QUICK START GUIDE

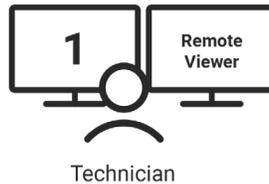## Getting Started with N-able Take Control

N-ABLE™

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Getting Started with N-able Take Control

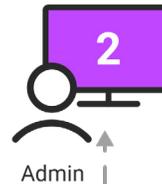## First things first, log in to the Admin Area.

The Admin Area is where you can set up technicians and devices and configure your account.
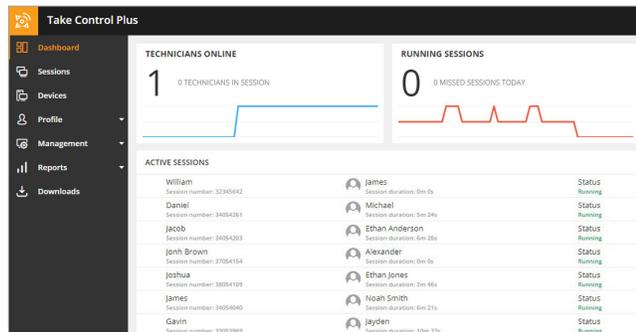
Take Control has three main components.

Console and Remote Viewer (Downloaded) — 1 Remote Viewer — Technician

Admin Area (Browser-Based) — 2 — Admin

Agent or Temporary Applet (Downloaded) — 3 — User

The startup wizard: your first stop

After logging into the Admin Area, the Startup Wizard will guide you first to add your company name, main technician's name, and logo to your account. Then it will prompt you to download the Technician Console and Agent version you require.

The Tech Console provides the ability to create and manage remote sessions and chat with technicians or customers. The Agent adds the computer to the Devices List in the Admin Area and allows for unattended or attended remote control of the device.

1. The links at the top of the page let you enable remote control mode, provide feedback or request features, search the Admin Area, and view alerts.

2. Click **Your Name** in the upper right corner to access settings. From here, you can change your password or language, and increase security by activating two-factor authentication.

3. The **Help** section lets you use the Startup Wizard, chat with Support, access the Viewer Shortcuts Guide, and view the N-able™ Take Control User Guide.
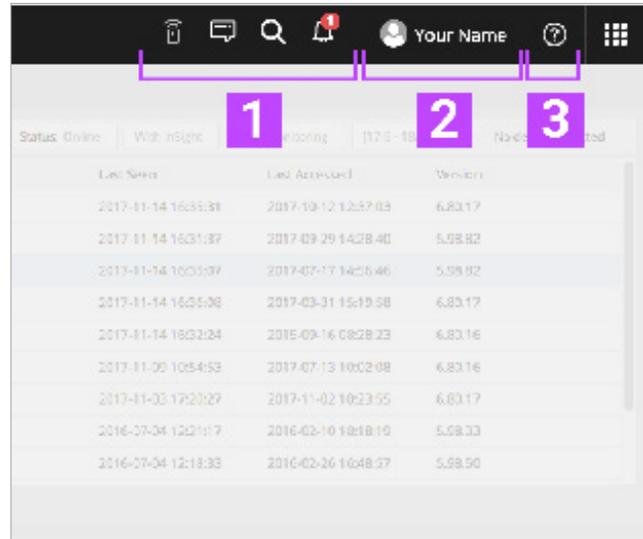
Start exploring

After you're set up, you'll be greeted with an invitation to tour key bits of functionality, such as setting up technicians, devices, and of course, starting remote sessions. Roll your cursor over or click just about anything in the Admin Console navigation areas to reveal what the button does or open the navigation section.

Feel free to explore on your own; you can always get back to the guided tours by selecting the **?** in the lower right-hand corner.
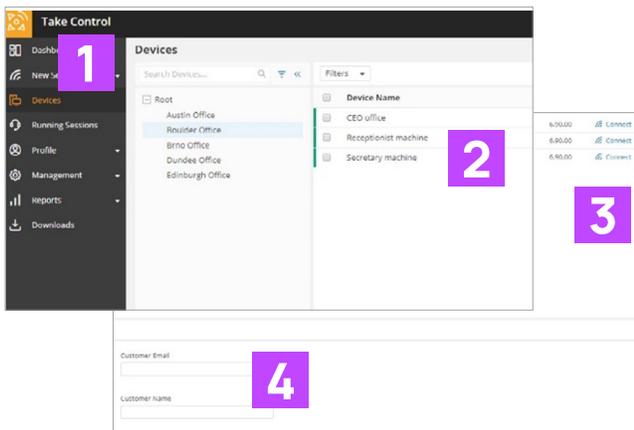
Add and manage devices

1. Start a one-time Support session using the Applet

2. Select a device

3. Start an unattended Support session using the Agent
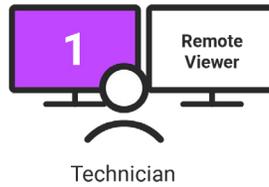
4. View and edit Device Info

The Devices section of the Admin Area shows the list of computers and devices with the N-able Take Control Agent installed.

The Agent provides 24/7 access to your customers' devices. Edit and view information about each device, deploy scripts, run audits, and click **Connect** to start a Support session from the Device list.

You can also search for a specific computer, use the filter options to sort the list by domain or MAC address, or view all groups.
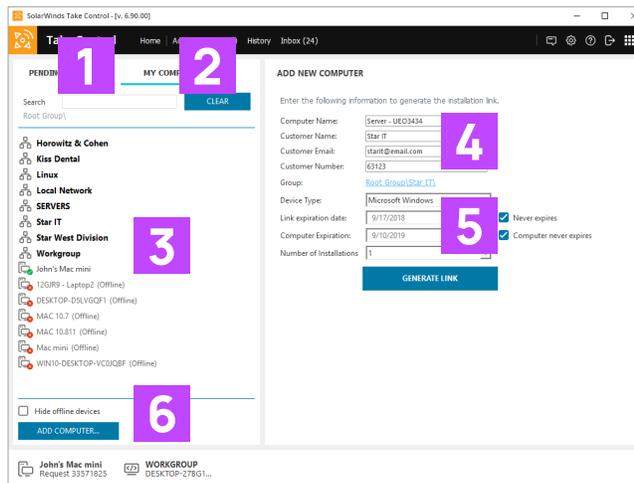
Next, we're going to cover the Tech Console.

Console and Remote Viewer (Downloaded)

| 1 | Remote Viewer |

Technician

Admin Area (Browser-Based)

2

Admin
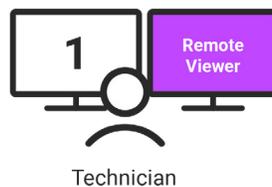
Agent or Temporary Applet (Downloaded)

3

User

Get to work with the tech console

1. View incoming Support Requests

2. Configure your Account Settings

3. List of Devices with the Agent installed

4. Remote Device details

5. Start an unattended Support Session

6. Install the Agent on a customer's computer

The Tech Console provides several account configurations options and displays incoming Support Requests and starting Support Sessions. Use the Console to chat with other technicians in your company, customize colors for remote sessions, or view your Session History.

Start an Attended Session by clicking the **Connect** button. Have the destination machine user go to startcontrol.com and input the six-digit code generated by the Console. Some details about the device N-able Take Control has connected to are shown.

Console and Remote Viewer (Downloaded)

| 1 | Remote Viewer |

Technician

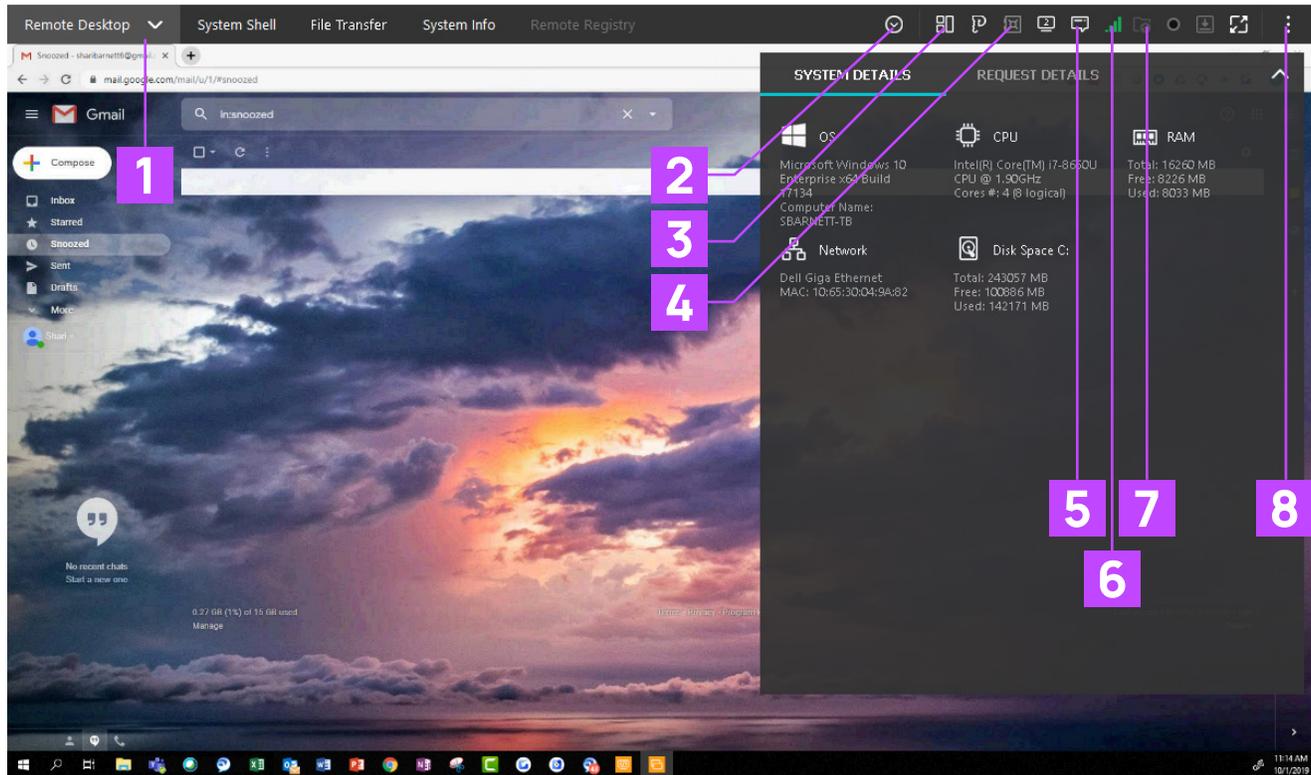**Admin Area (Browser-Based)**

2

Admin

Agent or Temporary Applet (Downloaded)

3

User

Lastly, the Remote Viewer communicates with the user's Agent or Applet.

Use the remote viewer to access your customers' computers

1. **Access the View, Commands, and Interactions Menus**

2. **Emergency Reboot**

   Restart/Shutdown

   Start VoIP Call Use RDP

   Port Forward

   Open Secure Notes

   Access Computer Session Menus

3. **View the System and Request Details**

4. **Access Password Secrets Vaults**

5. **Open/Close Chat Window**

6. **View Connection Details Window**

7. **Drag and Drop to Transfer Files**

8. **Access the Preferences Menu**

The Remote Viewer is the remote access tool launched by the technician to access the end-user's desktop.

During a Support Session, click the **Remote Desktop** tab to access and control the remote computer. Use the options in the Viewer to interact with and send commands to the remote computer.

We're here to help

If you get stuck or want more information, we have several resources available to assist:

Online Help Guide: Learn more about each feature and the overall functionality of the product.

Knowledge Base Articles: If you're stuck or need to figure out how to complete a task, search for the answers in our Knowledge Base.

Questions and Answers from the Community: Get answers from your peers to help you troubleshoot thorny issues.

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

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