



Guide

Implementation Guide

Prep Work

Get to Know JumpCloud

JumpCloud is a comprehensive and flexible cloud directory platform. From one pane of glass, manage user identities and resource access, secure macOS, Windows, and Linux devices, and get a full view of your environment.



As you implement JumpCloud into your organization it is important to understand the best practices related to getting your existing users onboarded, enrolling devices while taking over existing user accounts, integrating with existing IT tools, and enabling user access to all their resources. Implementing resources in piecemeal fashion without a cohesive plan could result in wasted time and a poor user experience. For example, users who come from a preexisting directory (e.g., Active Directory/Azure AD) or an MDM will have a different implementation pathway than organizations implementing a directory platform solution for the first time. Be sure to take advantage of the following resources to streamline your implementation.

Sign up for an account in JumpCloud University!

Check out this [easy-to-follow infographic](#) for the steps to register for a free account.

JCU gives you access to many resources including interactive courses, short tutorial videos, hands-on practice with guided simulations, and help from our experts. Plus, your progress is saved and tracked as you go.

This quick 30-minute course is a great introduction to JumpCloud and is designed to help familiarize you with JumpCloud University.

 [What is JumpCloud?](#)

Become certified through JCU!

Why [get certified](#):

- Feel more confident in your ability to use the JumpCloud platform.
- Be the go-to JumpCloud admin for your IT org.
- Showcase your skills by displaying your certification badge on your professional profiles.

Prep Work

The first section of this guide begins with preparation work. You will log in to your account, learn how to edit basic settings, and get familiar with JumpCloud's educational resources. It is important that these steps are completed before starting the implementation process.

1. Get Access to the JumpCloud Admin Portal with Your Administrator Account

2. Bookmark the JumpCloud Admin Portal

Add [this link](#) to your browser bookmarks for future access.

3. Log in to the Admin Portal with Your JumpCloud Admin Account

User Portal Login →

jumpcloud
Administrator Login

Email
Administrator Email Address

Password
Password

Administrator Login

OR

Sign in with Google

[Reset Administrator Password](#)

jumpcloud

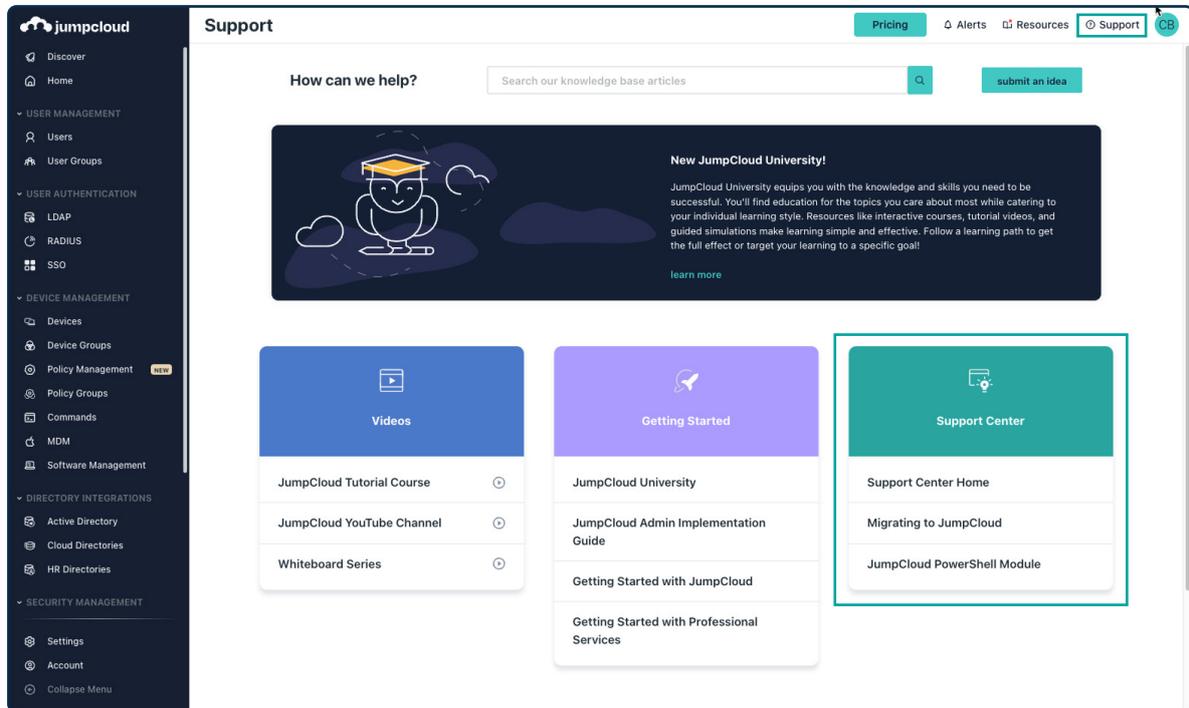
4. Access the Support Knowledge Base Portal

[JumpCloud Knowledge Base](#)

Tip: The Knowledge Base Articles can be searched by topic. Bookmark this site too!

5. Create a Test Support Case

Our team supports our customers and partners across-the-board, from implementations and integration guidance, to ongoing education and issue triage. Are you experiencing an issue and need to get in touch with JumpCloud Support?



Check out this video to learn how to create a Support ticket:



Use this link to access the Knowledge Base article on how to create a Support ticket:

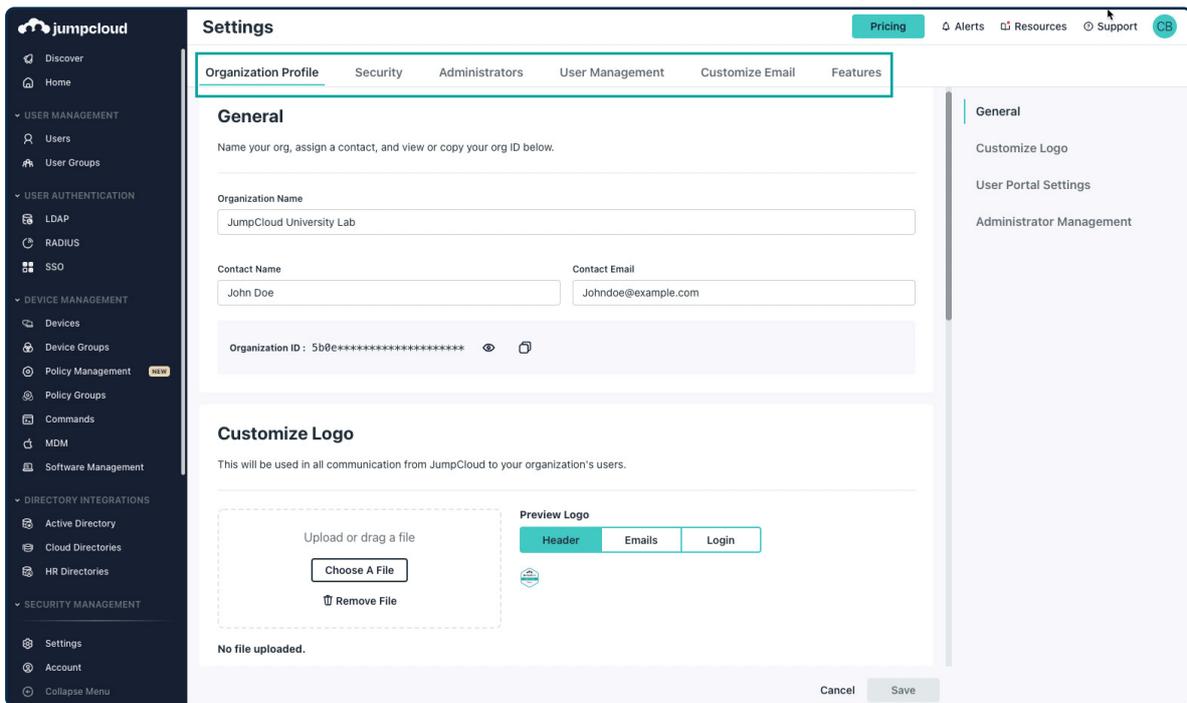


6. Find Organizational Settings

Your Organization Profile houses general settings that your user's will encounter, like the company logo, enabling read-only access for users, along with User Portal session timeout and requests to delete the organization.

To access your settings:

1. Log in to your [JumpCloud Admin Portal](#).
2. Select Settings at the bottom of the left-hand navigation panel.
3. There are five tabs under Settings that you can navigate between, some have their own menu of features on the right-hand side. Select the tabs and features you want to view and update.

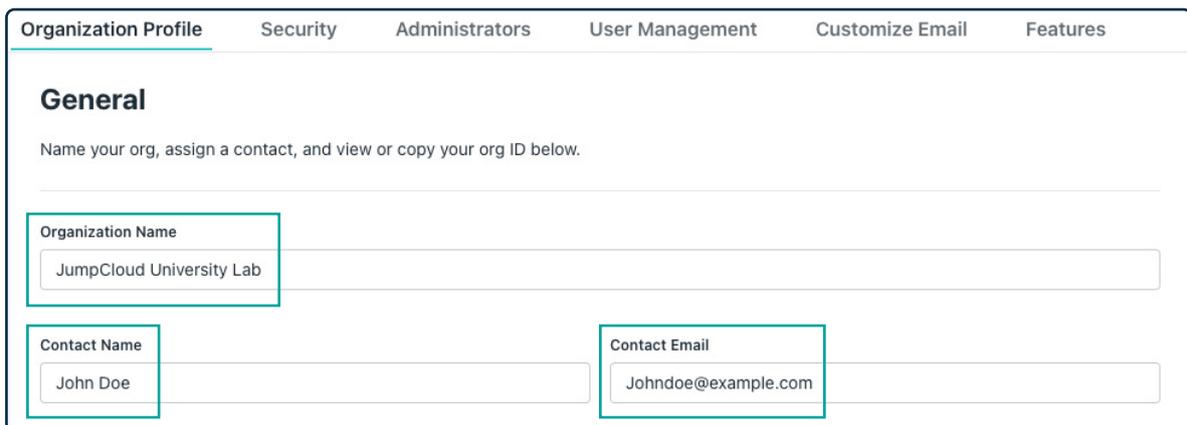


4. Once you are finished making updates in a given tab, select Save.

7. Name Your Organization and Access Your Org ID

Under the Settings > Organization Profile > General section, you can apply an Organization Name, primary Contact Name, and primary Contact Email.

Note: Emails will include a contact link to this contact name and email.



To access your Organization ID:

1. To view and/or copy your Organization ID, select the 'eye' icon to remove the obscured view.
2. Select the "double page" icon to copy the ID.

General

Name your org, assign a contact, and view or copy your org ID below.

Organization Name

Contact Name

Contact Email

Organization ID: 5b0e*****  

8. Upload Your Company Logo

To customize the Logo:

1. Select Choose A File or Upload/Drag & Drop a .png or .jpg with a transparent or white background. You can see what your logo will look like in communication from JumpCloud to your org's users under Preview Logo.
2. Select Save.

Note: The logo must meet a minimum resolution of 400px X 400px and a max file size of 780 KB.

Customize Logo

This will be used in all communication from JumpCloud to your organization's users.

Upload or drag a file

Choose A File

 Remove File

Preview Logo

Header
Emails
Login



No file uploaded.

PNG or JPG with transparent or white background
 Minimum resolution of 400px X 400px
 Max file size of 780 KB

9. Review the JumpCloud Admin Portal Layout

Watch this tutorial to review the overall UI of the Admin Portal:



10. Educate Users on the Upcoming Implementation of JumpCloud

Visit this Knowledge Base article for email templates designed to introduce your organization to the JumpCloud platform. You can copy the email templates and paste them into an email in your email provider.



[Email Templates and Recommendations for Educating New Users](#)