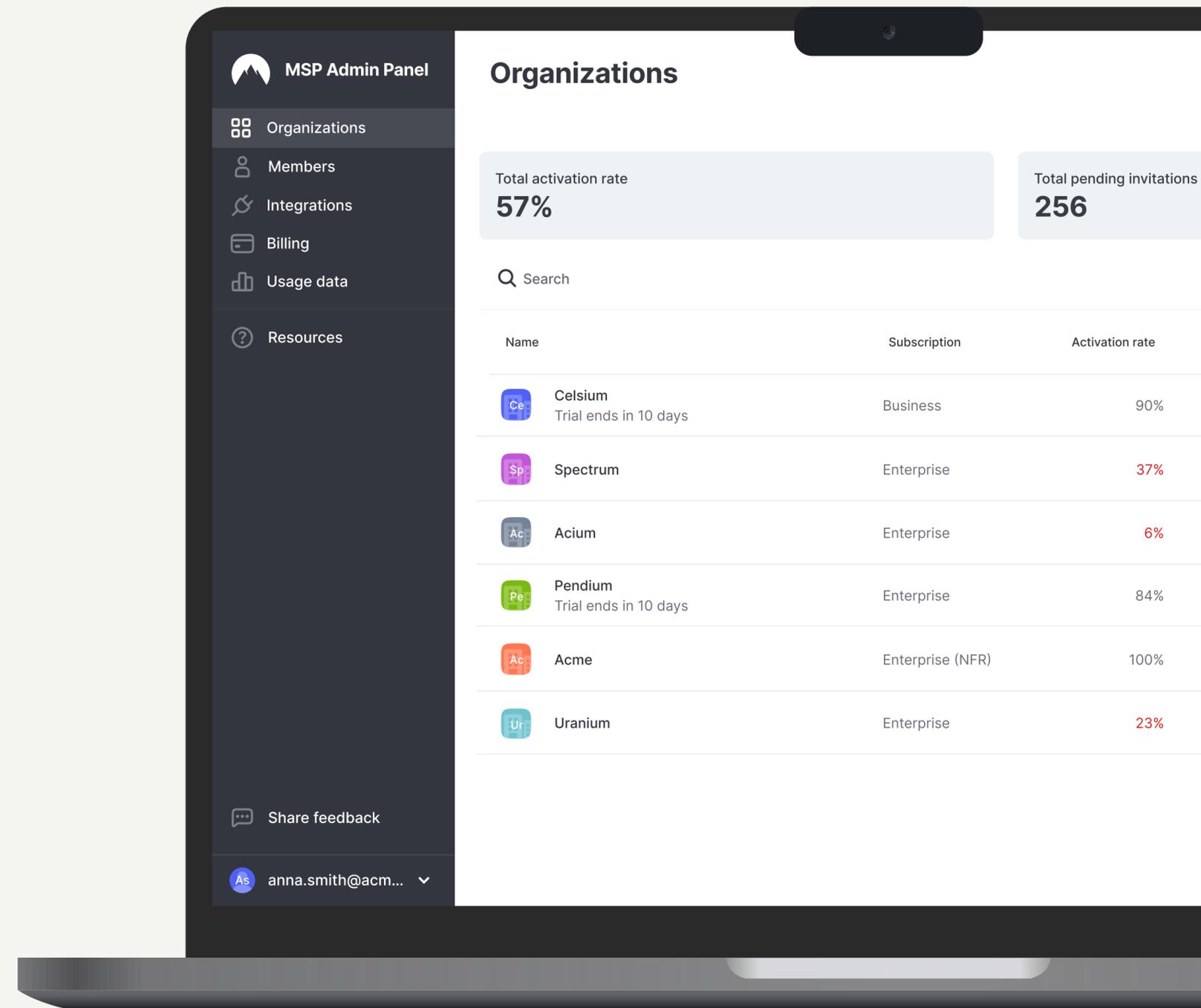# MSP Admin Panel
A Quick Guide

Learn how to effectively manage your clients and monitor their security status in NordPass

NordPass®

Meet the NordPass MSP Admin Panel

The MSP (Managed Service Provider) Admin Panel is an easy-to-use solution that allows **MSPs to invite, manage, and monitor clients' organizations.**

In this short guide, we will explain how MSPs can use the MSP Admin Panel to onboard their employees and subsequently add and manage clients' organizations, streamlining and enhancing the overall efficiency of their operations.

MSP Admin Panel

- Organizations
- Members
- Integrations
- Billing
- Usage data

- Resources

Organizations

Total activation rate	Total pending invitations
57%	**256**

🔍 Search

Name	Subscription	Activation rate
Celsium Trial ends in 10 days	Business	90%
Spectrum	Enterprise	37%
Acium	Enterprise	6%
Pendium Trial ends in 10 days	Enterprise	84%
Acme	Enterprise (NFR)	100%
Uranium	Enterprise	23%

Share feedback

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Members

In the Members section, an MSP organization can onboard, suspend, and offboard its employees.

Roles

MSP Owner:

Manages all members and client organizations. No other member can delete or suspend an MSP Owner.
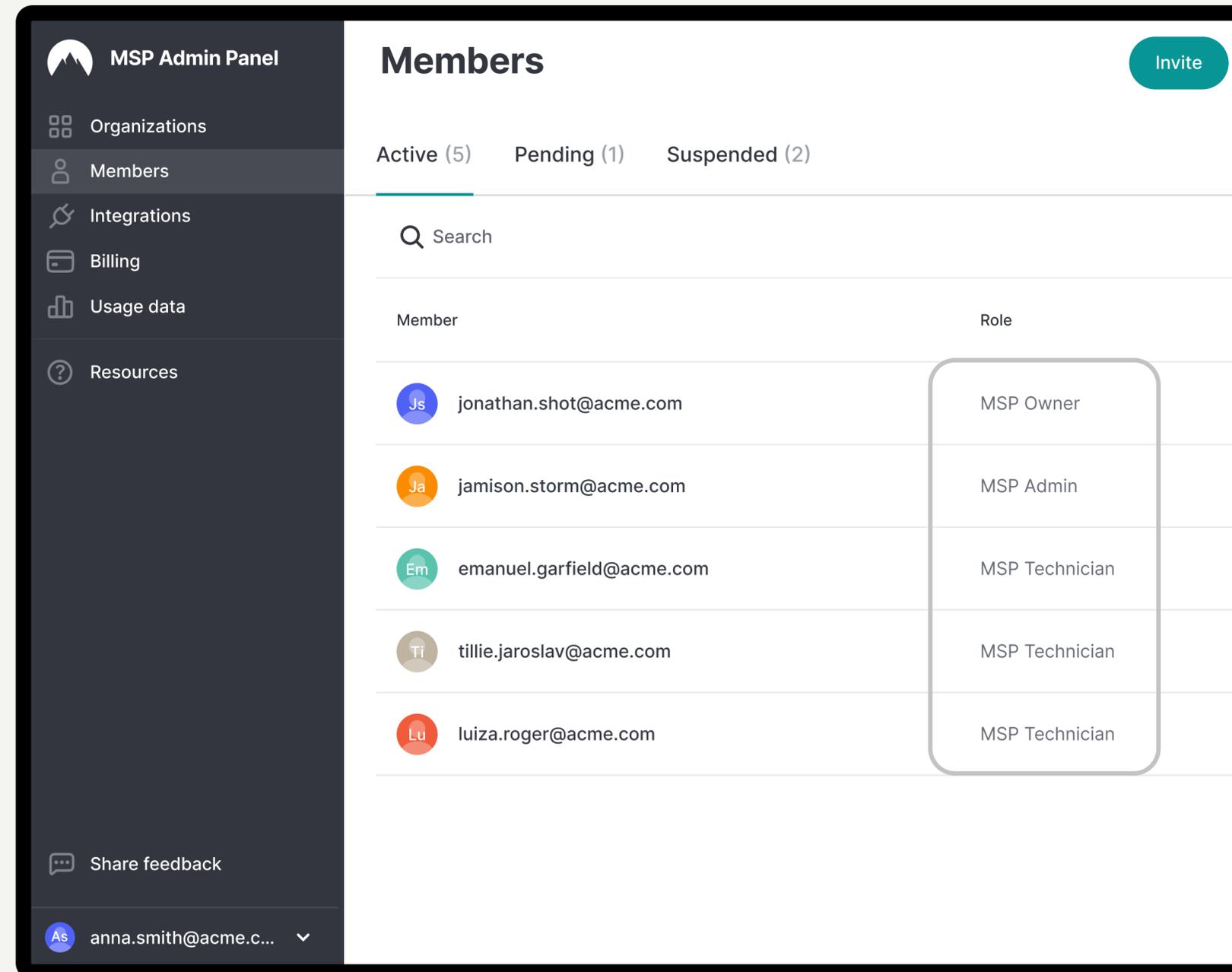
MSP Admin:

Manages all members and client organizations. Any other member cannot delete or suspend an MSP Owner.

NOTE: We recommend having at least one additional Admin to prevent lockout.

MSP Technician:

Manages only the client organizations assigned to them.

MSP Admin Panel

- Organizations
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- Billing
- Usage data

- Resources

- Share feedback

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Members

Invite

Active (5)   Pending (1)   Suspended (2)

Search

Member	Role
Js jonathan.shot@acme.com	MSP Owner
Ja jamison.storm@acme.com	MSP Admin
Em emanuel.garfield@acme.com	MSP Technician
Ti tillie.jaroslav@acme.com	MSP Technician
Lu luiza.roger@acme.com	MSP Technician

Statuses

Active

Members who have accepted the invitation to join the MSP Admin Panel and created their MSP account.

Pending

Members who have not yet accepted the invitation to join the MSP organization.

Suspended

Members who are temporarily restricted from using the MSP Admin Panel.

MSP Admin Panel

- 88 Organizations
- 8 Members
- Integrations
- Billing
- Usage data
- ? Resources

Members

Invite Members

Active (5)   Pending (1)   Suspended (2)

🔍 Search

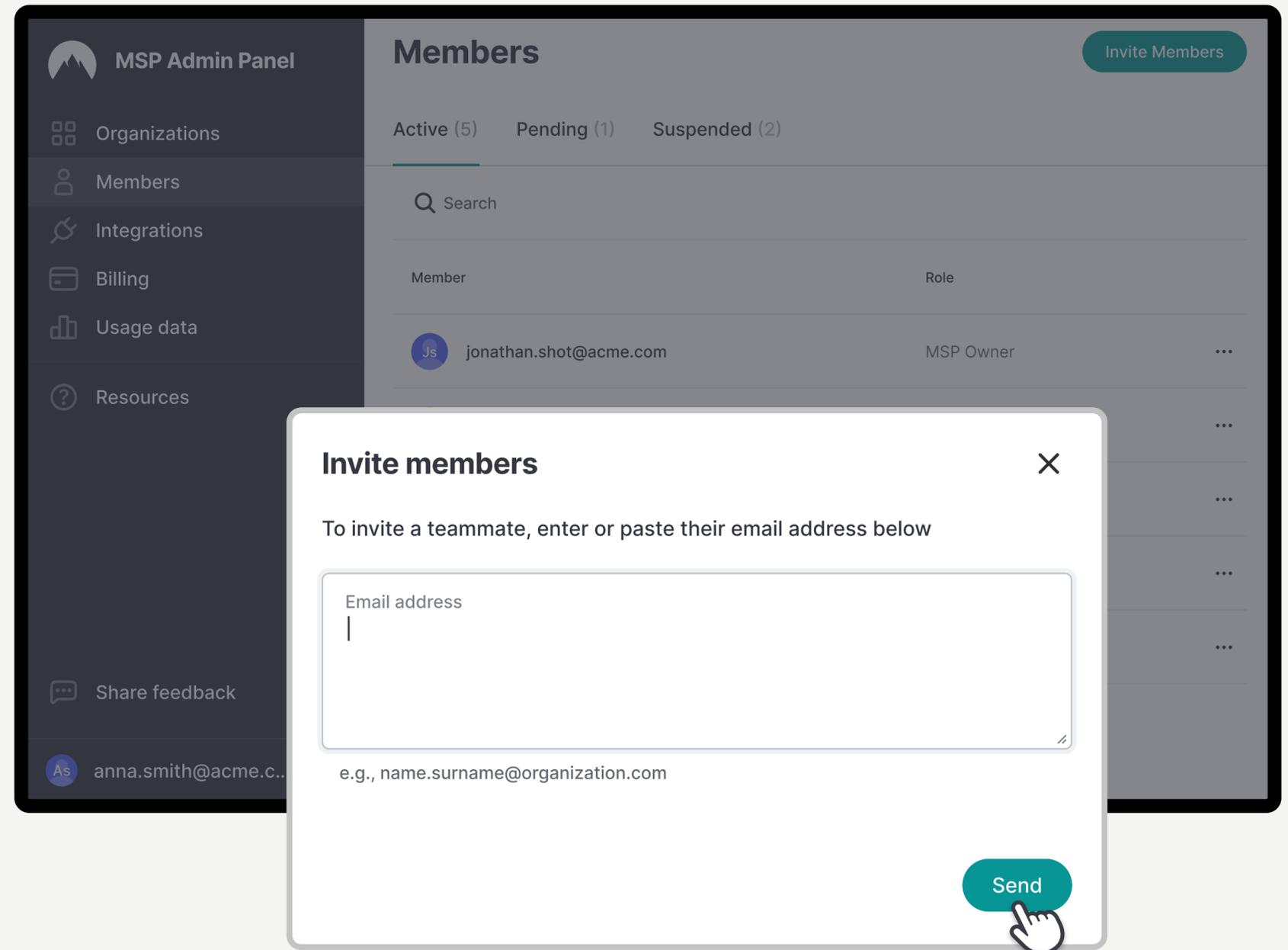| Member	Role	
Js jonathan.shot@acme.com	MSP Owner	...
Ja jamison.storm@acme.com	MSP Admin	...
Em emanuel.garfield@acme.com	MSP Technician	...

How to invite members

An MSP Owner or Admin can invite an unlimited number of employees to join the MSP Admin Panel. To invite a new member, they simply need to:

1. Go to **Members** and then click on the **Invite Members** button.

2. Enter the email address of the person they want to invite.

A member will be listed in the **Pending** tab if they haven't accepted the invitation to join the MSP Admin Panel and/or created their MSP account. After accepting the invitation and creating the account, they will appear in the **Active** tab.

If a member has lost or forgotten their invitation, an Owner or Admin can resend it from the **Pending** tab.
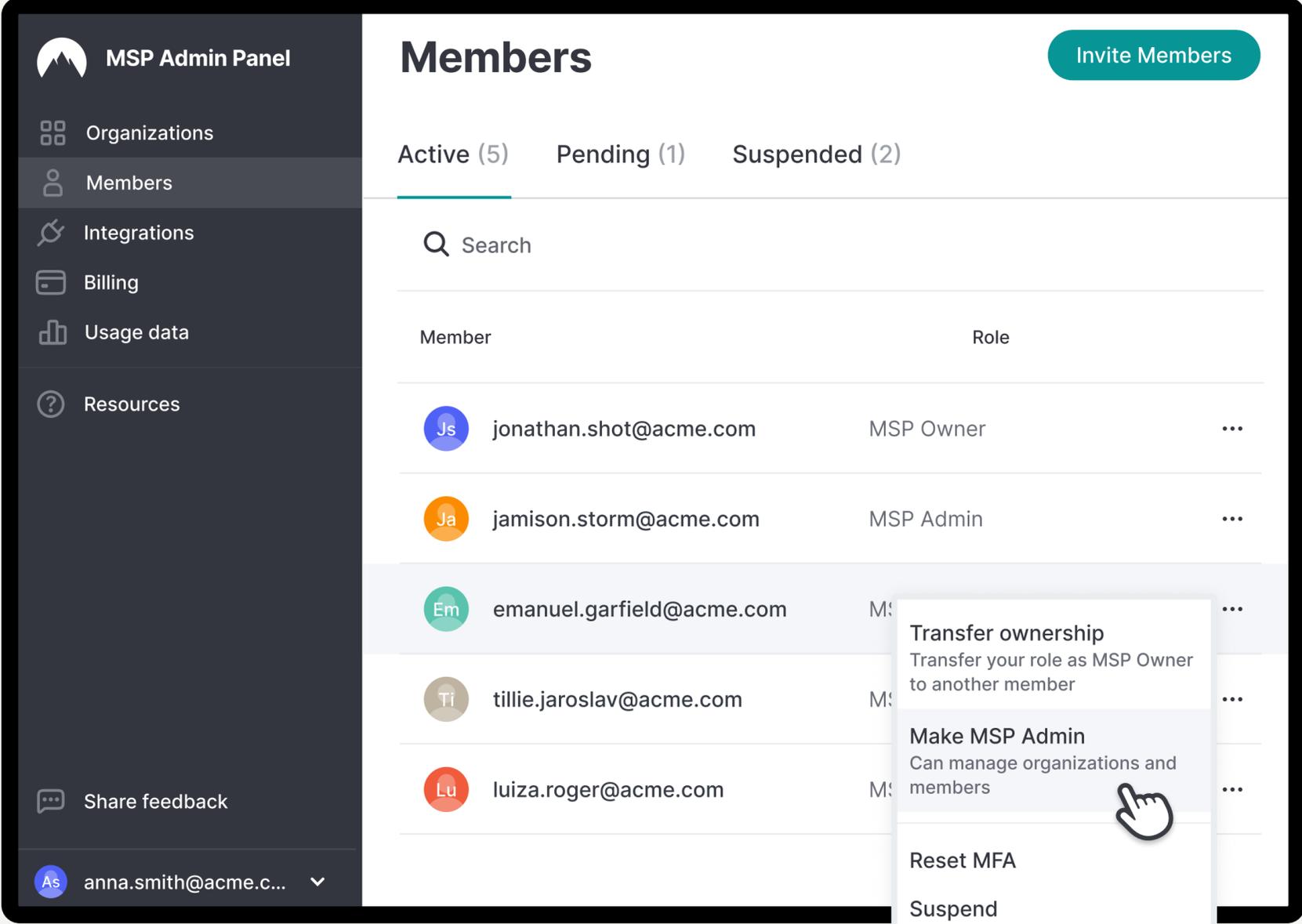
How to change members' roles

When a member joins the MSP Admin Panel, an Owner or Admin can assign them an Admin role. To do so, they need to:

1. Go to the **Members** section.

2. Find a member whose role you want to change and click on **More Options**.

3. Choose **Make Admin** to give them full access to the MSP Admin Panel.

MSP Admin Panel

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- Resources

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Members

Invite Members

Active (5)　　Pending (1)　　Suspended (2)

Search

Member	Role	
Js jonathan.shot@acme.com	MSP Owner	...
Ja jamison.storm@acme.com	MSP Admin	...
Em emanuel.garfield@acme.com	MS	...
Ti tillie.jaroslav@acme.com	MS	...
Lu luiza.roger@acme.com	MS	...

Transfer ownership
Transfer your role as MSP Owner to another member

Make MSP Admin
Can manage organizations and members
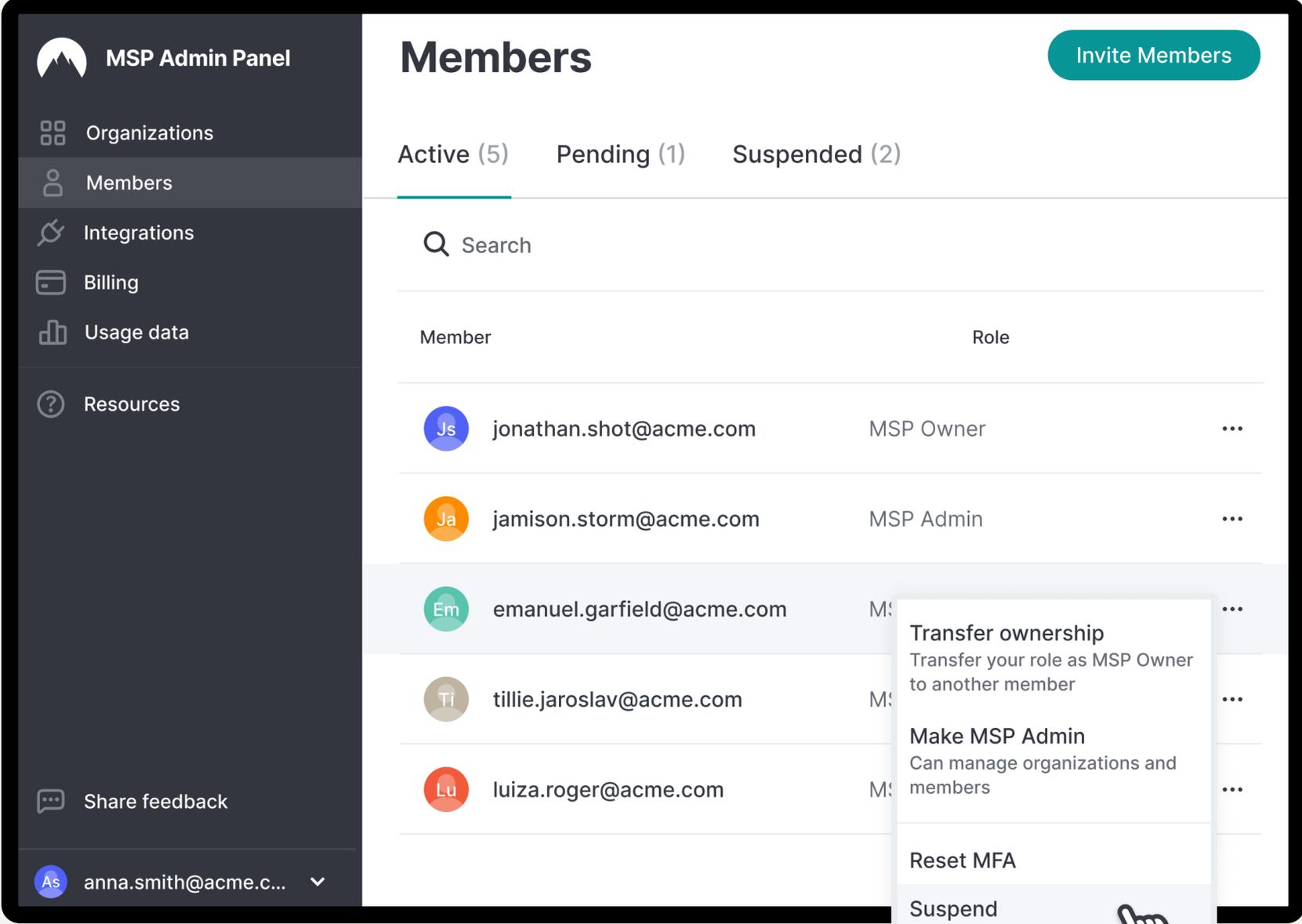
Reset MFA

Suspend

Delete

How to suspend or delete members

Suspending a member will temporarily prevent them from accessing the MSP Admin Panel. Deleting a member, however, will permanently remove them from the MSP Admin Panel. To perform either of these actions, an Admin or Owner needs to:

1. Go to the **Members** section.

2. Find a member they want to suspend or delete and select **More Options**.

3. Choose **Suspend** or **Delete**.

To reactivate a suspended member, go to the **Suspended** tab and click **More Options** next to their email. Then, choose **Activate** to restore their access to the MSP Admin Panel.

To remove a suspended member from the MSP Admin Panel, go to the **Suspended** tab and click **More Options** next to their email. Then, choose **Delete**.
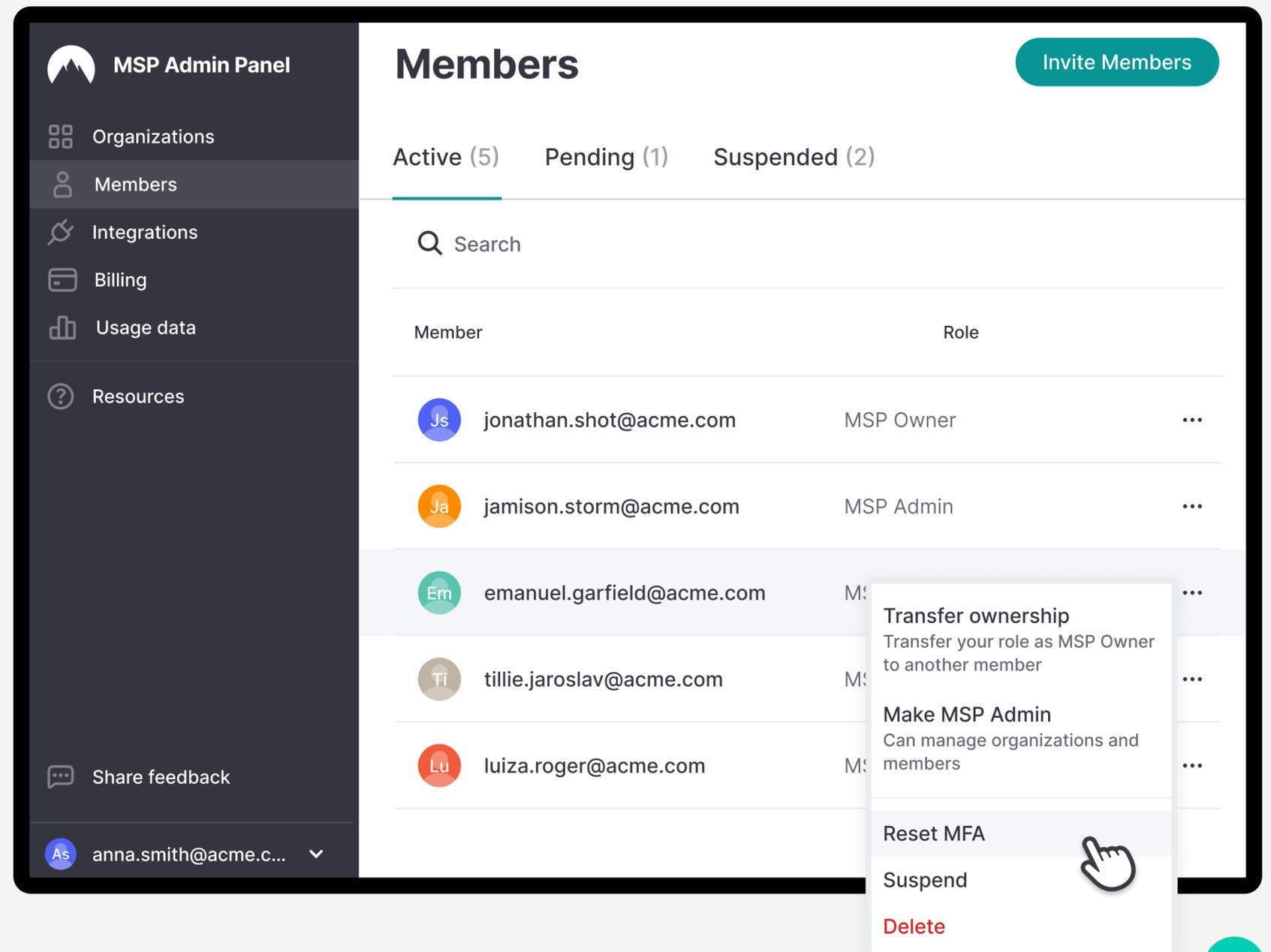
How to reset Multi-Factor Authentication (MFA) for a specific member

If a member loses their device or needs to set up multi-factor authentication (MFA) on another one, an Owner or Admin can reset MFA for them. To perform this action, they need to:

1. Go to the **Members** section.

2. Find a member whose MFA they need to reset and select **More Options**.

3. Click on **Reset MFA**.

The next time the member logs into the MSP Admin Panel, they will be prompted to set up MFA again.

NOTE: Members can independently change their Account Password, Master Password, or reset their Recovery Code using the MSP User Profile page.

MSP Admin Panel

- 88 Organizations
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- ⚡ Integrations
- 🗔 Billing
- 📊 Usage data

- ❓ Resources

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Members

[Invite Members]

Active (5) **Pending** (1) **Suspended** (2)

🔍 Search

Member	Role	
Js jonathan.shot@acme.com	MSP Owner	...
Ja jamison.storm@acme.com	MSP Admin	...
Em emanuel.garfield@acme.com	MS	...
Ti tillie.jaroslav@acme.com	M	...
Lu luiza.roger@acme.com	M	...

Transfer ownership
Transfer your role as MSP Owner to another member

Make MSP Admin
Can manage organizations and members

Reset MFA

Suspend

Delete

Organizations

In the Organizations section, MSP Admins and Owners can easily access and review information about each client company under their management.

How to add an organization (I)

To add a new organization to the MSP Admin Panel, an MSP Owner or Admin needs to:

1. Go to **Organizations** and then click on the **Add Organization** button.
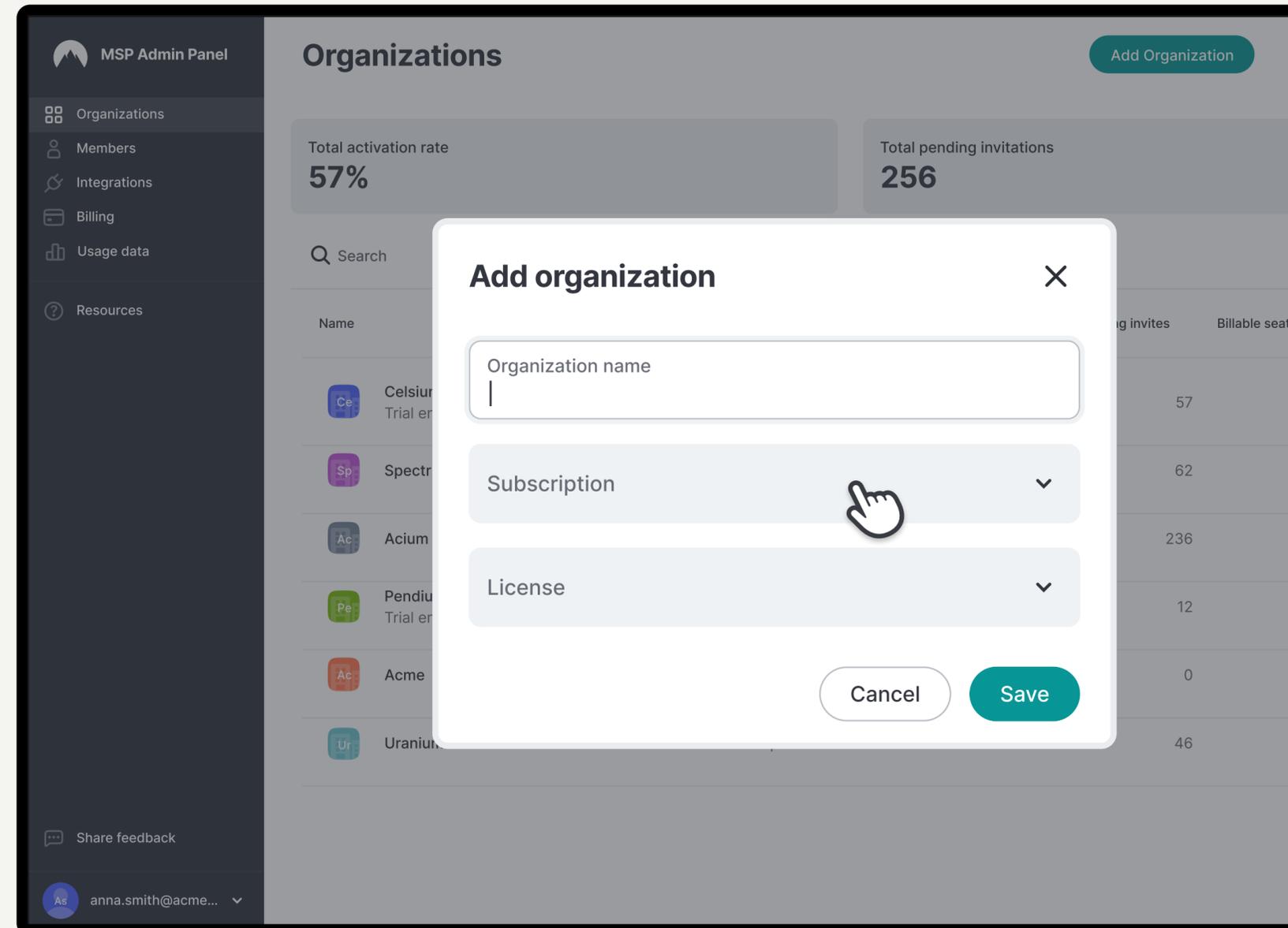
2. **Fill in the form:**

   a) Provide the name of the client organization

   b) Select the subscription type: Business or Enterprise plan

   NOTE: If they choose the Business subscription, an Owner or Admin can upgrade to Enterprise in the future, but they cannot downgrade from Enterprise to Business.

   c) Select a license type: NFR, Trial, or Standard.

How to add an organization (II)

Licence types:

NFR (Not-For-Resale) — NordPass MSP partners receive a free license for their own internal use. Each MSP partner can create only one NFR organization for their team.

Trial — A Trial license can be offered to client companies that want to § the NordPass product before purchasing it. The organization will have access to all NordPass Business or Enterprise plan features for 14 days, and the standard billing cycle will be applied automatically once the Trial expires. Only one Trial license can be assigned to the same organization. However, there are no limits on how many Trial organizations can be created.

Standard — This is a default subscription-based license type for NordPass Business and Enterprise plans. This license should be used for those organizations that want to start the billing cycle right away — without trying out NordPass first.
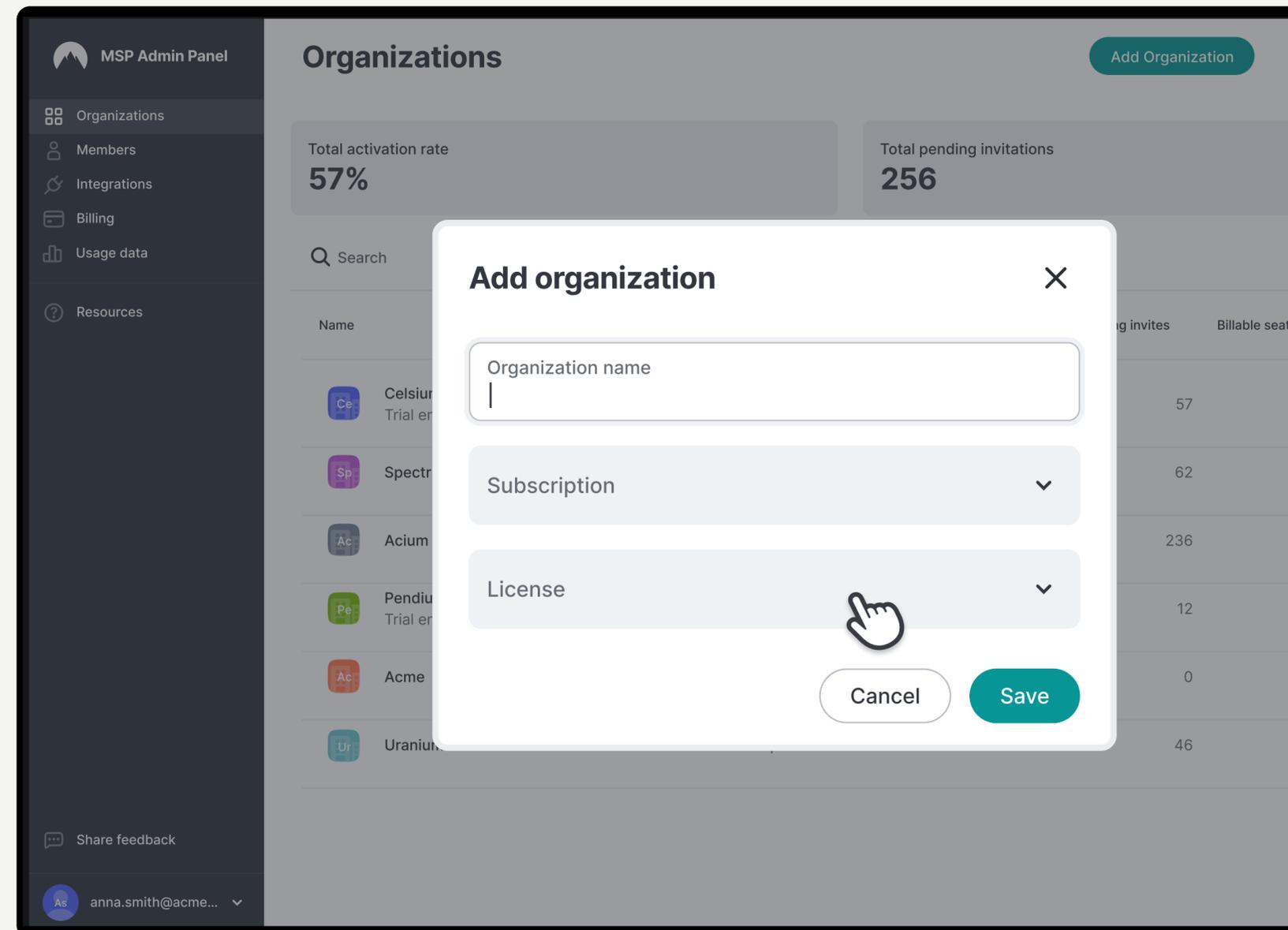
Click here to learn more about how NordPass MSP licenses are billed.

How to manage an organization (I)

By selecting an organization from the list, an MSP Owner or Admin can easily access detailed information and perform various management actions specific to that organization.

Seats
Here, the MSP Owner or Admin can check the selected organization's activation rate as well as total and billable seats.

- **Activation rate**: Shows the number of invited employees who have joined the organization. The Owner or Admin can choose to **Resend invites** to send invitations again for those who did not accept the initial one.

- **Total seats**: Displays the total number of active, pending, and suspended members.

- **Billable seats**: Informs about the total number of seats the company will be billed for.

MSP Admin Panel

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← **Celsium**

Organization

Ce **Celsium** ✎
Business

↗ Open Admin Panel

Seats

Activation rate ⓘ
82%
3 pending members haven't joined this organization yet
Resend invites

Total seats ⓘ
17

Trial ends in ⓘ
14 days
Organization will be billed for 17 seats from **November 30, 2024** at 2:34 PM

Organization management

Upgrade to Ente
Change this organ

Suspend organi
Immediately paus

Delete organiza
Permanently delete this organization

Upgrade

Suspend

Delete

Resend invites? ✕

This will resend invites to **3 pending members** for Celsium

Cancel   **Send**

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Created on November 15, 2024

How to manage an organization (II)

Organization management

Here, the MPS Owner or Admin can suspend, upgrade, or delete the selected organization.

- **Suspend the organization:** Temporarily pause the organization's access to NordPass. Billing will continue until the organization is deleted.

- **Upgrade the plan:** Change the subscription from the Business plan to the Enterprise one.

- **Delete the organization:** Permanently remove the specific organization, along with its members and items, from the NordPass MSP Admin Panel.

MSP Admin Panel

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← **Celsium**

Organization

Ce **Celsium** ✎
Business

↗ Open Admin Panel

Seats

Activation rate	ⓘ	Total seats	ⓘ	Billable seats	ⓘ
82%		**17**		**19**	
3 pending members haven't joined this organization yet		1 member is suspended and cannot access NordPass		In current Month, 2 members were deleted, but they are still counted as billable seats	
Resend invites		View suspended list ↗			

Organization management

Upgrade to Enterprise
Change this organization's plan to NordPass Enterprise   [Upgrade]

Suspend organization
Immediately pause access to NordPass for this organization and its members   [Suspend]

Delete organization
Permanently delete this organization   [Delete]

Created on November 15, 2024

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Integrations

In the Integrations section, MSPs can connect NordPass with tools and apps to optimize workflow and generate usage reports via PSA solutions.

Integration with ConnectWise PSA™

By integrating NordPass with ConnectWise PSA, you can streamline the setup and management of your client organizations.

Key benefits include:

- Your usage data is automatically transferred from NordPass to ConnectWise PSA.

- You can quickly import existing customer organizations from ConnectWise PSA to NordPass without the need to recreate them in the NordPass MSP Admin Panel.

- You can easily map customer organizations in NordPass with their corresponding entities in ConnectWise PSA.
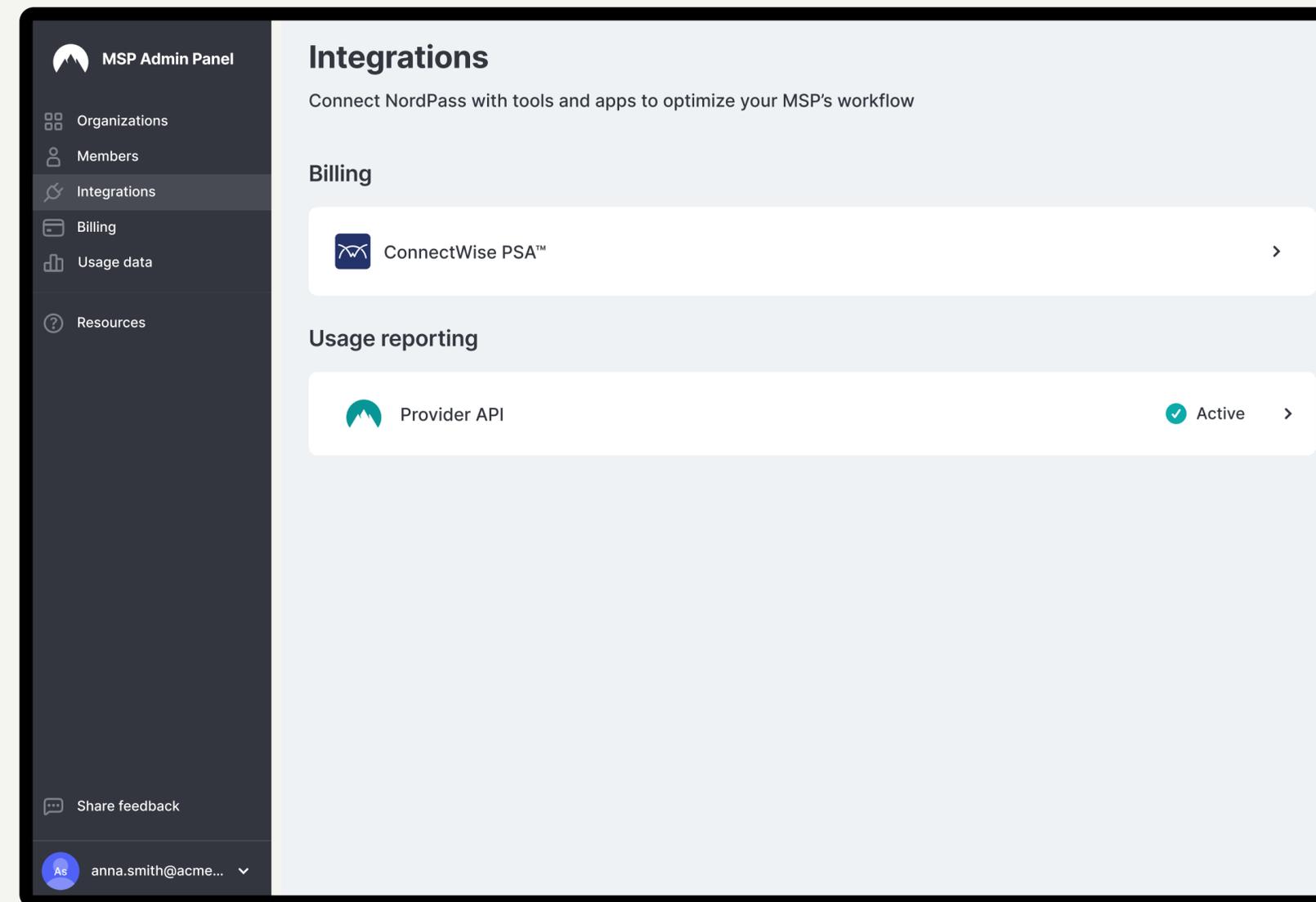
IMPORTANT: To set up the integration, you need a NordPass MSP account and a ConnectWise PSA account.

Integrating NordPass with ConnectWise PSA™ (I)

To set up the integration, an MSP Owner or Admin must follow these steps:

1. **Create an API member** with a defined security role in ConnectWise and generate API keys for it.

2. **Log in to msp.nordpass.com** and enter your ConnectWise credentials to set up the integration.

You can find a detailed explanation of the setup process in our Help Center.

Integrating NordPass with ConnectWise PSA™ (II)

3. Map the products **to NordPass Business and NordPass Enterprise subscriptions**. If you're new to NordPass, you create new products.

4. Map your companies and agreements to initiate the synchronization of usage data.

You can find a detailed explanation of the setup process in our Help Center.

MSP Admin Panel

- Organizations
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Manage companies

Import Companies   Done

Select agreements for ConnectWise PSA companies and map them to organizations in NordPass

Show companies that are: ✓ Unmapped (5) ✓ Mapped (0)

🔍 Search

Company name ⌄ / Company ID	Agreement in ConnectWise PSA	Map in NordPass as	
Acme / acme	Select agreement ⌄	Select organization ⌄	Map
Pendium / pendium	Select agreement ⌄	Select organization ⌄	Map
Spectrum / spectrum	Pass management solution ⌄	Spectrum ⌄	Map
Uranium / uranium	Select agreement ⌄	Select organization ⌄	Map
Zenda / zenda	Select agreement ⌄	Select organization ⌄	Map

Updating and removing the ConnectWise PSA™ integration

You can edit the ConnectWise PSA integration in the **Integrations** section. Here, you can update the integration credentials in case they are lost or compromised, as well as remap products, or disconnect the integration entirely.

If you disable the integration, NordPass will stop sending daily usage data to ConnectWise PSA, and all company and agreement mappings will be removed. If you choose to reconnect with ConnectWise PSA, you will need to set up the integration again.
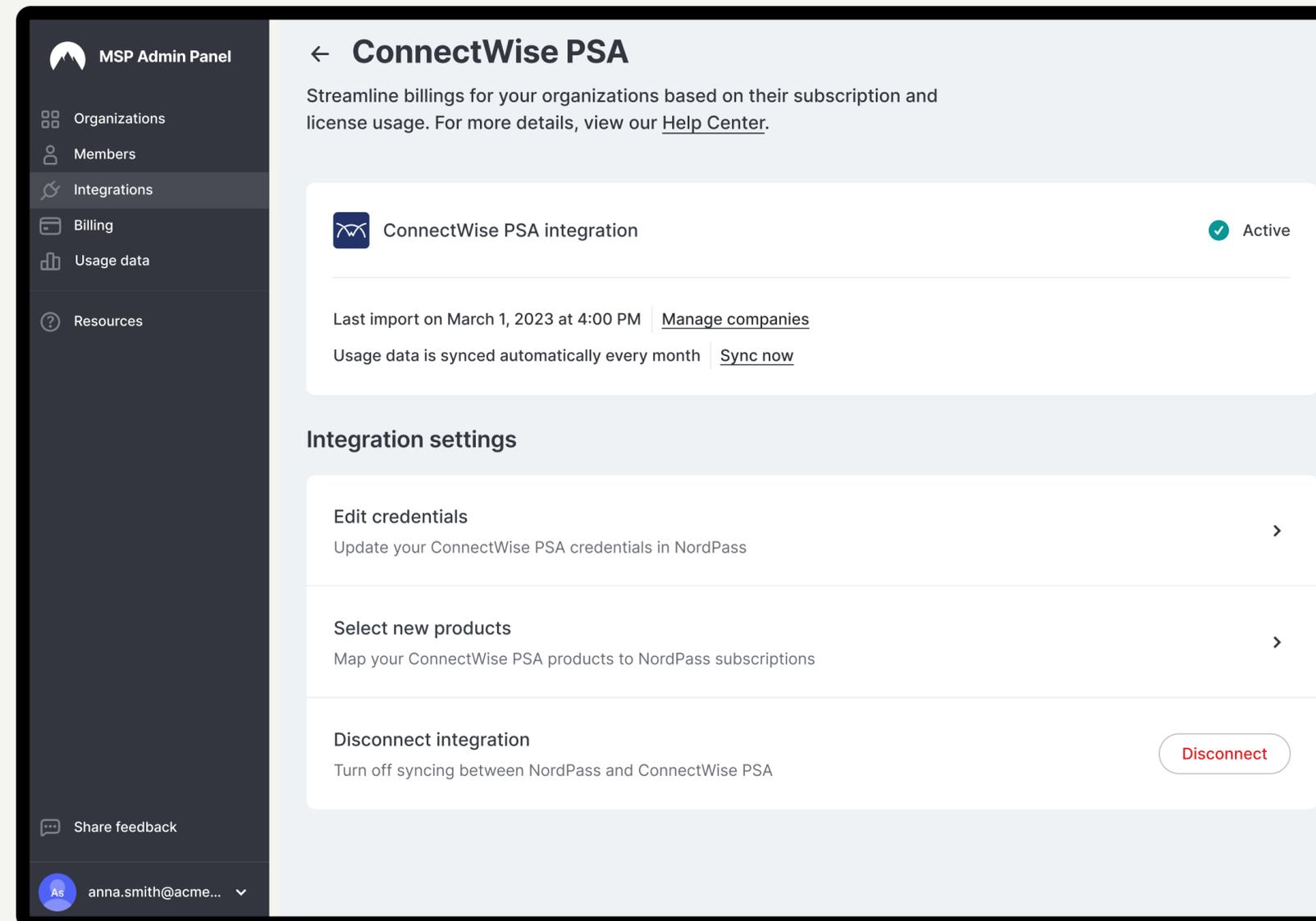
MSP Admin Panel

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- Resources

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← **ConnectWise PSA**

Streamline billings for your organizations based on their subscription and license usage. For more details, view our Help Center.

ConnectWise PSA integration   ✓ Active

Last import on March 1, 2023 at 4:00 PM | Manage companies

Usage data is synced automatically every month | Sync now

Integration settings

Edit credentials
Update your ConnectWise PSA credentials in NordPass   ›

Select new products
Map your ConnectWise PSA products to NordPass subscriptions   ›

Disconnect integration
Turn off syncing between NordPass and ConnectWise PSA   Disconnect

Integration via open API

If you're using a PSA tool other than ConnectWise PSA, you can also import daily or monthly usage data from NordPass via our open API.

NordPass' endpoints follow REST API principles and use JSON exclusively in request bodies.

MSP Admin Panel

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← Provider API

Import the daily and monthly usage data of your MSP's organizations directly to your integration or service via API

Private key ✓ Active

Generated on February 5, 2024 at 4:23 PM   Revoke Private Key

Integration guide

Learn to set up and use Provider API ↗

Share feedback

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Generating a private key

For authentication, you must first generate JWT Data for your company:

1. In the MSP Admin Panel, go to **Integrations → Provider API**.

2. Select **Generate Private Key**.

3. Generate the JWT using your data and private key. Your private key signs the JWT before you send it.

Once you generate the key, ensure you store your data securely. Your private key is unique and required to make requests to NordPass's API.

MSP Admin Panel

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← **Provider API**

Import the daily and monthly usage data of your MSP's organizations directly to your integration or service via API

Integrate with NordPass for MSP   Generate Private Key

Save your private key

Use your data below to integrate with NordPass for MSP. Keep your private key somewhere safe — if you lose it, you'll need to generate a new one.

Company name
Acme

UUID code
••••••••••••••••••••••••••••

Private key
••
••••••••••••••••••••••••

📄 nordpass-private-key.pdf   Download

☑ I've made a copy of the above data

Done

Removing an integration in the Admin Panel

If you want to remove an integration, you can revoke your private key. This can be done if you've lost the key or it's been compromised. This promptly deactivates any integrations or services currently using the private key, allowing you to create a new one.
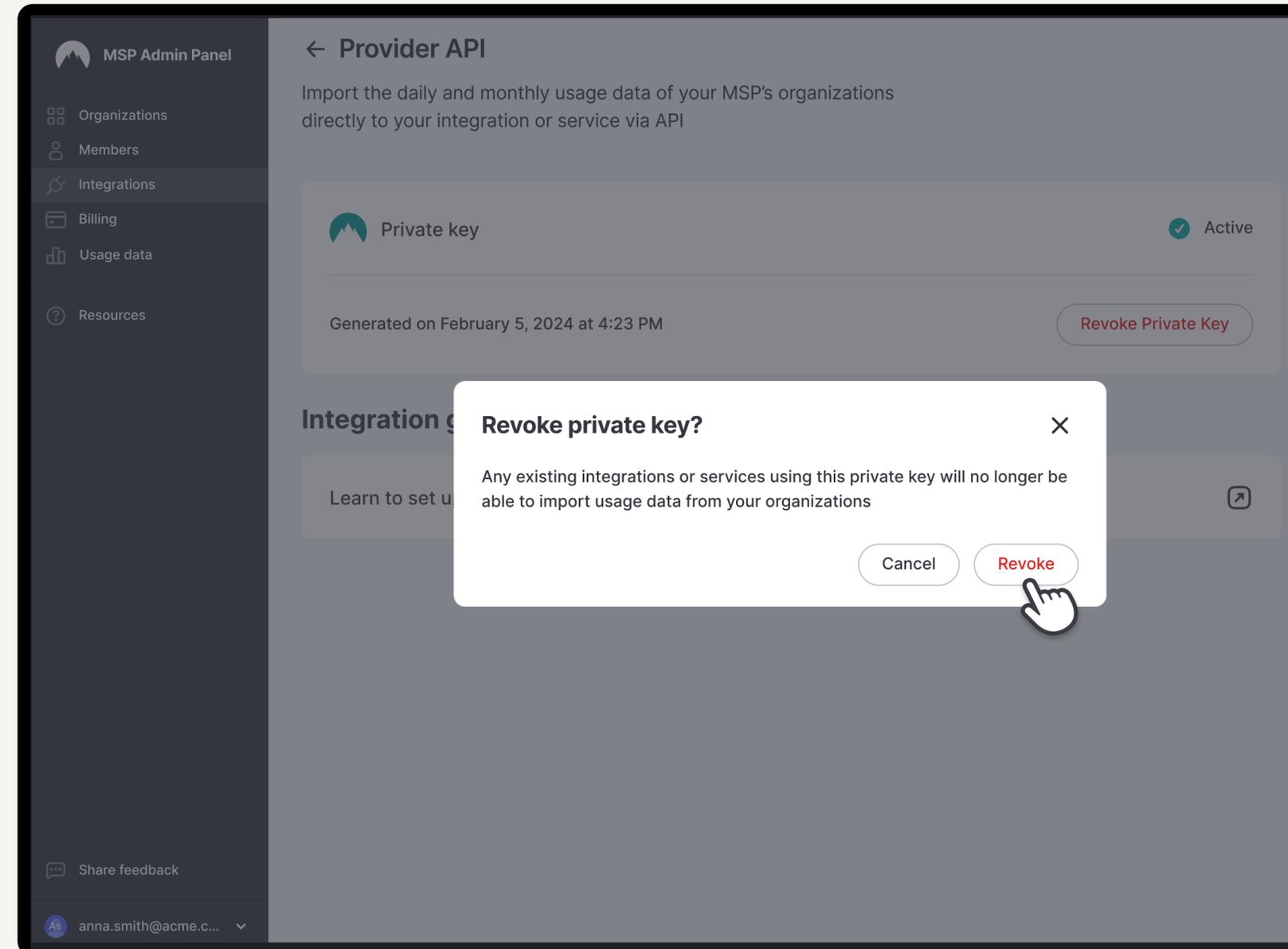
To learn more about our open API and how it works, please see the guide in our Help Center.

MSP Admin Panel

Organizations
Members
Integrations
Billing
Usage data

Resources

← Provider API

Import the daily and monthly usage data of your MSP's organizations directly to your integration or service via API

Private key   ✓ Active

Generated on February 5, 2024 at 4:23 PM   Revoke Private Key

Integration g

Learn to set u

Revoke private key?   ✕

Any existing integrations or services using this private key will no longer be able to import usage data from your organizations

Cancel   Revoke

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Billing

(For direct partners only)

MSP partners can set up a credit card for automatic monthly billing. At the start of each month, the card will be charged for the number of licenses used by the MSP's customers.

How to change billing details

To set up automatic payments, you'll need to add or update your billing details in the MSP admin panel. For that, you need to:

1. Head over to **Billing details and payment method**, and click the **Add** button next to **Add billing details**.

2. Enter your billing information, including your email and exact address.

MSP Admin Panel

- Organizations
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Billing

Here, you can find your billable licenses, manage billing details, and update your payment method

Payment details

Billable licenses
30
10 Enterprise / 20 Business
How licenses are calculated ↗

Billing details and payment method

Step 1. Add billing details
Enter your organization's tax information and billing address

Add

Step 2. Add payment card
Enter your card details to be charged for your license usage

Add

Billing history

No payments found
All your payments and their details will appear here

How to add a new credit card

Once you've added your billing details, it's time to set up your credit card for monthly charges. Here's how to do it:

1. Go back to **Billing details and payment method** and click the **Add** button next to **Add payment card**.

2. A new window will open with the credit card form. Fill in all of your credit card details, then click **Continue**.

3. Wait for the provider to authorize your credit card. Once it's successfully authorized, you'll see the card details in the MSP admin panel, along with the upcoming payment date.

MSP Admin Panel

- Organizations
- Members
- Integrations
- **Billing**
- Usage data

- Resources

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Billing

Here, you can find your billable licenses, manage billing details, and update your payment method

Payment details

Billable licenses
30
10 Enterprise / 20 Business
How licenses are calculated

Billing details and payment method

Billing email
luiza.roger@acme.com

State / Province
Berlin

Address
Main Street 123

ZIP / Postcode
12301

Town / City
Berlin

Country / Region
Germany

Edit

Step 2. Add payment card
Enter your card details to be charged for your license usage

Add

Billing history

No payments found
All your payments and their details will appear here

How to remove/change a credit card

You can easily change or remove any credit card linked to your MSP account whenever you want. Just head to the **Billing section** and choose whether you want to update your card or remove it entirely.

If you're updating your credit card, you'll just need to enter the new card details and authorize it.

If you decide to remove your card, it will be deleted from your MSP account. Then, in the next billing cycle, you'll get an invoice with a payment link sent directly to your billing contact's email.
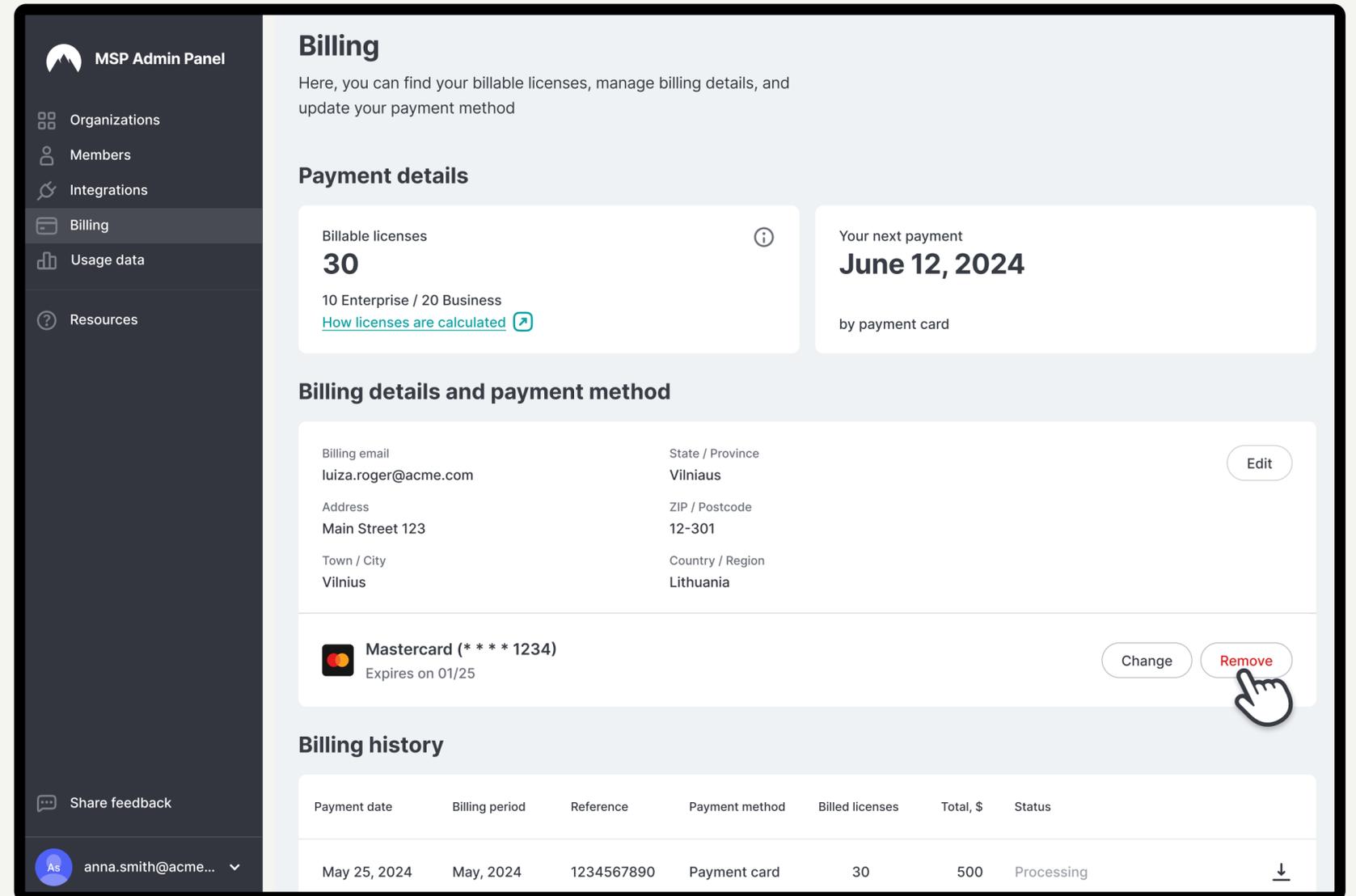
MSP Admin Panel

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Billing

Here, you can find your billable licenses, manage billing details, and update your payment method

Payment details

Billable licenses	
30	ⓘ
10 Enterprise / 20 Business	
How licenses are calculated ↗	

Your next payment
June 12, 2024

by payment card

Billing details and payment method

		Edit
Billing email	State / Province	
luiza.roger@acme.com	Vilniaus	
Address	ZIP / Postcode	
Main Street 123	12-301	
Town / City	Country / Region	
Vilnius	Lithuania	

Mastercard (* * * * 1234)
Expires on 01/25
    [Change] [Remove]

Billing history

Payment date	Billing period	Reference	Payment method	Billed licenses	Total, $	Status	
May 25, 2024	May, 2024	1234567890	Payment card	30	500	Processing	⬇

Usage data

In this section, MSP Owners, Admins, and Technicians can view usage information regarding their client organizations.
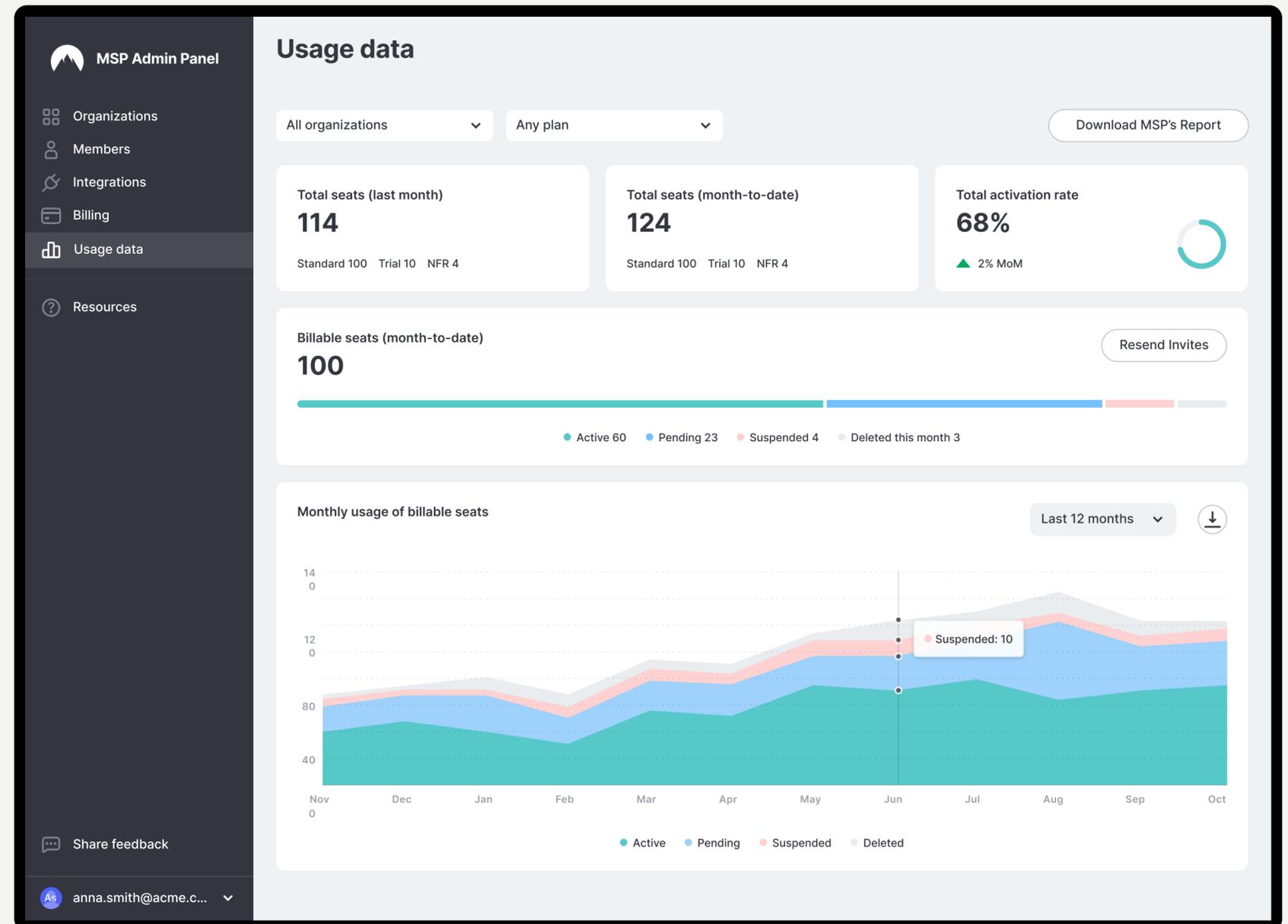
Monitoring the usage of client organizations

At any time, an MSP can review activations, check billable seats, and track seat usage across the organizations it manages.

Right on the main dashboard, an MSP will find:

- **Total number of seats** (for the last and current month)

- **User activation rate**

- **Billable seats for the current month**

- **Monthly usage history** (downloadable as a CSV file)

An MSP can view usage data for all managed organizations at once or **filter it by specific organization and/or plan**.

MSP Admin Panel

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Usage data

All organizations ▾   Any plan ▾   Download MSP's Report

Total seats (last month)
114
Standard 100   Trial 10   NFR 4

Total seats (month-to-date)
124
Standard 100   Trial 10   NFR 4

Total activation rate
68%
▲ 2% MoM

Billable seats (month-to-date)   Resend Invites
100

● Active 60   ● Pending 23   ● Suspended 4   ● Deleted this month 3

Monthly usage of billable seats   Last 12 months ▾

140
120
80
40
0

Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep   Oct

Suspended: 10

● Active   ● Pending   ● Suspended   ● Deleted

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Resources

Get additional information about NordPass.

Resources

Onboarding Video Tutorials

Watch in-depth videos that cover everything from setting up NordPass for organizations to navigating its features from the end user's perspective.

Partner Portal

Get access to various product training and marketing materials, all crafted to help you understand and promote NordPass more effectively.

MSP Admin Panel

- Organizations
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Resources

Get all the information needed for a smooth introduction to NordPass

How to get started

Onboarding video tutorials
Watch in-depth videos that cover everything from setting up NordPass for organizations to navigating its features from the end user's perspective

Go to Onboarding Videos

Partner Portal
Get access to various product training and marketing materials, all crafted to help you understand and promote NordPass more effectively

Open Partner Portal

Find out more

Help Center
Find answers to common product-related questions and gain a clear understanding of how NordPass works through detailed knowledge base articles

Guide for MSP
Find all information about NordPas for managed service providers

Guide for end-organization
Get detailed information on how to configure and utilize NordPass effectively

Need more help?

Check service reachability
See if NordPass services are performing well for your end-users

Ask a question
Haven't found what you're looking for? Don't hesitate to reach out.

Resources

Help Center

Find answers to common product-related questions and gain a clear understanding of how NordPass works through detailed knowledge base articles.

NordPass for MSP

Find all information about NordPass for managed service providers.

NordPass for Business

Get detailed information on how to configure and utilize NordPass effectively.

MSP Admin Panel

- Organizations
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Share feedback

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Resources

Get all the information needed for a smooth introduction to NordPass

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Watch in-depth videos that cover everything from setting up NordPass for organizations to navigating its features from the end user's perspective

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Need more help?

Check service reachability
See if NordPass services are performing well for your end-users

Ask a question
Haven't found what you're looking for? Don't hesitate to reach out.

Need help getting started?

Visit our Help Center or contact us at support.business@nordpass.com

NordPass®