



# Command Center Help Manual

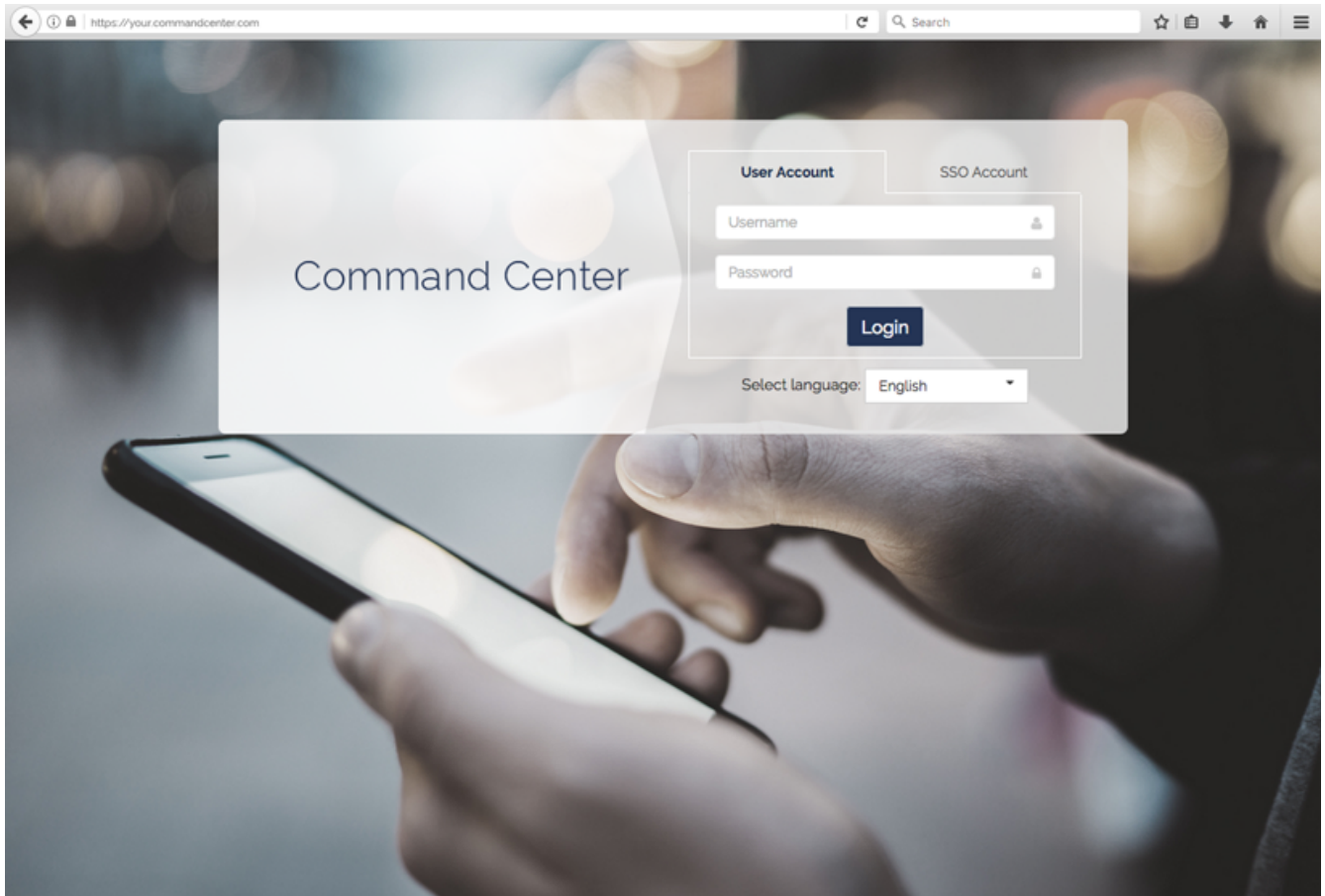
Oct 2017

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## Login

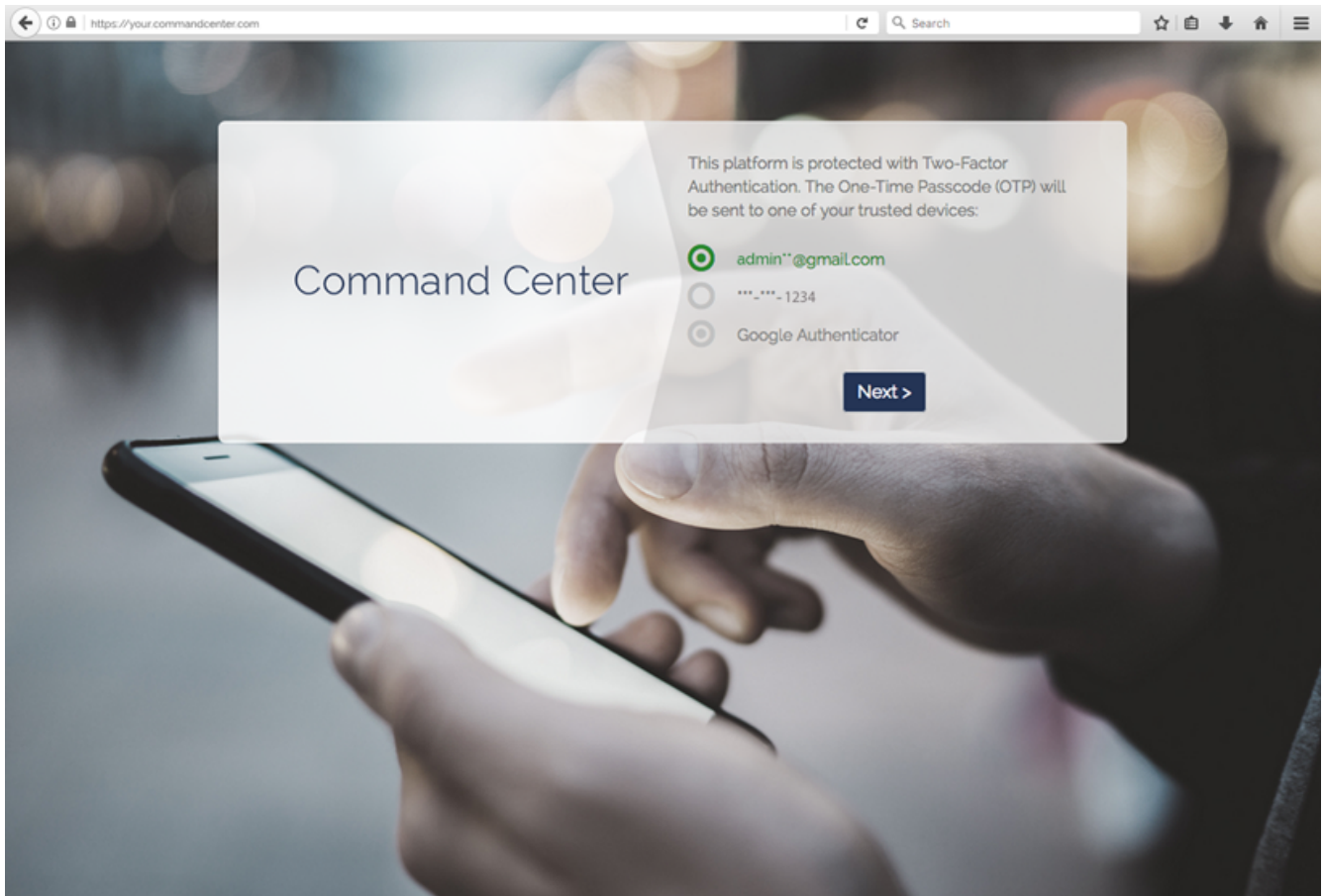
Open your browser and enter the URL of your Command Center:



Enter the “username” and “password” provided to you and click “Login”.

You will then be ask to select a method of Multifactor Authentication:

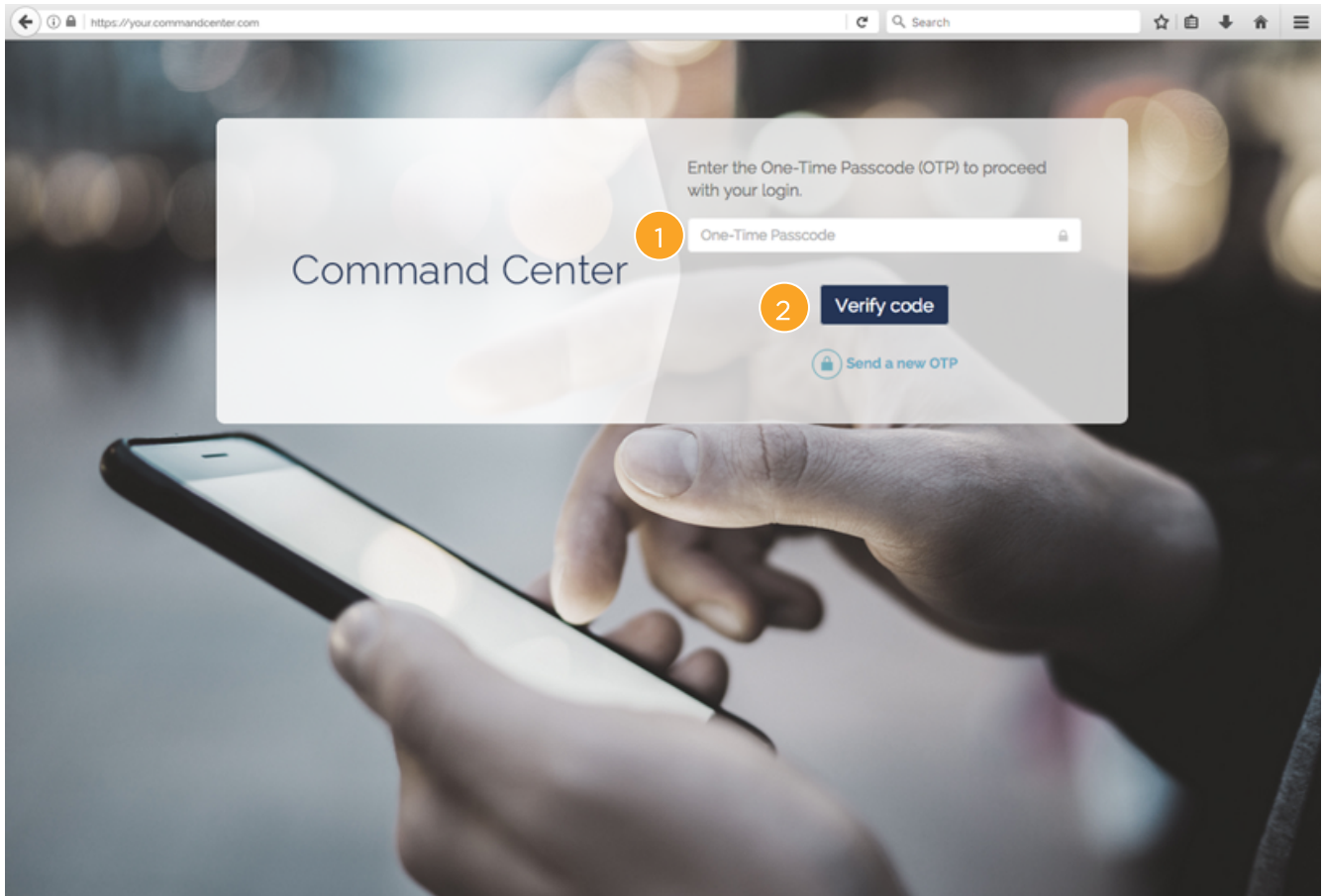
- One Time Password (OTP) code sent to your email
- One Time Password (OTP) code sent to your phone
- Use Google Authenticator (you will need to setup an account)



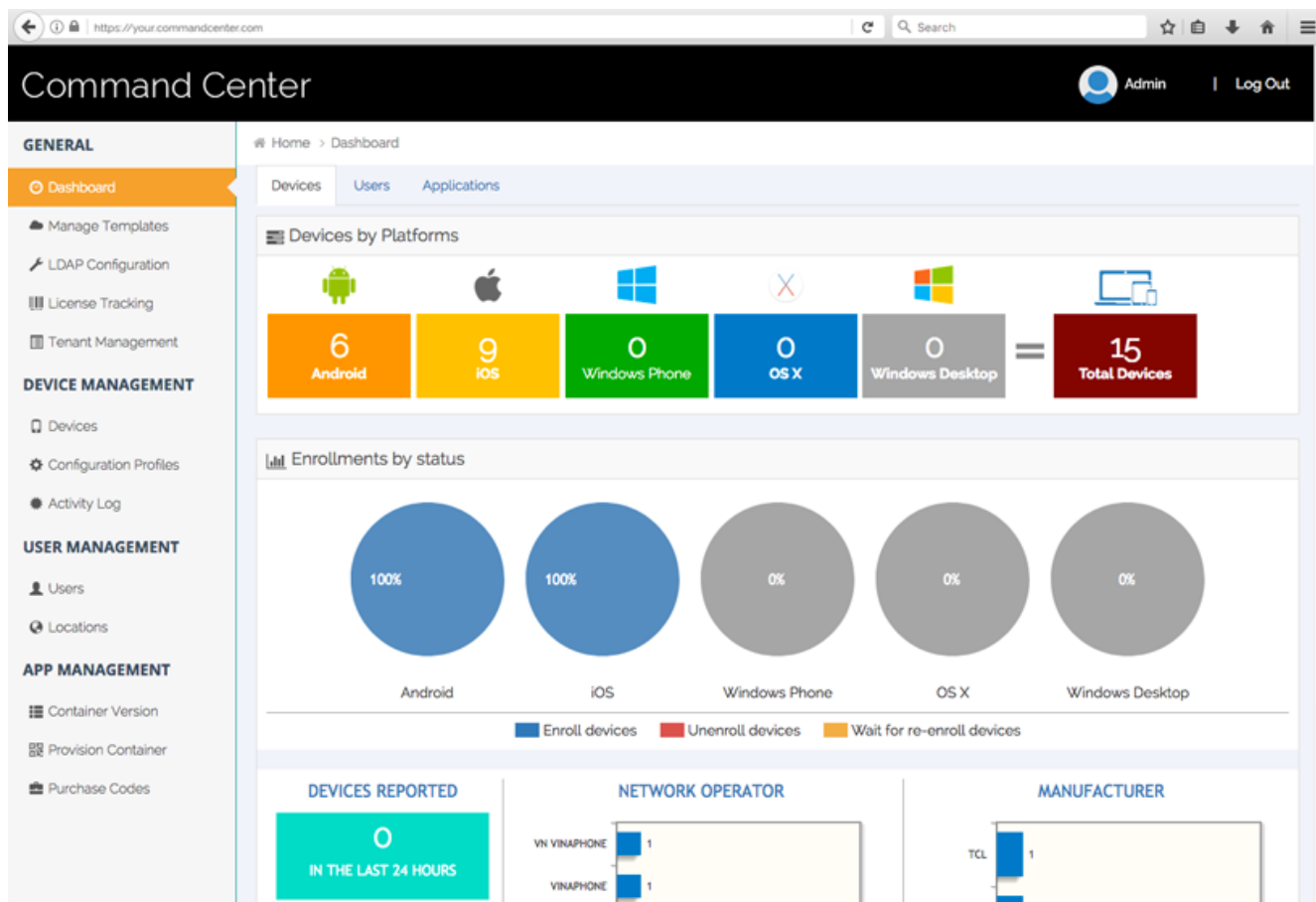
**Note:**

If you want to use Google Authenticator, you will need to download and install Google Authenticator on the device of your choice and register it for use with your Command Center.

Enter the One Time Password (OTP) sent to your email or phone, or enter your Google Authenticator code, in the field provided and click “Verify Code”.

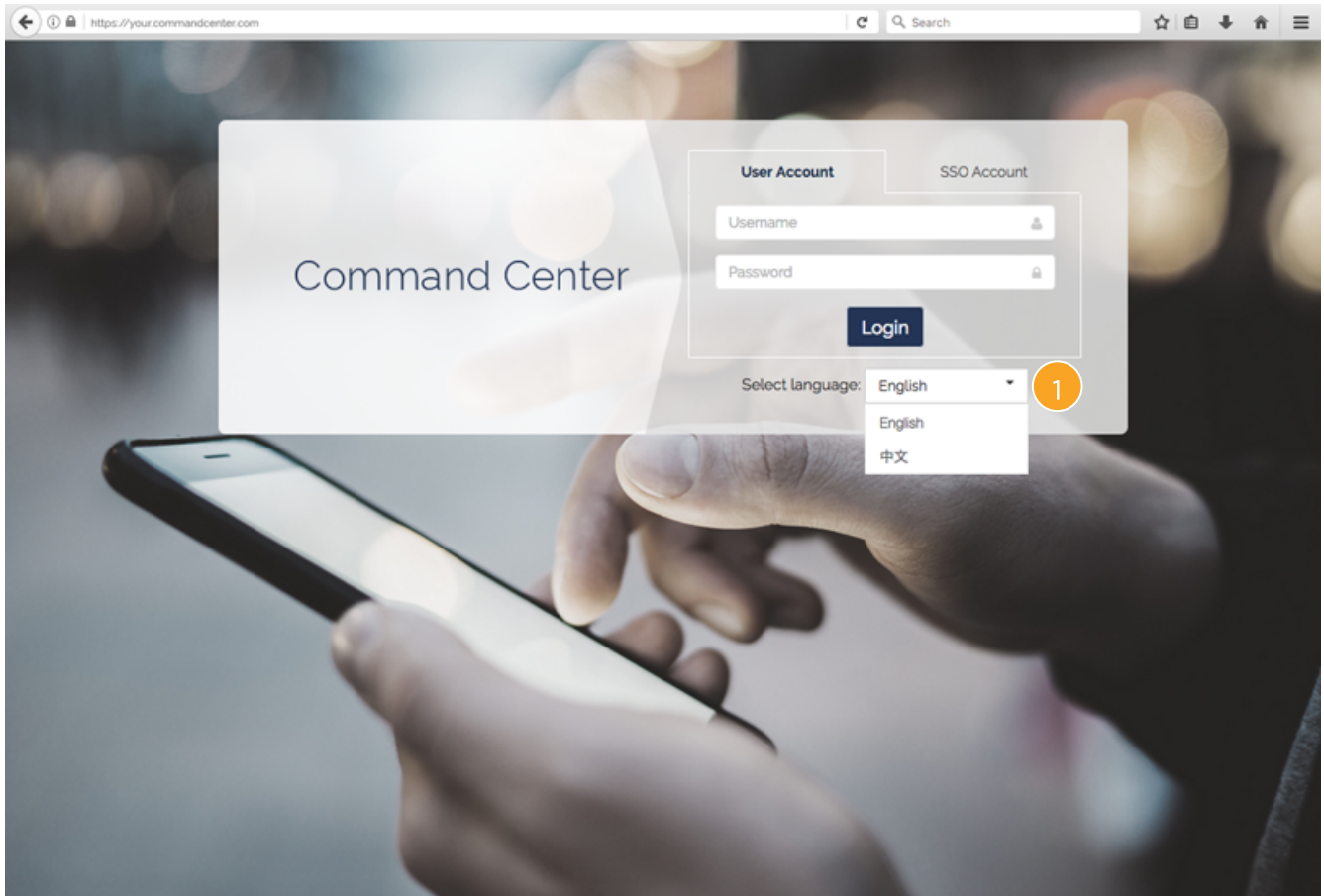


Once logged in, you will be presented with Command Center Dashboard as your home screen:



## Change Language

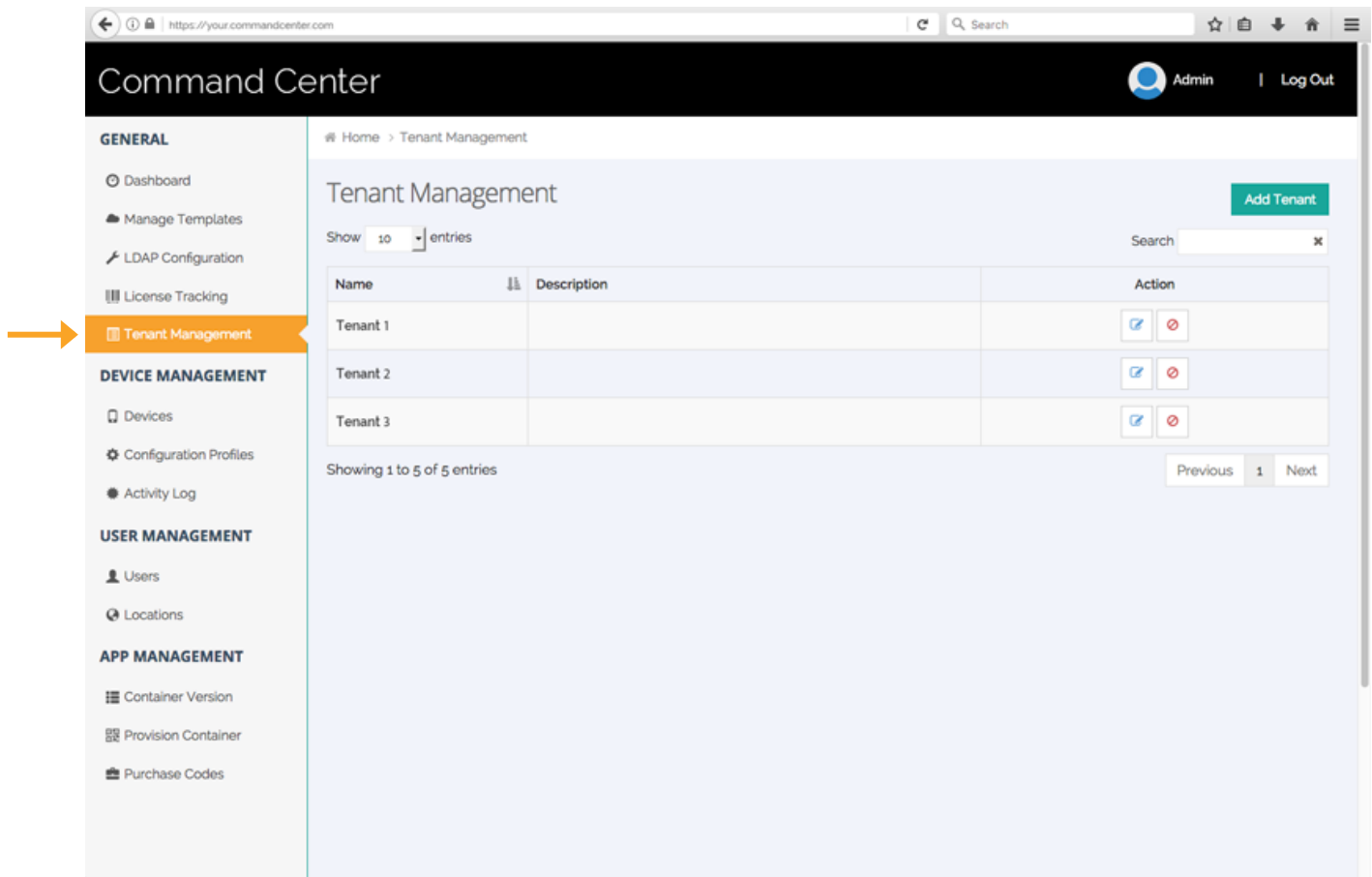
To change the language used in your Command Center, click on the “Select Language” dropdown option prior to submitting your username and password, and select your preferred language:



## Create, Edit and Delete Tenants

You Command Center is a multi-tenant environment. In other words, you can use a single Command Center to service many different organizations, departments, groups etc.

Once logged into your Command Center, click “Tenants” in the main menu bar:



The screenshot shows the Command Center interface. The left sidebar contains a menu with the following sections:

- GENERAL**
  - Dashboard
  - Manage Templates
  - LDAP Configuration
  - License Tracking
  - Tenant Management** (highlighted with an orange arrow)
- DEVICE MANAGEMENT**
  - Devices
  - Configuration Profiles
  - Activity Log
- USER MANAGEMENT**
  - Users
  - Locations
- APP MANAGEMENT**
  - Container Version
  - Provision Container
  - Purchase Codes

The main content area is titled "Tenant Management" and shows a table with the following data:

Name	Description	Action
Tenant 1		<a href="#">Edit</a> <a href="#">Delete</a>
Tenant 2		<a href="#">Edit</a> <a href="#">Delete</a>
Tenant 3		<a href="#">Edit</a> <a href="#">Delete</a>

Below the table, it says "Showing 1 to 5 of 5 entries" and has "Previous 1 Next" navigation buttons. There is also an "Add Tenant" button in the top right corner of the main content area.

To add a new tenant to your Command Center, click “Add Tenant”

Command Center

Admin | Log Out

Home > Tenant Management

### Tenant Management

Show 10 entries

Search

Name	Description	Action
Tenant 1		<a href="#">Edit</a> <a href="#">Delete</a>
Tenant 2		<a href="#">Edit</a> <a href="#">Delete</a>
Tenant 3		<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 5 of 5 entries

Previous 1 Next

**GENERAL**

- Dashboard
- Manage Templates
- LDAP Configuration
- License Tracking
- Tenant Management**

**DEVICE MANAGEMENT**

- Devices
- Configuration Profiles
- Activity Log

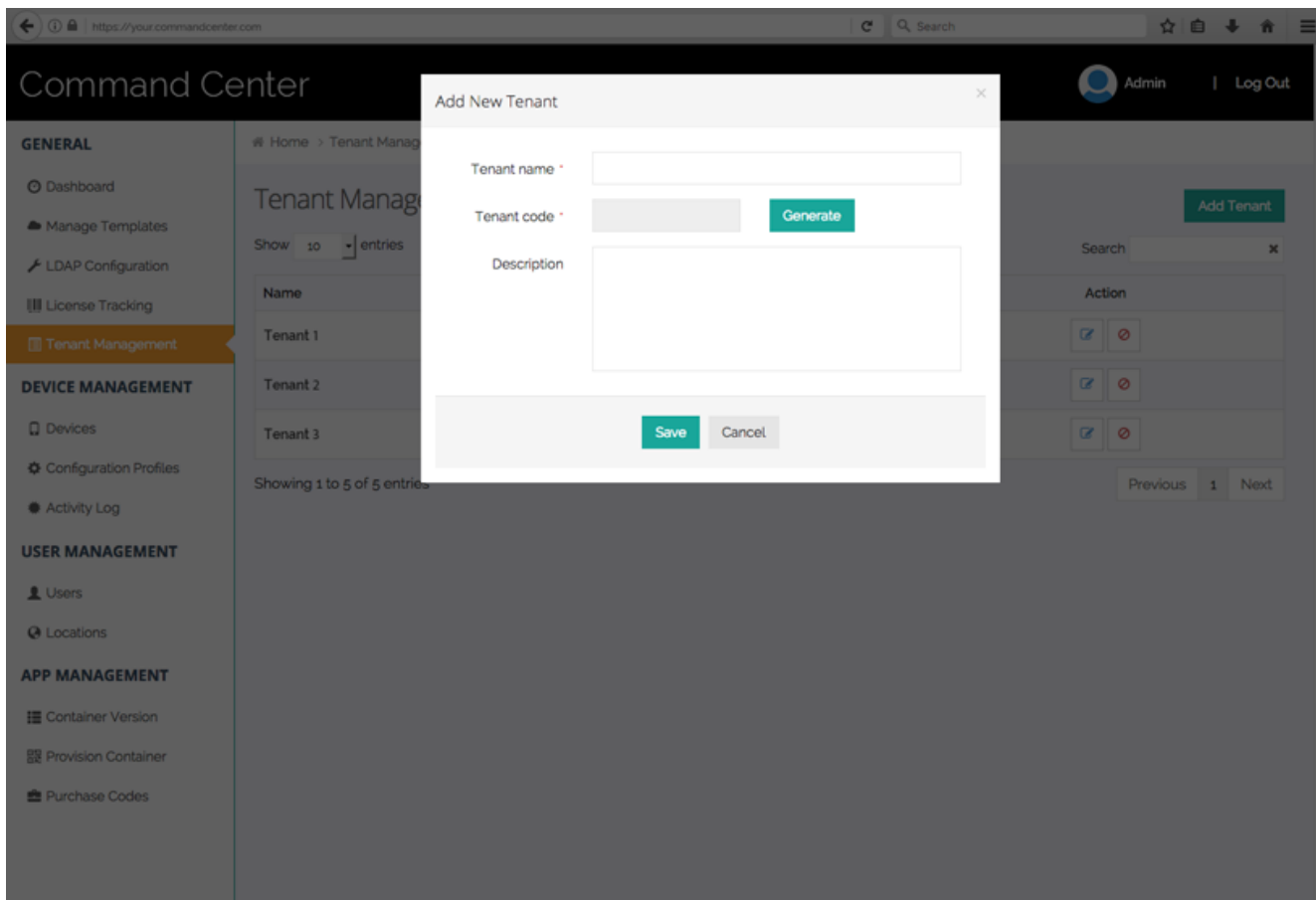
**USER MANAGEMENT**

- Users
- Locations

**APP MANAGEMENT**







- Container Version
- Provision Container
- Purchase Codes

Enter information about your tenant and click “Save”



To 1) edit information relating to a tenant or 2) delete a tenant, click on the affiliated icon and follow the instructions:

The screenshot displays the 'Command Center' interface for 'Tenant Management'. The page title is 'Tenant Management' and it shows a list of 5 tenants. The table has columns for Name, Description, and Action. The Action column contains edit and delete icons for each tenant. Two orange circles with numbers 1 and 2 are overlaid on the edit and delete icons for 'Tenant 1', with arrows pointing to them. The interface includes a sidebar with navigation options like Dashboard, Manage Templates, LDAP Configuration, License Tracking, Tenant Management, Device Management, User Management, and App Management. The top header shows 'Command Center' and 'Admin | Log Out'.

Name	Description	Action
Tenant 1		 
Tenant 2		 
Tenant 3		 

## Create, Edit and Delete Users

Once logged into your Command Center, click “Users” in the main menu bar:

The screenshot shows the Command Center interface. The left sidebar contains a menu with categories: GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Users' item under USER MANAGEMENT is highlighted in orange, with an orange arrow pointing to it from the left. The main content area displays the 'Users' management page, which includes a breadcrumb 'Home > Users', a title 'Users', and several action buttons: 'Select Tenant', 'Select columns', 'Refresh', 'Select Actions', and 'Send Password'. Below these buttons is a search bar and a 'Show 10 entries' dropdown. A table lists the users with columns for Username, First name, Last name, Email, Role, User type, Tenant, and Action. The table contains two entries: 'Admin' (Super Admin, joe@bloggs.com) and 'jimshoes' (Jim Shoes, jim@shoes.com). Below the table, it says 'Showing 1 to 2 of 2 entries' and includes 'Previous', '1', and 'Next' navigation buttons. A 'Send' button is also visible below the table.

<input type="checkbox"/>	Username	First name	Last name	Email	Role	User type	Tenant	Action
<input type="checkbox"/>	Admin	Super	Admin	joe@bloggs.com	Admin	MDM	Tenant 1	<a href="#">✎</a>
<input type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	User	MDM	Tenant 2	<a href="#">✎</a> <a href="#">✖</a>

To add a new user, click “Select Actions” and then select “Add New User”

The screenshot shows the Command Center interface. The left sidebar contains navigation menus for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The main content area is titled 'Users' and includes a table of user entries. A dropdown menu is open from the 'Select Actions' button, with 'Add new user' selected. Two orange circles highlight the 'Select Actions' button (1) and the 'Add new user' option (2).

Command Center Admin | Log Out

Home > Users

Users

Select Tenant Select columns Refresh **1** Select Actions Send Password

Show 10 entries

<input type="checkbox"/>	Username	First name	Last name	Email	Role	User type		Action
<input type="checkbox"/>	Admin	Super	Admin	joe@bloggs.com	Admin	MDM		
<input type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	User	MDM	Tenant 2	

Showing 1 to 2 of 2 entries

Send Previous 1 Next

**2**

- Add new user
- Import users from LDAP
- Import users from file

Enter information relating to the new user and click "Submit".

The screenshot shows a web application interface with a sidebar menu and a modal window titled "Add new user". The sidebar menu includes sections for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The modal window contains the following fields:

- Tenant: Tenant 1 (dropdown)
- User type: MDM (dropdown)
- Username: (text input)
- First name: (text input)
- Email: (text input)
- Last name: (text input)
- Password: (text input)
- Provider: None (dropdown)
- Verify Password: (text input)
- Phone number: (text input)
- Role: User (dropdown)

At the bottom of the modal, there are two buttons: "Submit" (highlighted in green) and "Cancel".

To 1) edit information relating to a user or 2) delete a user, click on the affiliated icon and follow the instructions:

Command Center

Home > Users

Users

Select Tenant Select columns Refresh Select Actions Send Password

Show 10 entries Search

<input type="checkbox"/>	Username	First name	Last name	Email	Role	User type	Tenant	Action
<input type="checkbox"/>	Admin	Super	Admin	joe@bloggs.com	Admin	MDM	Tenant 1	
<input type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	User	MDM	Ten.	

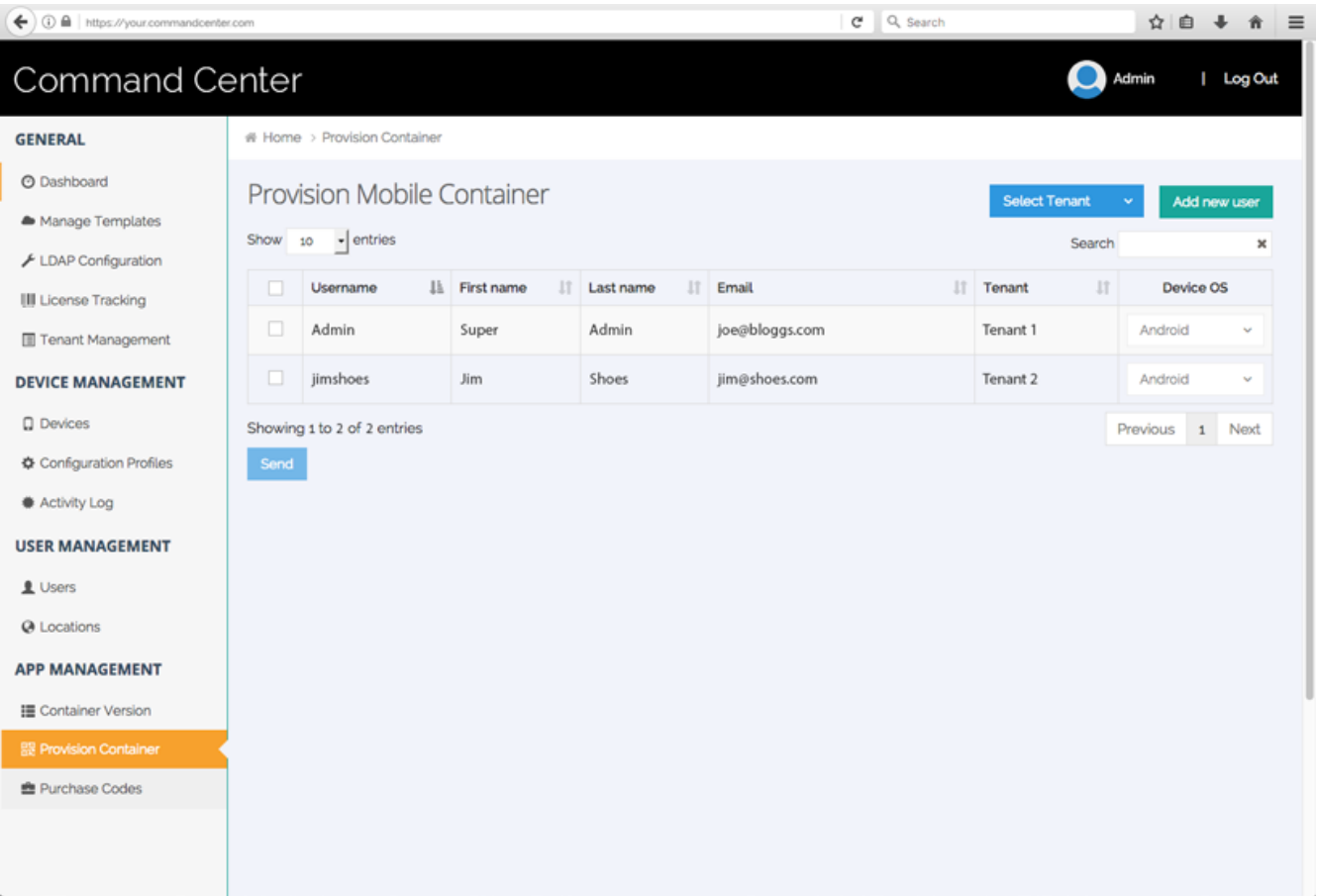
Showing 1 to 2 of 2 entries

Send

Previous 1 Next

## Send App Locker (Container) to Users

To send the App Locker (Container) software to a user, for them to install on their device, click “Provision Container” in the main menu bar:



The screenshot displays the Command Center interface. The left sidebar menu is categorized into GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Provision Container' option under APP MANAGEMENT is highlighted with an orange arrow. The main content area shows the 'Provision Mobile Container' page with a table of users and a 'Send' button.

<input type="checkbox"/>	Username	First name	Last name	Email	Tenant	Device OS
<input type="checkbox"/>	Admin	Super	Admin	joe@bloggs.com	Tenant 1	Android
<input type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	Tenant 2	Android

If needed, search for the user. Once found, select the user and the Device OS you want to send them of the App Locker you want to send.

The screenshot displays the 'Provision Mobile Container' interface in the Command Center. The left sidebar contains navigation menus for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The main content area shows a table of users with the following data:

Username	First name	Last name	Email	Tenant	Device OS	
Admin	Super	Admin	joe@bloggs.com	Tenant 1	Android	
<input checked="" type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	Tenant 2	Android

Below the table, there is a 'Send' button and a dropdown menu for 'Device OS' with options: Android, iOS, Windows Phone, and OS X. Numbered callouts (1-4) highlight the search bar, the selection checkbox for 'jimshoes', the 'Device OS' dropdown, and the 'Send' button.

Once selected, click “Send” and you will receive notification an email was sent to the user notifying them to install the App Locker software.

## Issue Purchase Codes

Once users download and install App Locker, they can then install a variety of applications within. Many of the applications will require a purchase code to activate.

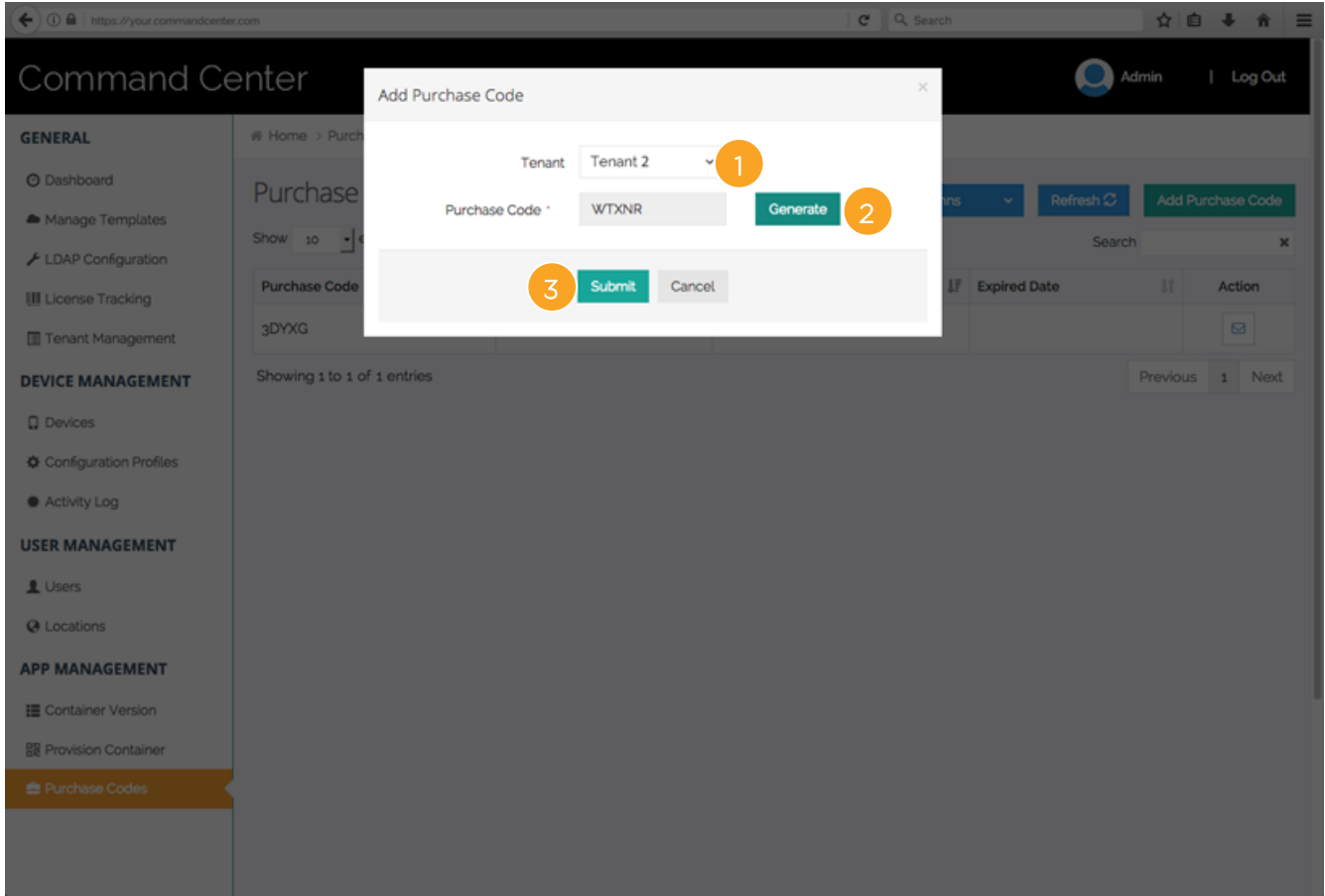
To generate a purchase code for a user, click “Purchase Codes” in the main menu bar and then click “Add Purchase Code”.

The screenshot shows the Command Center web interface. The left sidebar contains a navigation menu with categories: GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Purchase Codes' option under APP MANAGEMENT is highlighted with an orange bar and a callout '1'. The main content area displays the 'Purchase Codes' page. At the top right of the main area, there are buttons for 'Select Tenant', 'Select columns', 'Refresh', and 'Add Purchase Code'. The 'Add Purchase Code' button is circled with an orange callout '2'. Below these buttons, there is a search bar and a table with the following data:

Purchase Code	Tenant	Redeemed Date	Expired Date	Action
3DYXG	Tenant 1			

Below the table, it says 'Showing 1 to 1 of 1 entries' and there are navigation buttons for 'Previous', '1', and 'Next'.

Select the tenant you wish to apply the purchase code to (remember, users belong to a tenant), click “Generate” to create a purchase code and then click “Submit”.



**Note:**

Once created, you need to provide the purchase code to a user so they can activate an application (e.g. Secure Comms) in their App Locker.

## Customize Notifications

Your Command Center issues a variety of emails and SMS messages to users. You have the ability to customize information sent by editing the templates.

Click “Manage Templates” in the main menu bar, then click the action icon for the template of interest.

The screenshot shows the Command Center interface for managing email templates. The left sidebar contains a menu with categories: GENERAL (Dashboard, Manage Templates, LDAP Configuration, License Tracking, Tenant Management), DEVICE MANAGEMENT (Devices, Configuration Profiles, Activity Log), USER MANAGEMENT (Users, Locations), and APP MANAGEMENT (Container Version, Provision Container, Purchase Codes). The 'Manage Templates' item is highlighted. The main content area is titled 'Email Templates' and displays a table of templates. The table has columns for Template Name, Usage System, Tenant, Last Edited, and Action. The first row is highlighted, and its Action column contains an edit icon. A search bar and pagination controls are also visible.

Template Name	Usage System	Tenant	Last Edited	Action
Request One-Time Password (OTP)	mCenter	Tenant 1	2017-10-10 04:35:58	
Request One-Time Password (OTP)	mCenter	Tenant 2	2017-10-10 04:36:52	
Request One-Time Password (OTP)	mCenter	Tenant 3	2017-10-10 04:00:10	
Request One-Time Password (OTP)	mCenter	Tenant 4	2017-10-10 03:59:26	
Request One-Time Password (OTP)	mCenter	Tenant 5	2017-10-10 04:36:32	
Request password	mCenter	Tenant 1	2017-07-21 06:32:03	
Request password	mCenter	Tenant 2	2017-07-11 02:36:23	
Request Password	mCenter	Tenant 3	2017-10-10 04:02:21	
Request Password	mCenter	Tenant 4	2017-10-10 04:01:36	
Request Password	mCenter	Tenant 5	2017-10-10 04:02:03	

Make changes to the template and click "Submit".

The screenshot shows a web application interface with a sidebar on the left containing navigation menus for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The main content area is partially obscured by a modal dialog box titled "Edit Template".

The "Edit Template" dialog contains the following fields and options:

- Tenant: Tenant 1
- Language: English (selected), Chinese
- Template Name: Request One-Time Password (OTP)
- Usage System: mCenter
- Subject: OTP to access Command Center
- Content: 

```
<p>Dear {username}</p>
<p>Here is the OTP Code you will need to help us authenticate you.</p>
<p>Your OTP Code is: {OTP}</p>
<p>This code will expire soon so please enter it in the appropriate field online as soon as possible.</p>
```

At the bottom of the dialog, there are three buttons: "Preview", "Cancel", and "Submit". A yellow arrow points to the "Submit" button.

Below the dialog, a table is visible with the following data:

					Action
Request Password	mCenter	Tenant 4	2017-10-10 04:01:36		[Edit]
Request Password	mCenter	Tenant 5	2017-10-10 04:02:03		[Edit]

At the bottom of the page, there is a pagination control showing "Showing 1 to 10 of 80 entries" and a set of page numbers: Previous, 1, 2, 3, 4, 5, ..., 8, Next.

## Manage User Devices

Once users install and login to their App Locker, information relating to the their device(s) can be viewed in your Command Center.

To view, click “Devices” in the main menu bar. Once selected, you can view a user’s device information by clicking on the “details icon”.

The screenshot shows the Command Center interface. The left sidebar is divided into sections: GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Devices' option under DEVICE MANAGEMENT is highlighted with an orange bar and a '1' in a circle. The main content area displays a table of devices. The table has columns for Status, Device name, Software version, User, Last reported, Tenant, Detail, and Action. The first row shows a Motorola Moto G (5) Plus with status 'Enrolled', user 'Admin', and last reported '2017-10-13 09:02:45'. The second row shows an iPhone 5s 9.3.5 with status 'Enrolled', user 'Jim Shoes', and last reported '2017-10-13 08:49:55'. A '2' in a circle is placed over the 'Detail' icon in the first row.

Status	Device name	Software version	User	Last reported	Tenant	Detail	Action
Enrolled	Motorola Moto G (5) Plus	7.0	Admin	2017-10-13 09:02:45	Tenant 1		
Enrolled	iPhone 5s 9.3.5	9.3.5	Jim Shoes	2017-10-13 08:49:55	Tenant 2		

Browser address bar: <https://your.commandcenter.com> Search

# Command Center

Admin | Log Out

- GENERAL**
  - Dashboard
  - Manage Templates
  - LDAP Configuration
  - License Tracking
  - Tenant Management
- DEVICE MANAGEMENT**
  - Devices**
  - Configuration Profiles
  - Activity Log
- USER MANAGEMENT**
  - Users
  - Locations
- APP MANAGEMENT**
  - Container Version
  - Provision Container
  - Purchase Codes

Home > Devices

## Motorola Moto G (5) Plus

User: Admin | Last reported: 2017-10-12 20:06:33 | Device: Motorola Moto G (5) Plus | Software: 70

Get Log Information

General | Tags | Device Apps | Container Apps | Activity Log | Device Information | Device Location

**Configuration profiles**

Last Updated	Profile Name	Type
	Operator network	
	Current	
	Home	
	Data roaming	Disable

**Operator network**

Current

Home

Data roaming: Disable

**Security**

Encryption status	Active
Passcode set	Disable

**Storage**

- Free storage: 21.77 GB
- Total: 24.59 GB
- Storage name data
- Encrypted: Enable

**Warranty**

- Purchase date: -
- Days left: 0
- Warranty ends: -
- Warranty status: Inactive

You can also click user's device "action" button to:

- Un-enroll the device from your Command Center
- Allow the device to be re-enrolled in your Command Center
- Remotely lock the device to prevent login in the event it's stolen or lost
- Remotely wipe data within the App Locker
- Remotely reset the device's passcode
- Remove the device from your Command Center

The screenshot shows the Command Center web interface. The left sidebar contains navigation menus for GENERAL, DEVICE MANAGEMENT (with 'Devices' selected), USER MANAGEMENT, and APP MANAGEMENT. The main content area displays a 'Devices' table with columns for Status, Device name, Software version, User, Last reported, Tenant, Detail, and Action. Two devices are listed: a Motorola Moto G (5) Plus and an iPhone 5s 9.3.5. The 'Action' button for the Motorola device is highlighted with an orange arrow, and a dropdown menu is open, listing actions such as 'Un-enroll device', 'Allow re-enroll device', 'Lock device', 'Wipe container data', 'Reset passcode', and 'Remove device'.

Status	Device name	Software version	User	Last reported	Tenant	Detail	Action
Enrolled	Motorola Moto G (5) Plus	7.0	Admin	2017-10-13 09:02:45	Tenant 1		
Enrolled	iPhone 5s 9.3.5	9.3.5	Jim Shoes	2017-10-13 08:49:55	Tenant 2		