the registration code by SMS to the new device.

When you send the first time registration code to a new device, the client application that is installed in the previously used device is disabled automatically and cannot be used.

Viewing the overall status

How do I know that all users have updated or activated the client application?

The main view displays the summary of administered devices and accounts.

Click **View** in the Summary section to view lists of managed mobile devices and their update status.

Viewing reports

How can i quickly see a list of all current users and contracts?

You can create and download reports to collect information about users and contracts.

Use **Exporting & Reporting** in the main view.

F-Secure Mobile Security for Business

Region administrator's guide

Contents

Chapter

1

Introduction

Topics:

- *Overview*

The product consists of a client software that is installed on the user's mobile device and of the management portal that you can use to manage service subscribers and product updates.

Overview

The key features of the product.

With the management portal, you can:

- download the latest version of the client application,
- manage product licenses and subscriptions,
- view and edit end-user information, and
- create and manage corporation and administrator accounts.

Administrator access levels

You may have access to different level of information when using the portal, depending on your administrator level.

The management structure is hierarchical. As an administrator, you can see all of the information that is under the level where you have the access to.

- Division administrators can create new regions and browse to see regional, corporate-level, and contract information. However division administrators cannot view or manage any other divisions or the related information.
- Region administrators can create new corporation accounts in their region and browse to see corporate-level information.
- Corporation administrators have access to contract and user information under their corporation account.

Chapter 2

Using the management portal

Topics:

Use the portal when you want to:

- create or modify new corporation accounts for corporations you want to manage,
- create or modify license contracts,
- add, edit or remove service subsriber information, and
- add corporation administrator accounts.

Logging in to the management portal for the first time

You can use your web browser to log in to the management portal .

To log in to the management portal for the first time, follow these instructions.

1. Open *https://msp.f-secure.com* with your web browser.

   The login screen opens.
2. Log in with your username and the password that you have received.
   The management portal prompts you to change your password. You have to change your password during the first login.
3. Enter your old password and create a new one that you will use to log in to the management portal.

   Use a password that is easy to remember but hard to guess. The password must contain at least 10 characters and it should contain upper and lower case letters, numbers and special characters.

The main view of the management portal opens after you have successfully entered your new password.

Region administrator

As a region administrator, you can add, modify and view corporation accounts and license contracts and edit end-user information via the portal.

The main view displays the summary of administered devices and accounts. Click **View** in the **Summary** section to view lists of managed mobile devices and their update status.

As a region administrator, you can follow links on the left pane to:

- search for subscribers, corporations and contracts you want to view or modify,
- manage corporation accounts,
- track administrative actions with the management log,
- view the log of imported end-users,
- add and modify administration accounts,
- generate monthly reports of active subscribers,
- manage your personal account settings, or
- log out from the portal.

Managing a corporation account

As a region administrator, you can create and manage corporation accounts with the management portal.

As a region-level administrator, you can:

- create new corporation accounts in the portal,
- create multi-licenses for corporation customers, and
- add administrator accounts to enable corporation IT administrators to monitor and manage their licenses.

Create a new corporate account

Use the management portal to create a new corporation account for corporations that you want to manage.

Follow these instructions to create a new corporate account.

1. Click **Corporations** in the main view.
   The management portal displays the list of corporate accounts in your domain.
2. Click **Add new** to add a new corporation to your domain.
   A view where you can create a new corporation opens.
3. Enter the name of the corporate customer to the **Corporation name** field.
4. Enter a business code for the corporation to the **Business code** field.

   The business code should be a unique code for each corporate customer.
5. Make sure that the **Active** setting is set to **Yes**.

   If the **Active** setting is set to **No**, the corporation account is disabled and cannot be used.
6. Click **OK** to create the corporation.

The new corporation is added to your domain.

Adding a new license for the corporation

Add a new license contract for the corporation to be able to create new licenses for end-users in the corporation.

Follow these instructions to add a new license for the corporation customer.

1. Click **Corporations** in the main view.
   The management portal displays the list of corporate accounts in your domain.

2. Click the name of the corporation for which you want to add the new license.
3. Click **Contracts** to see the list of all current licenses linked to the corporation account.
4. Click **Add new**.
   A list of license types opens.
5. Click the license type **CONT02** for the corporation account.

   Tip: In some cases, you may want to use a different type of license. You can click **More information** to see an example of each license you can add.

   The new contract creation view opens.

You must add the new contract information before the new license is added for the corporation account.

Adding and modifying contract infomation

You need to add the new contract information when you want to add a new license for the corporation account.

If you want to modify an existing contract information, select the contract from the corporation contracts list and click **Modify**.

To add the contract information after you have added the new license for the corporation account, follow these instructions.

1. In the **Corporation name** field, enter the name of the corporate customer.
2. In the **Business code** field, enter a business code for the corporation.

   The business code should be a unique code for the corporate customer.
3. Enter the start date to the **Contract start time** field and the end date to the **Contract end time** field to set the validity period for licenses.
4. In the **Max number of licenses** field, set the amount of clients that can activate the F-Secure Mobile Security application with their mobile devices.
5. Set the **Contract state** as **Active**.

   If the state is set to **Inactive**, the contract is disabled and cannot be used.
6. Set **Allow incremental updates** setting to **Yes** if you want users with the license to receive incremental SMS updates for the product.
7. In the **Phone number registration** field, select how you want to collect phone numbers of devices where the client applications are installed.

Option	Description
Registration is not sent	The phone number is not sent automatically from the device to the portal and you have to enter them manually.
Ask user before sending	The phone number is sent from the device to the portal after the user confirmation.
Send registration without asking user	The phone number is sent from the device to the portal automatically when the user activates the client application.

8. Leave the **Subscription cost** field empty.
9. Select when the product notifies users about the license expiration and updates.

Option	Description
Service expiraton warning	Set how many days before the service expires the application starts to remind the user about the expiration.
Service expiraton critical warning	Set how many days before the service expires the application notifies the user with the critical warning message.

Option	Description
Update warning	Set how many days after the last update the application reminds the user to update application databases.
Update critical warning	Set how many days after the last update the application notifies the user with the critical warning message.

10. Click **OK** to create the new contract.

The new contract is created and added to the corporation account. The new contract view displays **Subscription number** that can be used to activate the client application.

Creating an administrator account

If a corporation needs an access to the management portal to monitor and manage their licenses, you can add a new administrator account for the corporation.

To create a new administrator account, follow these instructions.

1. Click **Corporations** in the main view.
   The management portal displays the list of corporate accounts in your domain.
2. Click the name of the corporation from the list for which you want to create the administrator account.

   Tip: If the list is long, you can use the **Seach Corporations** search to find the corporation account that you want to manage.

3. Click **Administrators**.

4. Click **Add new**.
   A new administrator account view opens.
5. Enter the administrator's name and the contact information to **First name**, **Last name**, **Mobile phone** and **eMail** fields.
6. In the **User name** field, enter the name that the administrator uses to log in to the portal.
7. Choose the administrator profile in the **Administrator type** field.
8. Make sure that the **Active** setting is set to **Yes**.

   If the **Active** setting is set to **No**, the administrator account is disabled and cannot be used.

9. Set the **Allow to add and remove other administrators** setting to **Yes** if you want the administrator to be able to add more administrator accounts for the corporation.
10. Set the **Allow antitheft usage** setting to **Yes** if you want the administrator to be able to access the Anti-theft features for contracts.
11. Set the **Read only admin** setting to **Yes** if you want the administrator to be able to monitor the corporation account only without making any changes to it.
12. In the **Language** field, set the language of e-mail messages that the administrator receives from the portal.

    Tip: To change the language used in the portal user interface, change the language settings of your web browser.

13. In the **Expiration date** field, set the date when the administrator account will expire.
    The expired account is disabled and cannot be used.
14. The **Failed login attempts** field displays how many times the someone has tried to use this account to log in to the portal unsuccessfully.
15. The **Account is locked until** field displays when the account can be used again if it has been locked because there have been too many failed login attempts.
16. Click **OK**.
    The portal sends the user name and the password that the administrator can use to log in to the portal for the first time via e-mail to the e-mail address you have specified.

The new administrator account can be used to log in to the portal with the privileges you have set.

Locate a corporation account

The **Corporations** view displays the full list of corporate accounts in your domain. If the list is long, you can search for the corporation account that you want to manage.

Follow these instructions to search for the corporation account:

1. Click **Seach Corporations** in the main view.
2. Enter a part of the corporation name or the business code in the search field.
3. Click **Search**.
   The management portal displays all corporate accounts that match your search criteria.
4. Click the name of the corporation account that you want to manage.

Add users to a corporation

You can add and manage end-user accounts with the management portal.

Use the management portal when you need to:

- add new end-users for the corporation account,
- create user-specific licenses to the corporation contract, or
- send the license codes to mobile devices.

Add a new user for the corporation contract

You can add new end-users for the corporation account manually one-by-one.

Follow these instructions to add new users for the corporation.

1. Click **Corporations** in the main view.
   The management portal displays the list of corporate accounts in your domain.
2. Click the name of the corporation from the list for which you want to add new end-users.

    Tip: If the list is long, you can use the **Seach Corporations** search to find the corporation account that you want to manage.

3. Click **Contracts** to view all licenses for the selected corporation account.
4. Click the name of the license for which you want to add new end-users.
   The management portal displays the license details and the list of end-users that use the license.
5. Click **Add new** to add a new user for the license.
6. Enter the user's name and the contact information to **First name**, **Last name**, **Mobile phone** and **eMail** fields.
7. The **Device type** field will display the device that the end-user has after the client application is activated.
8. You can see the validity period of the license in the **Contract start time** and **Contract end time** fields.
9. Select the **Send activation sms** check box to send the activation message to user's mobile phone number as an SMS message.

   If you want to deliver the activation message some other way, leave the check box empty.
10. Click **OK**.

If the **Send activation sms** check box selected, the user receives the activation message after the user account is created. The client application installed on the mobile device uses the activation message to activate the product automatically.

If the **Send download link** check box is selected, new users receive a link to the product download page, from which they can download and install F-Secure Mobile Security.

Add multiple end-users to a corporation account

You can import multiple users to a corporation account at the same time.

You need a CSV (comma separated value) file that contains the list of users you want to import. The entry format for for a single user in the file is: `last name,firstname,phonenumber,e-mail address` (e-mail is optional and can be left out). The phone number must use the international format with the leading plus sign.

An example row in the file:`Doe,John,+5551212345678,john.doe@example.com`

To add multiple end-users to a corporation account, follow these instructions.

1. Click **Import** in the main view.
2. From the **Corporation** drop-down, select the name of the corporation for which you want to add new licenses.
3. From the **Contract** drop-down, select the name of the contract for which you want to add new users.
4. Select **Import users from CSV-file**.

   Tip: Alternatively, you can select **Import users manually** to enter the names and numbers manually and then import them all in one batch. You can use this option, for example, if you do not have a CSV file to import.
5. Click **Continue**.
6. Click **Browse** to select the CSV file that you want to import.
7. After you have selected the file, click **Import** to upload the CSV file to the portal.
   The import log shows the number of users added in the **Users added** column. If any users were rejected, they will be shown in the **Users rejected** column.
8. If any users were rejected, you can see why by clicking **View** in the **Users rejected** column.

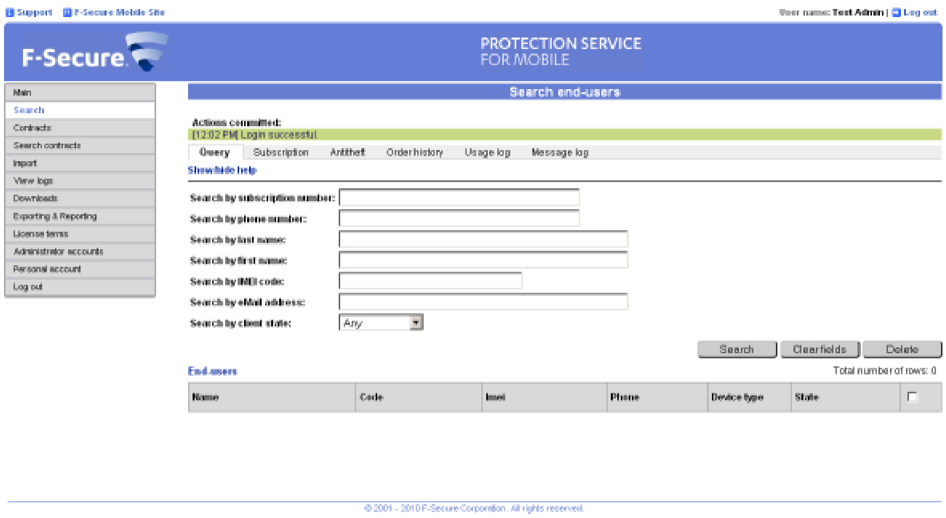
If the **Send activation SMS to new users** check box is selected, new users receive the activation message after the user accounts have been imported. The F-Secure Mobile Security application uses the activation message to activate the product automatically.

If the **Send download link** check box is selected, new users receive a link to the product download page, from which they can download and install F-Secure Mobile Security.

Search and manage user account information

You can search for the end-user information that you want to view or edit.

To find an end-user, follow these instructions.



1. Click **Search** in the main view.
2. Enter any search criteria you want to use to find the user. You can leave any fields empty.
3. Click **Search**.
   The management portal displays all end-users that match your search criteria.
4. Click the name of the end-user to view detailed account information.
   The user subscription details view opens.
5. Select any of the following actions to manage the end-user account.

Option	Description
Modify	Edit the end-user information
First time registration	Send the license code by SMS to the end-user
Re-registration	Send an re-registration message to the client to switch the license contract
Send download link	Send the end-user a link to the product download page by SMS
Delete	Remove the end-user account permanently

Note: If you send the first time registration code to a new device, the client application that is installed in the previously used device is disabled and cannot be used.

- Click **Usage log** in the menu to view information about the product and database updates.
- Click **Message log** in the menu to view the log of all messages that the portal has sent to the client application.

Editing end-user information

You can edit information for an end-user with a subscription to a contract in a corporation account that you can manage.

Follow these instructions to edit the end-user information.

1. To find the end-user information you want to modify, you can use the **Seach** user search to find the end-user account that you want to modify.
2. Click the name of the end-user in the search results to view detailed account information.
   The user subscription details view opens.
3. Click **Modify**.
4. You can edit the name and the contact information of the user.
5. The **Imei changes** field is updated every time the user changes the device. The user account is disabled when the license is used in more than 3 devices, for example, when the user upgrades the mobile device. Reset the **Imei changes** value to enable the user account so that the user can activate the client application again.
6. Click **Save** to accept changes.

Creating reports

You can use the management portal to generate contract summary reports, user statistics reports and lists of end-users.

Follow these instructions to create reports:

1. Click **Exporting & Reporting** in the main view.

2. Select one of the following reports to generate:
   - Click **Contract summary report** to create a list of contracts for the selected year and month.
   - Click **Export users** to create a list of users for the selected corporation and contract.

     You can export the user list as an XML or HTML file or in a CSV format.
   - Click **User statistics report** to create a statistics report for the selected corporation and contract.

     The statistics report displays the number of users and device platforms they use.

   You need to select the details for the report you want to generate.
3. Select details for the report.
4. Click **Create**.
   The **View/Download report** view opens.

5. The **View/Download report view** lists all your reports and their status. If the status of the report is **In queue**, click **Refresh** to update the status list.
   The status changes to **Ready** after the portal has generated the report.
6. Click **View** to view the report with your browser or **Download** to download the report as a file.

Chapter

3

Frequently asked questions

Topics:

Removing a user account

I want to remove a user account from the license contract, what do I need to do?

Follow these instructions to remove user accounts permanently:

1. Use **Search** to find user accounts you want to remove.
2. Select the check box at the end of the row of user accounts.
3. Click **Delete**.
4. Click **Yes**.

The user account is removed and the client application installed on the mobile device is disabled and cannot be used any more.

Transferring the license to a new device

The user has a new mobile device. how can I move the license to the new device?

Follow these instructions to transfer the license to a new device:

1. Use **Search** to find the user with the new device.
2. Open the account details view.

   If the phone number of the mobile device has changed, edit the account information:

   a) Click **Modify**.
   b) Edit the **Mobile phone** number.
   c) Click **Save**.
3. Click **First time registration**.
   The management portal sends the registration code by SMS to the new device.

When you send the first time registration code to a new device, the client application that is installed in the previously used device is disabled automatically and cannot be used.

Viewing the overall status

How do I know that all users have updated or activated the client application?

The main view displays the summary of administered devices and accounts.

Click **View** in the Summary section to view lists of managed mobile devices and their update status.

Viewing reports

How can i quickly see a list of all current users and contracts?

You can create and download reports to collect information about users and contracts.

Use **Exporting & Reporting** in the main view.