



User Guide

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Introduction

SureMDM Hub is a web-based console that offers multi-tenant support from a single server. **SureMDM Hub** helps admins to provide seamless, secure, and scalable mobile device management services for the customers. Admins can create and manage multiple customers with different **SureMDM** licenses. This guide will help the administrators to understand how to create/manage customers, manage multiple licenses, and more.

Key features

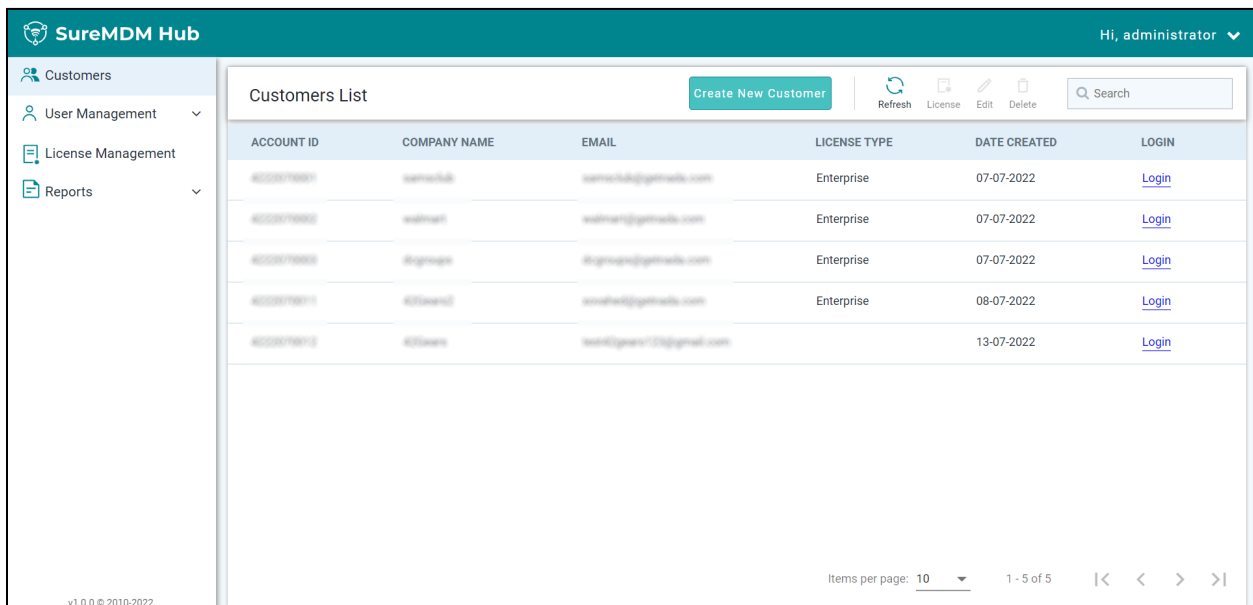
- Create/ manage multiple customers
- Create/ manage multiple admin users
- Easy and quick license management
- View and export the system logs

A Quick Look At The SureMDM Hub Console

SureMDM Hub is a web-based console that helps admins to manage the customers, create multiple users, generate reports and more.

The **Web Console** has the following options:

- [Customers](#)
- [User Management](#)
- [License Management](#)
- [Reports](#)
- [SureMDM Hub Settings](#)








The screenshot shows the SureMDM Hub web console interface. On the left is a sidebar with navigation links: Customers, User Management, License Management, and Reports. The main area displays a 'Customers List' table with columns for Account ID, Company Name, Email, License Type, Date Created, and Login. There are 5 rows of data. Above the table is a 'Create New Customer' button and action icons (Refresh, License, Edit, Delete). A search bar is also present. At the bottom right, there is a pagination control showing 'Items per page: 10' and '1 - 5 of 5'.

ACCOUNT ID	COMPANY NAME	EMAIL	LICENSE TYPE	DATE CREATED	LOGIN
40000718801	suresub	suresub@getmade.com	Enterprise	07-07-2022	Login
40000718802	walmart	walmart@getmade.com	Enterprise	07-07-2022	Login
40000718803	itgroups	itgroups@getmade.com	Enterprise	07-07-2022	Login
40000718811	42sears2	sears2@getmade.com	Enterprise	08-07-2022	Login
40000718812	42sears	sears@sears123@gmail.com		13-07-2022	Login

Customers

On successful login to **SureMDM Hub Console**, by default, the console opens with the **Customers** section. This section allows admins to create customers with SureMDM licenses. In this section, admins can perform the following actions:

Settings	Description
 Create New Customer	Admins can create multiple customers with SureMDM licenses.
 Refresh Refresh	Use this option to refresh the screen.
 License License	Use this option to manage/update the license details for the customers. Admins can find the Account ID in this section. See License Management for more info.
 Edit Edit	Use this option to edit the details of the customers.
 Delete Delete	Use this option to delete the customers.

Create New Customer

To create new customers, follow these steps:

1. Log in to the **SureMDM Hub console**.
2. Click **Create New Customers** in the **Customers** section.

3. On the **Create Customer** prompt, enter the following details.

- **Email**
- **Password**
- **Confirm Password**
- **Company Name**
- **Name**
- **Country**
- **State**
- **Zip/Postal Code**
- **Country Code and Phone**

4. Click **Save** to complete.

The newly created customer will be listed in the **Customer** section.

User Management

User Management allows admins to create multiple administrator accounts for the SureMDM Hub console. Two types of users can access the **SureMDM Hub Console**:

- **Super User** - There can be only one **Super User** for an account. This user type does not have any restrictions on the functions available in the web console.
- **Hub Admins** – **Super User** can create as many administrator accounts each with a unique set of roles.

Create an Admin User

To create an admin user for the **SureMDM Hub console**, follow these steps:

1. Navigate to the **SureMDM Hub console > User Management > Admin Users**.

2. Click **Create New User** on the **Admin User** screen,
3. On the **Add New User** prompt, enter the following information.
 - User Name
 - Password
 - Confirm Password
 - First Name
 - Last Name
 - Email
 - Phone Number
4. Select the **Role** from the drop-down menu. To create roles for the admin user see [Create Roles for the Admin User](#).



Note: If no option is selected from the **Roles** drop-down, **Super User** role will be selected by default.

5. To finish creating the user, click **Save**.

The newly created user will be listed under the **Admin Users** section.

6. **Super User** will have the option to edit, delete, and change the password for the newly created user.

Create Roles for the Admin User

Super User can create specific roles for the Hub Admins. The Hub Admin will only be able to access the functions allowed by **Super User**.

To create roles for the admin users, follow these steps:

1. Navigate to the **SureMDM Hub console > User Management > Roles**.
2. Click **Add Roles** on the **Roles** screen.
3. On the **Add Role** prompt, enter the **Name** and **Description**.
4. Select the required roles to allow and click Save.

The newly created roles will be listed under the Roles section.

5. **Super User** will have the option to edit, and delete the created roles.

License Management

Admins can manage customers' licenses, the total number of licenses, number of consumed licenses, create license renewal alerts, and more through the License Management section.

To manage the customers' licenses, follow these steps:

1. Navigate to the **SureMDM Hub console > License Management**.
2. Configure the following settings and click **Update**.

Settings	Description
Configure License Key	Admins can add the license count by entering the license keys.
Global License Info	
Expiry Date	This option displays the global expiry date of the SureMDM Hub account.

Total Device Licenses Allocated	This option displays the number of device licenses consumed from the total number of licenses.
Total Things Licenses Allocated	This option displays the number of Things licenses consumed from the total number of licenses.
Total VR Licenses Allocated	This option displays the number of VR licenses consumed from the total number of licenses.
Device License Count	This option displays the number of device licenses assigned to Standard, Premium, Enterprise, and Legacy.
Things License Count	This option displays the number of Things licenses assigned to Standard, Premium, Enterprise, and Legacy.
VR License Count	This option displays the number of VR licenses assigned to Standard, Premium, Enterprise, and Legacy.
Send me renewal alert for expiry date	Select this option to receive an alert before the global expiry date. Admins can be notified 30 days, 15 days, and 1 day before the expiry date.
Enable License Alert	Select this option to receive an alert when the number of available licenses falls below the

	<p>given limit. Admins can set the limit for the following options:</p> <ul style="list-style-type: none"> • Alert me when 'Device Licenses Available' is less than • Alert me when 'Things Licenses Available' is less than • Alert me when 'VR Licenses Available' is less than
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Reports

The **Reports** section in SureMDM Hub helps to generate the System Log Report.

- **System Log Report** - This report is generated based on the system usage of the SureMDM Hub account. The report will have the details such as time, user name, and log message. Admins can export this report in both .xlsx and .csv format.

SureMDM Hub Settings

SureMDM Hub Settings allows admins to manage the following options.

1. Navigate to **SureMDM Hub Console > Settings** (top right corner).
2. Configure the following settings:

Settings	Description
Api Key	This API key allows admins to integrate SureMDM Hub with their own user interface.

Change Password	Use this option to change the password for the SureMDM Hub.
Activity Logs	Use this option to view the admin activity log of the SureMDM Hub.
Logout	Use this option to log out from the Hub console.