

JumpCloud Year in Review

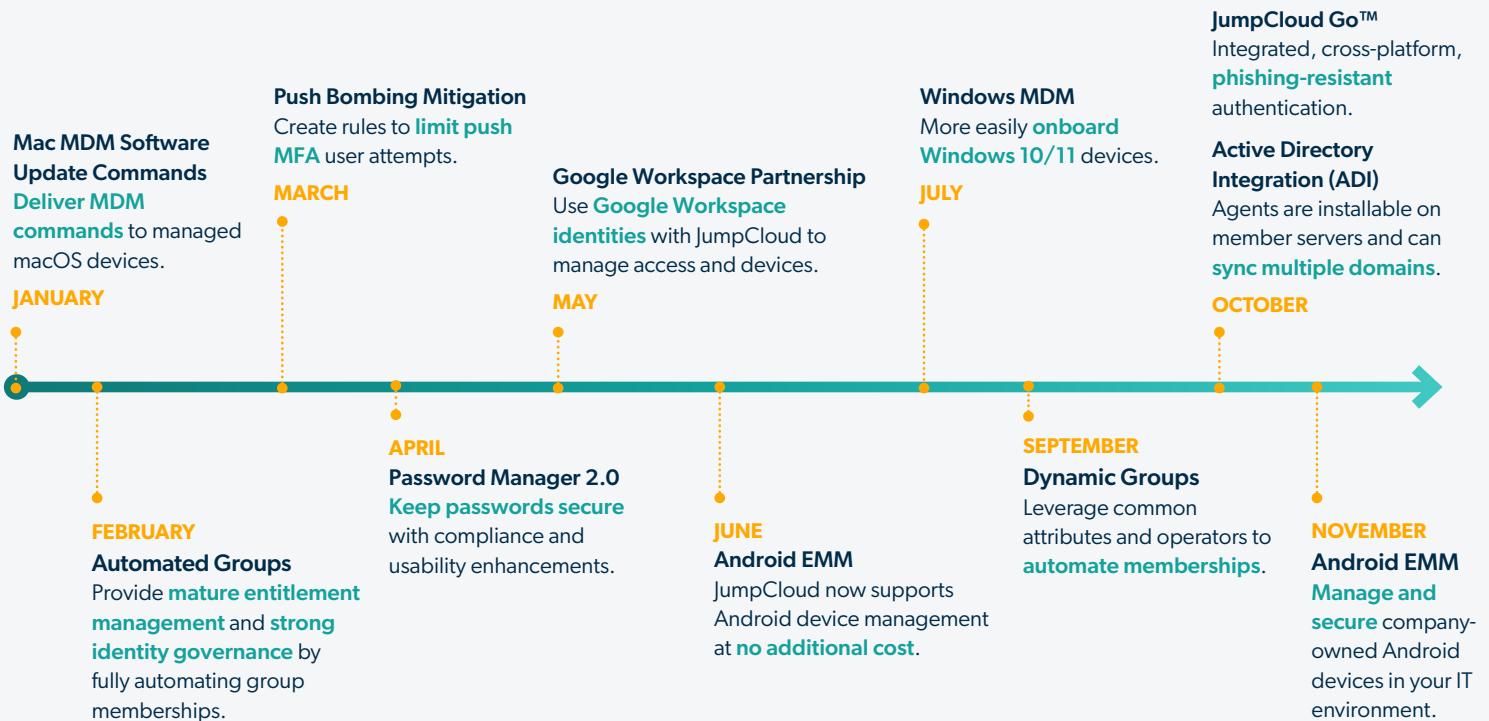
New Releases in 2023

Blink and you'd have missed the enhancements that were introduced to JumpCloud's open directory platform throughout 2023. You can now achieve a Zero Trust security posture with **unified endpoint management** (UEM), secure your passwords even better due to enhancements made to **JumpCloud Password Manager**, and use **JumpCloud Go™** to implement a modern passwordless authentication method to resist phishing attacks.

We also announced a **partnership with Google** to offer a modern IT management and productivity package that's tailored for small and medium-sized enterprises, expanded **Remote Access** to help you better support your users in need, and introduced new automations and integrations that make admins more productive and able to spend more time focused on their missions.

All of these innovations and more made JumpCloud a 2023 recommended app for Google Workspace.

2023 At-a-Glance



Identity

JumpCloud has made managing identities even easier by breaking down the barrier between human resources and IT, lowering overhead and making it easier to **automate group memberships**.

Dynamic Groups

Dynamic groups scale how admins manage users and devices via rules-based automation, which improves security while optimizing IT management.

Automated Groups in Advanced Identity Lifecycle Management

You can now provide mature entitlement management and strong identity governance by fully automating group memberships.

Active Directory Integration (ADI)

ADI agents are now installable on member servers when JumpCloud is the password authority and can sync multiple domains. This reduces the number of agents that need to be managed and removes the requirement to install the agent on all domain controllers in certain cases. Organizations that are required to maintain local authentication stores for compliance purposes can deploy ADI using a pass-through authentication model versus bidirectional syncing.

HR System Integrations

Dynamic groups scale how admins manage users and devices via rules-based automation, which improves security while optimizing IT management.

New User Import from Paylocity to JumpCloud

Organizations that use Paylocity as their user data source can import new user identities into JumpCloud.

Deel HR Integration

This integration automates workflows between the two platforms for immediate syncs, nightly updates, and streamlined user management.

Factorial HR Synchronization

HR professionals can create new users in Factorial and sync their name and email address to JumpCloud.

Personio HRIS Integration

Import and sync user data from Personio into JumpCloud from the Admin Portal, automating the HR and IT processes around joiners, movers, and leavers and improving security.

Active Directory Integration
Alerts Resources Support AA

Manage users and passwords from AD, JumpCloud, or Both

Use Active Directory Integration (ADI) to continuously sync users, groups, and passwords between JumpCloud and AD. ADI's customizable configurations support your specific use case today and in the future. [Learn More](#)

[+ Add Button](#)

Access

JumpCloud can be your identity provider (IdP) or extend to your existing IdP. The open directory platform uniquely integrates identity and access management (IAM) with UEM.

Enhancements to MFA

Push Bombing Mitigation

Limit the number of push MFA user attempts for a resource or endpoint to increase cybersecurity.

Improved MFA Approval Workflow for End Users

Users can confirm an MFA push notification directly on their mobile device lock screen without opening the app directly, while still using a biometric check (if required) through Face ID/fingerprint/passcode before the Accept/Deny is accepted.

New Conditional Access Policy – Disk Encryption Enabled

An administrator can block access to SSO applications from managed devices where disk encryption is not enabled.

RADIUS Enhancements

Certificate-Based Authentication for RADIUS

Spend less time implementing MFA and managing support tickets while increasing network security.

Passwordless RADIUS User Cert Distribution

Install certificates on end users' devices for passwordless RADIUS authentication.

JumpCloud Go™ | Phishing-Resistant Passwordless Login

The repeated need for MFA can wear on end users, making it challenging to find the right balance of robust security and usability.

JumpCloud Go delivers an integrated, cross-platform, phishing-resistant, and hardware-backed authentication that verifies a managed user on a managed device to enable secure, frictionless access.

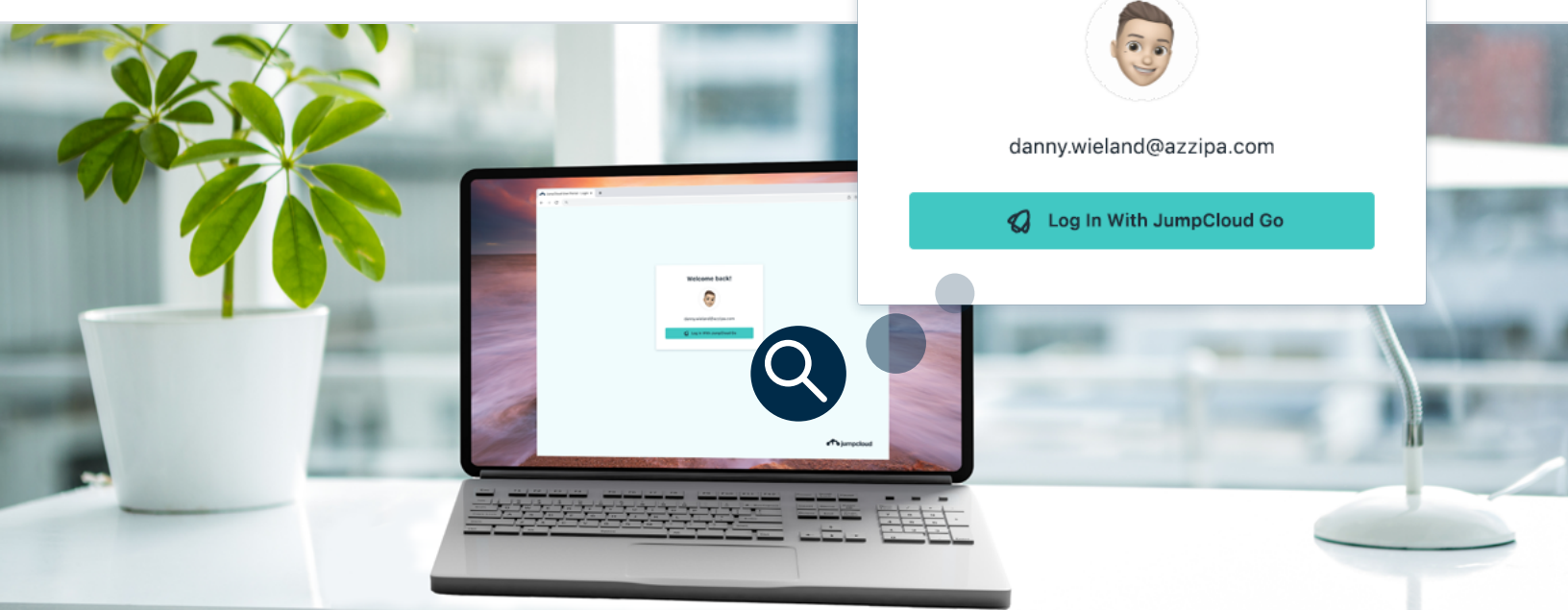
JumpCloud Go combines technologies like Apple's Touch ID and Windows Hello to create another layer of user verification that's more secure than traditional MFA methods.

JumpCloud Admin Mobile App for iOS & Android

A new JumpCloud Admin mobile app helps admins resolve issues on the go.

Application Creation Workflow

A new guided workflow will assist you when creating an application integration. JumpCloud can now authenticate to service providers whose SAML integration requires multiple internal and external ACS URLs, or uses geographically distributed URLs.



Devices

JumpCloud now provides UEM with the inclusion of comprehensive Android EMM and Windows WDM. This brings access control closer to your assets to provide a Zero Trust security model.

Remote Access

JumpCloud Remote Access facilitates [remote tech support](#) by allowing admins to remotely control a user's device, regardless of their location. It's received many enhancements this year:

Remote Assist Clipboard Sync and macOS Permissions Prompt

Improvements were made to Remote Assist including clipboard syncing, multi-monitor support, macOS permission prompts, and an uninstall/install toggle.

Remote Assist for Linux

Remote Assist is now supported for popular Linux desktop distributions including Ubuntu, Debian, Mint, and Rocky.

Users Can Join Remote Assist Session with Consent Prompt

Remote Assist added the option for end users to join a session and share their screens by only accepting a consent prompt. Admins can now initiate a remote support session without the end user needing to be present. With Silent Assist (Unattended Access), admins can launch a remote session from the JumpCloud Admin portal and connect to users' devices directly, reducing the time to issue resolution.

Background Access: Remote Command Line + Remote File Transfer

JumpCloud provides a remote command line and file transfer solution that allows JumpCloud admins to support devices without interrupting the user.

Self-Service Account Provisioning

Self-Service Account Provisioning lets users bind their JumpCloud account to managed macOS and Windows devices directly from the login window. This feature also enables the new macOS login window with wireless connectivity controls.

Self-service account provisioning supports federated user identities when accessing JumpCloud-managed devices to enhance your onboarding workflow.

Run Ad Hoc Commands

Admins can now run ad hoc commands on their systems for tasks that are rarely repeated.

Android EMM

JumpCloud's EMM offering makes all Android device types available for management, and is included at no additional cost. Pre-built policies are available for more rapid deployments.

Fully Managed & Dedicated Devices

JumpCloud's EMM makes all Android device types available for management including fully managed and dedicated Android devices. Pre-built policies help admins to control those devices, such as Kiosk Mode, Factory Reset, and Software Updates.

Windows MDM

This update enables admins to easily onboard Windows 10/11 devices for their end users, leveraging the capabilities of the industry-trusted and standardized Windows MDM protocol. We recommend enabling the auto-enrollment toggle feature to migrate agent-managed devices.

Upcoming feature: Admins will have a streamlined method for provisioning Windows 10 and 11 devices using a provisioning package.

MacOS

Mac MDM Software Update Commands

JumpCloud can now deliver MDM commands to managed macOS devices to help address zero-day security threats.

MacOS Patch Management Major OS Upgrade Support

Admins can easily enforce "fire and forget" settings for minor updates and major upgrades in addition to day zero support for iOS and iPadOS 17 and macOS Sonoma.

Get More Out of JumpCloud

New Advanced Certification for JumpCloud

Dive even deeper into JumpCloud's capabilities with a [new certification](#) that will empower you to do more with the platform than ever before.

Security and Compliance

JumpCloud Policy Group Template Gallery

Templates help JumpCloud admins to establish baselines for device settings and compliance right out of the box.

Enrollment Commands

Enrollment commands help to automate your workload, improve onboarding experiences, and strengthen device posture.

Remote Assist Install/Uninstall Toggle

Admins can now easily install or uninstall JumpCloud's Remote assist app on all devices with a single toggle in the admin console.

New PowerShell Function: Get-JCSystemApp

A new JumpCloud PowerShell Module helps admins easily gather information on what software (and which version of it) is on their systems to help guide you through compliance audits. You can filter by systemID, systemOS, softwareName, and softwareVersion.

JumpCloud Password Manager 2.0

Last year, we launched a decentralized [password manager and vault](#) to protect and manage passwords across your organization. We've spent 2023 making it even better.

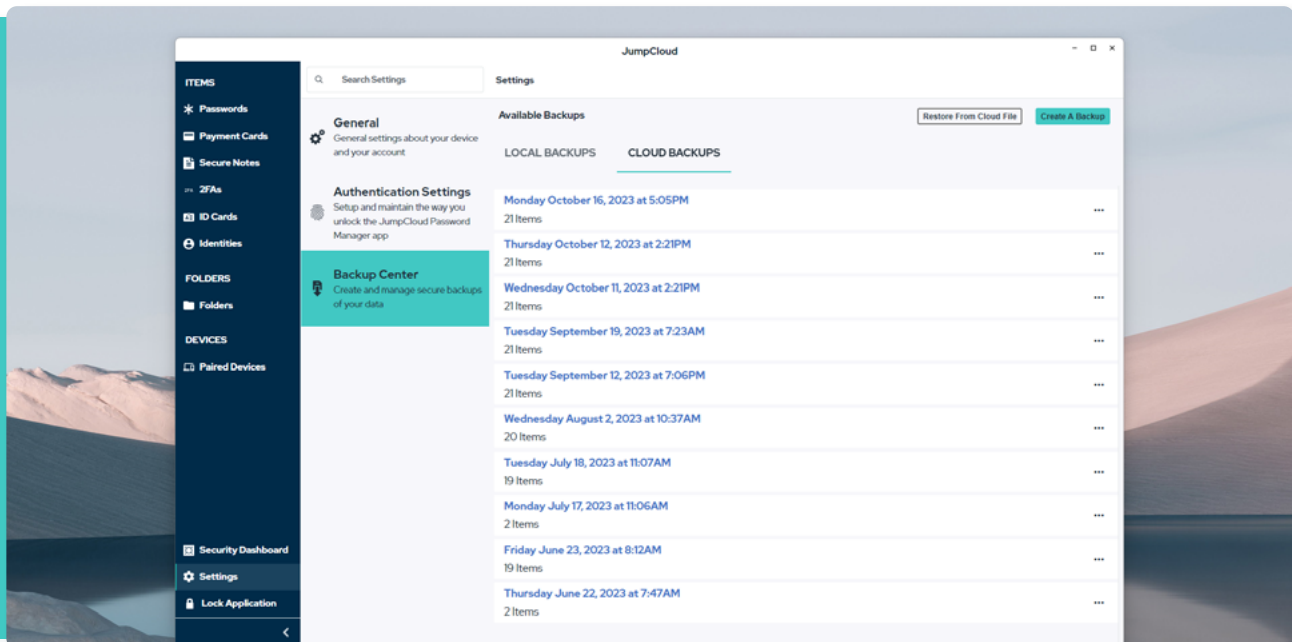
Compliance and Usability

JumpCloud Password Manager 2.0 builds on that foundation and offers features that make it possible to reset user PINs in the desktop application, view password histories, and enroll existing accounts in two-factor authentication. Users can assign user groups to shared folders on the desktop app.

Admins now have even more visibility into the overall health and security of users' passwords. This provides password protection and assurance that users are using high quality passphrases. See info on password complexity, age, repeated use, and shared status via the dashboard widgets and Directory Insights.

Password Manager Cloud Backup

Cloud Backup minimizes the chance of data loss, especially in the case of a lost device.



JumpCloud® helps IT teams **Make Work Happen®** by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has a global user base of more than 200,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.



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