



Comodo One

Software Version 1.0

Quick Start Guide

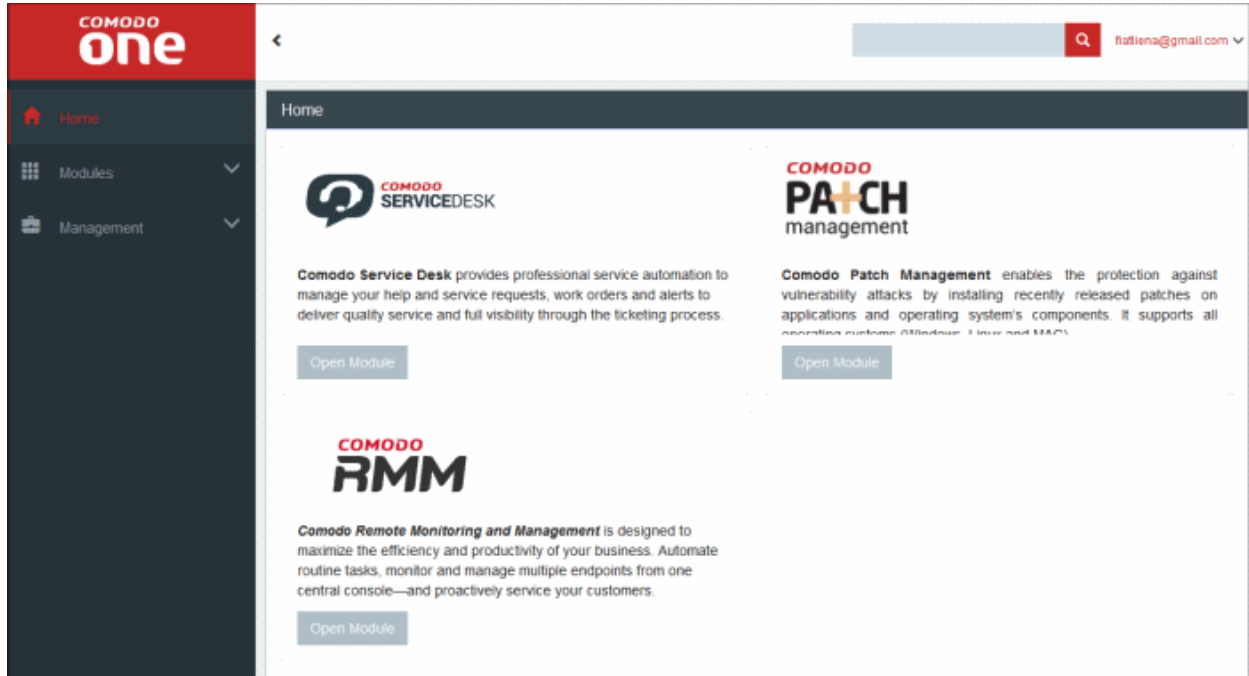
Guide Version 1.0.050415

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1 Introduction to Comodo One

Comodo One is the powerful and integrated platform for IT service providers and MSPs which combines Remote Monitoring & Management, Service Desk and Patch Management tools in one, easy-to-use console.



Comodo One contains the following core modules:

- **Comodo Service Desk** - A fully featured support and ticket management system
- **Comodo Patch Management** – Granular control over updates to operating systems and 3rd party applications
- **Comodo Remote Monitoring and Management (RMM)** – Complete endpoint management and monitoring

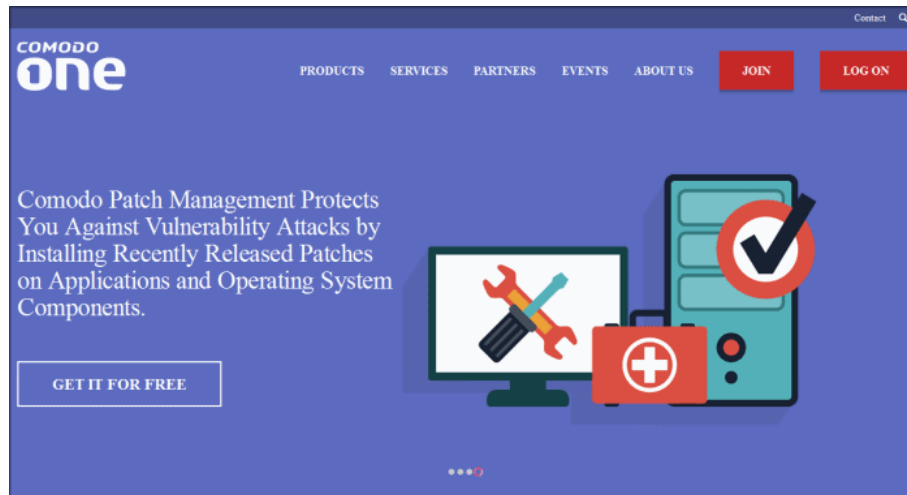
This guide covers account set up, an introduction to the Comodo One portal and initial configuration of administrators and agents. Detailed descriptions of the RMM, Service Desk and Patch Management modules can be found in their dedicated guides.

- **Signing up for a Comodo One account** – Explains how you can create an account
- **Logging-in to your Account** – How to login into the Comodo One interface
- **The Administrative Console** – Provides a snapshot of main functional areas of Comodo One
- **Managing Administrators and Agents** – Explains how to add administrators and agents that can access the modules
- **Managing Companies** – Explains how to manage companies for an account
- **Accessing the Modules** – Explains the methods you can open the modules
- **Changing your Password** – How to change your current password
- **Comodo One Support** – Explains how to request a support from Comodo

2 Signing up for a Comodo One Account

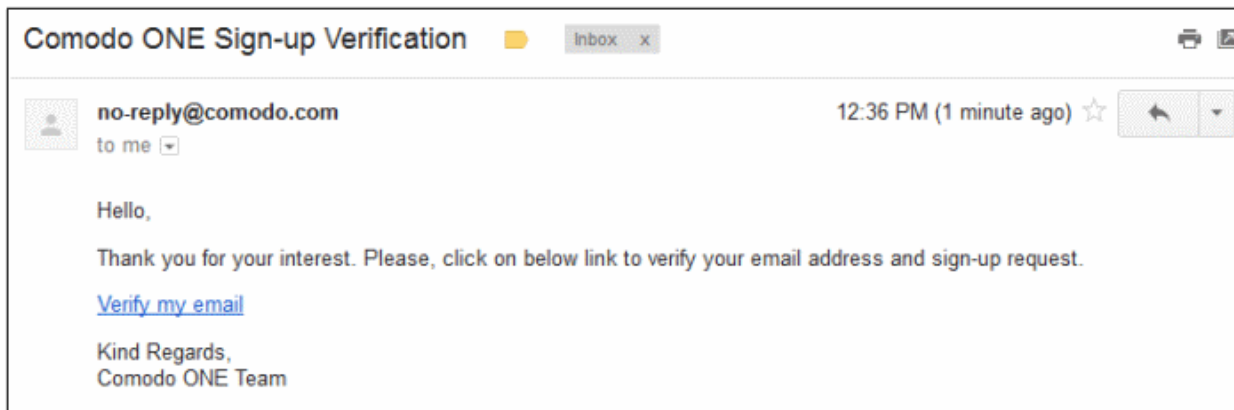
Getting a Comodo One account is very easy and can be completed in a few steps.

- Visit <https://one.comodo.com/>



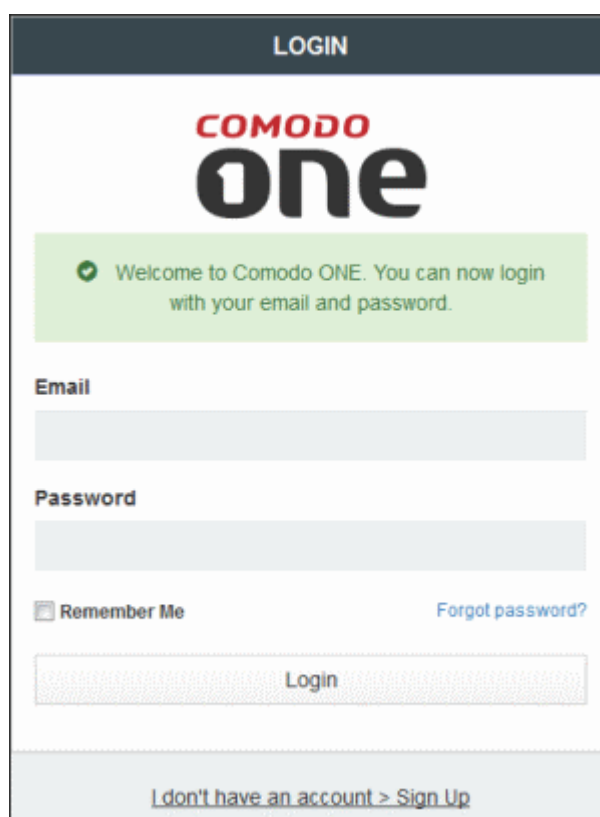
- Click the 'Join' button at the top then complete the short enrollment form.
- **Company Name:** Enter the name of the company that you want to enroll for Comodo One.
- **Sub-domain:** Enter the sub-domain to be used by Comodo One. For example, if you enter the sub-domain 'milkyway' then you can access the Service Desk module by entering the URL '<https://milkyway.servicedesk.comodo.com>'
- **Contact Email:** Enter your email address. You will receive the verification link to this email address.
- **Password fields:** Enter the password in the first field and confirm it in the next.
- **End User License Agreement:** Read the EULA fully and select the 'I have read EULA and accept it' check box.
- **Captcha:** Enter the Captcha value to verify your application
- Click the 'Sign Up' button.

A verification email will be sent to the email address you provided in the 'Contact Email' field:



- Click the 'Verify my email' link

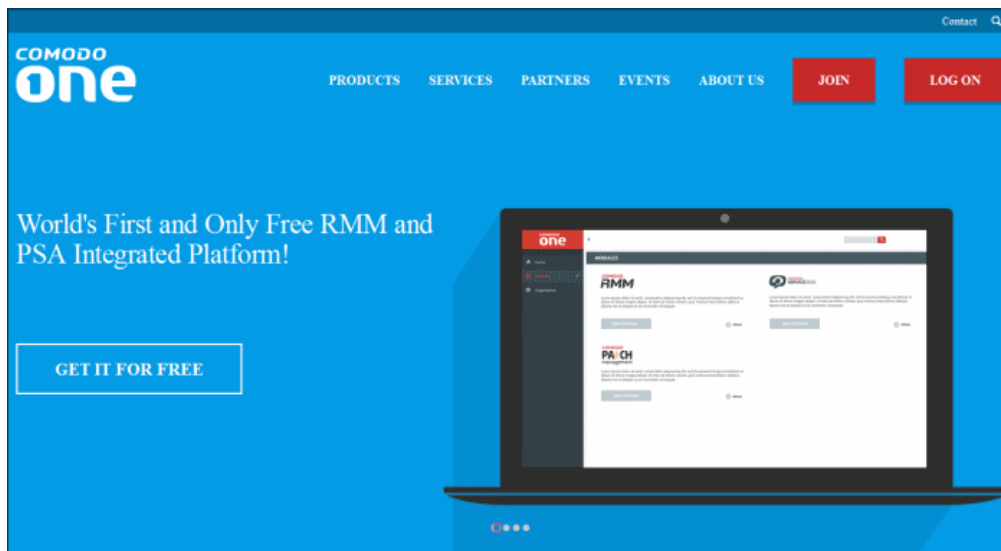
After verification you will be able login to your account at <https://one.comodo.com/app/login>



That's it. You have successfully created a Comodo One account. Please note that this account will be automatically granted 'Account Admin' privileges and cannot be deleted. This is effectively the 'Master Admin'. You will be able to create 'MSP Admins' and Agents under this account. Refer to the section '[Managing Administrators and Agents](#)' for more details.

2.1 Logging-in to your Account

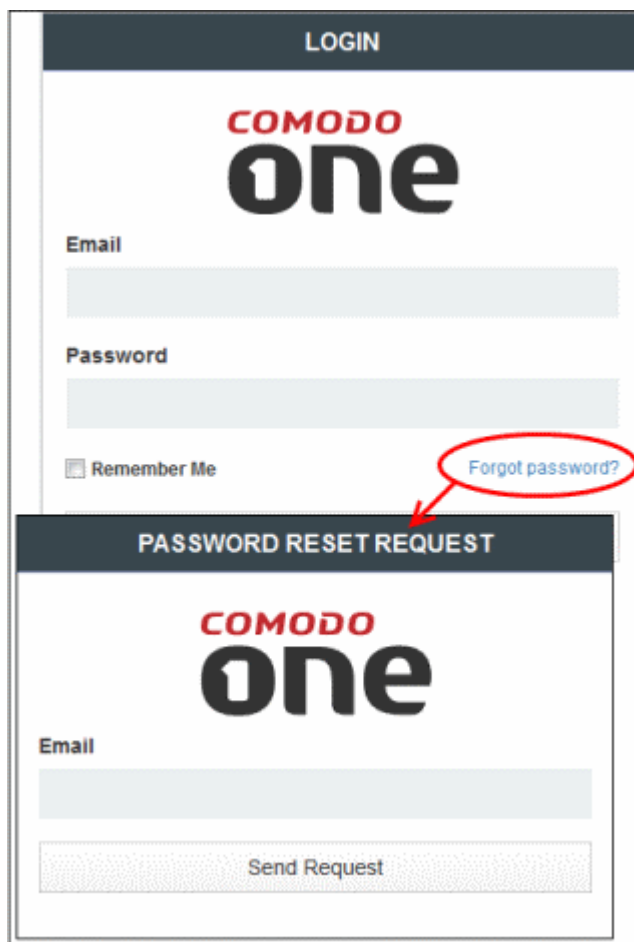
You can log into the Comodo One web application using any browser. Visit <https://one.comodo.com/> and click the 'Log On' button at the top-right of the web page:



After successful verification, the Comodo One administrative console will open.

To set a new password

If you have forgotten your password, you can set a new one by clicking the 'Forgot password' link in the 'Login' interface.

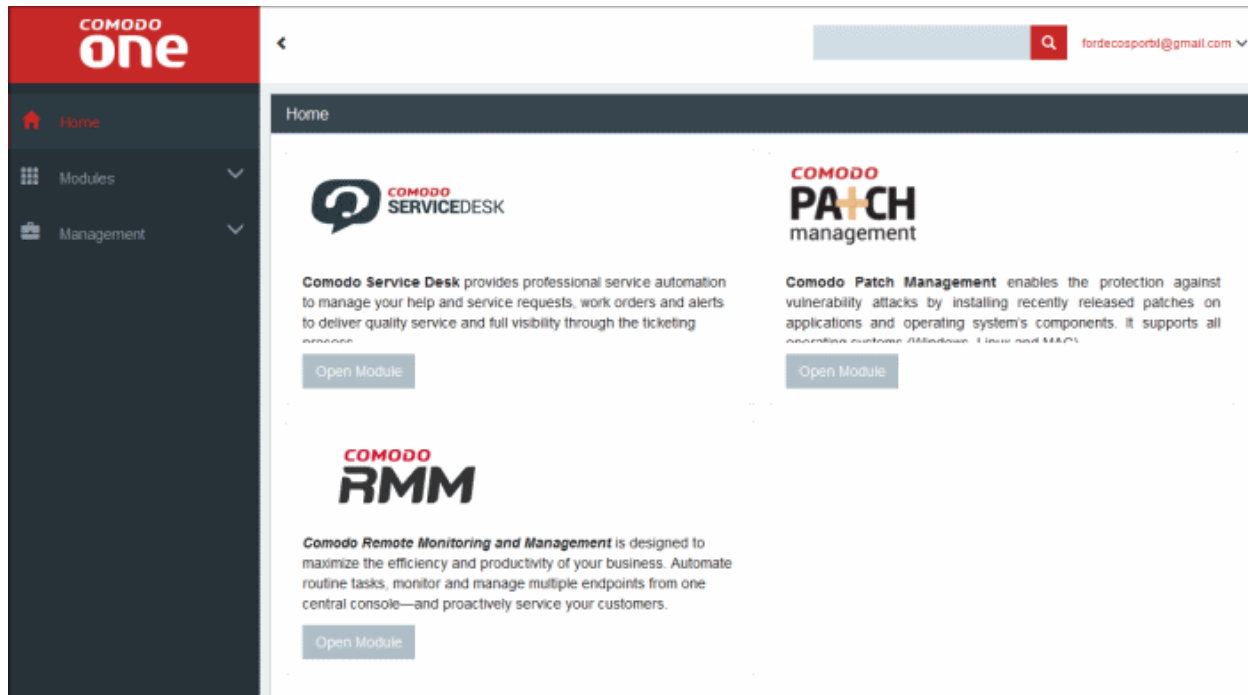


- Enter your account email address and click 'Send Request'. We will email password reset instructions to the address

provided.

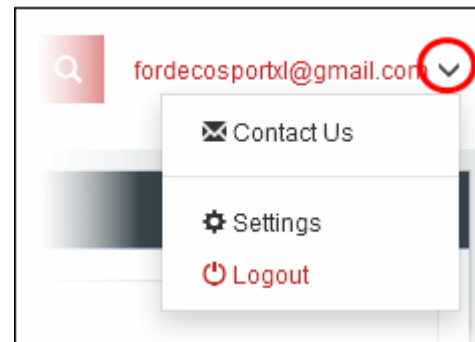
3 The Administrative Console

The Comodo One interface gives Account Administrators and MSP Administrators/Agents direct access to the Comodo One modules. The interface also allows the Account Administrator to add MSP Administrators and Agents who are privileged to access the C1 modules.



The name of the user that is currently logged in is shown at top right. You can also carry out other operations by clicking the ▼ button beside the username such as send a support mail, change your password and logout.

- **Contact Us:** Allows you to send a support mail to Comodo. Refer to the section '**Comodo One Support**' for more details.
- **Settings:** Change your current password. Refer to the section '**Changing your Password**' for more details.
- **Logout:** Allows you to log out of the interface.



The Left-Hand Menu

Home: Returns you to the Comodo One home page. This page provides access to the service desk, patch management and RMM modules and allows Account Admins to manage MSP Administrators, Agents and Companies.

Modules: Allows Account Admins, MSP Admins and Agents to access the modules available in Comodo One. You can also open the modules by clicking the 'Open Module' button from 'Home' screen on the right side of the interface.


- **Comodo Service Desk** - A fully featured ticket management system which allows enterprises to implement strong and effective work-flows for internal and customer-facing support departments. The support ticketing management system allows administrators and help desk agents to keep track of tickets raised by users, attend to them, reassign them to appropriate department or organizations, generate reports and more. Refer to the dedicated Service Desk guides for more details.
- **Comodo Patch Management** – Allows granular control over the deployment of updates to operating systems and 3rd party applications on network endpoints. Featuring a centralized, easy to use interface, Comodo Patch Manager allows administrators to carry out various functions remotely such as deploy OS updates for both Windows and Linux machines, update 3rd party applications and more. Refer to the dedicated Patch Management guide for more details.

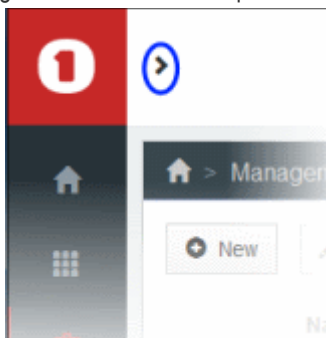
- **Comodo Remote Monitoring and Management** – A complete endpoint management solution which combines endpoint monitoring and alerting with ultra-fast remote desktop sharing, a robust ticketing sub-system, application life-cycle management, process and service management, endpoint security management and custom scripting for automated break-fixing. Refer to the dedicated RMM guide for more details.

Management: Enables Account Administrators to manage MSP Administrators and Agents. Refer to the sections '**Managing Administrators and Agents**' and '**Managing Companies**' for more details.

Agents - Agents added here can access all modules in Comodo One and have administrator privileges for Patch Management and RMM modules. For Service Desk, the privileges differ depending on whether the Agent was added with admin privileges (aka an 'MSP Admin') or not. Agents without admin privileges can access only the staff panel in Service Desk while Agents with MSP Admin privileges can access both admin and staff panels in Service Desk. After an MSP Admin or Agent has been created, they will receive an account verification email and be asked to create a unique password.

Company - Organizations created by Account Administrators to manage their own IT issues and requirements. Any number of companies/departments can be created for the account depending on subscription levels. Companies added here are automatically added to the Service Desk, RMM and Patch Management modules and be viewed by all MSP Admins and Agents when they are in those modules. Module-specific users and administrators can be added under these companies from within each module itself.

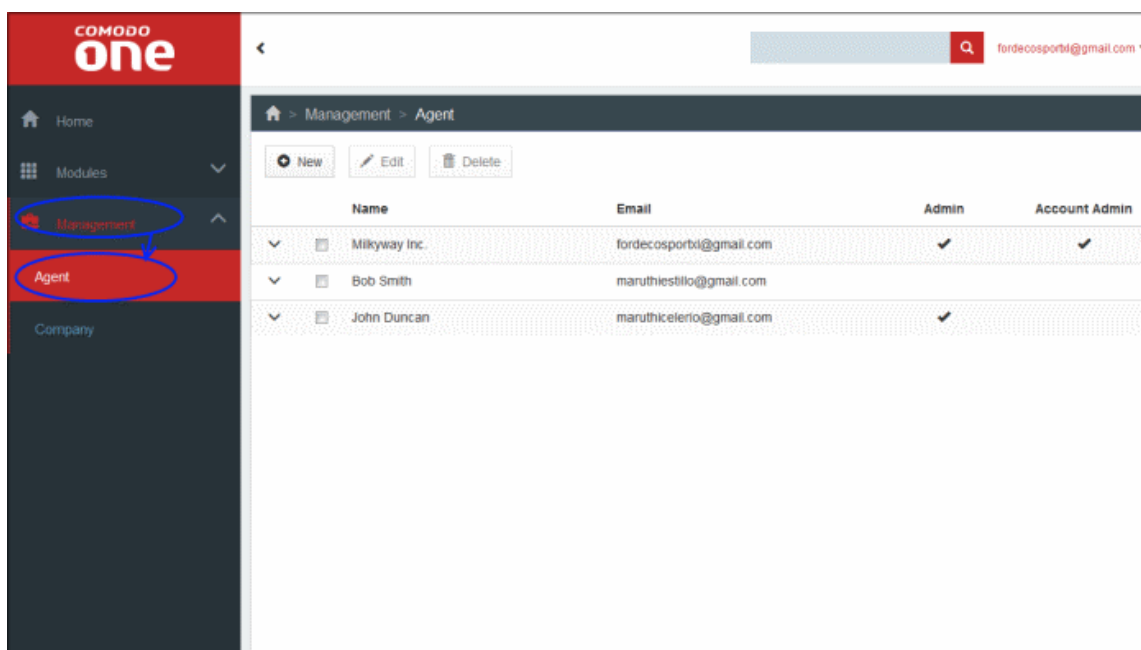
Tip: You can expand or the left menu by clicking the  button at the top:



4 Managing Administrators and Agents

The 'Agent' screen allows Account Administrators to add MSP Administrators and Agents. Once created, these users will be able to login into C1 at one.comodo.com and will be able to access the service desk, patch management and RMM modules.

To open the 'Agent' screen, click 'Management' on the left side and then 'Agent'



Agent List – Table of Column Descriptions	
Column Header	Description
Name	The name of the Administrator or Agent
Email	The email address of the Administrator or Agent
Admin	The check marks indicate MSP Admin privileges. If no check mark is present then it indicates an Agent. An MSP administrator can only create agents. The master Account Admin can create both MSP Administrators and Agents.
Account Admin	A check marks indicates this is the 'Master' administrator of the Comodo One account. He/she has the privileges to add MSP Administrators and Agents for this account.

The interface allows account administrators to:

- **Add MSP Administrators/Agents**
- **Edit the details of MSP Administrators/Agents**
- **Remove MSP Administrators/Agents**

To add MSP Administrators/Agents

- Click the 'New' button in the 'Agent' interface

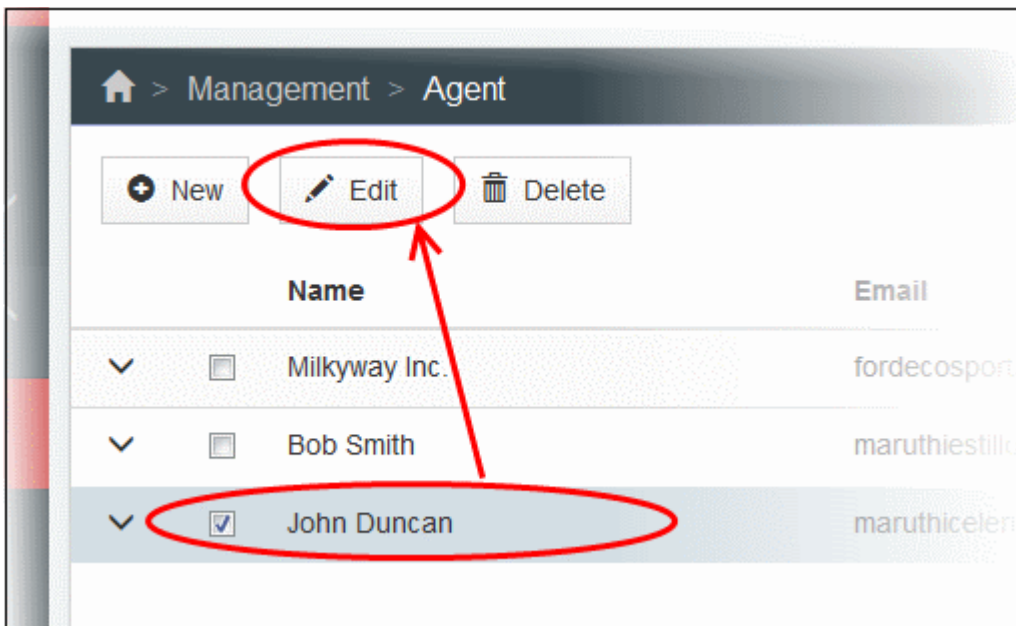
The 'Add Agent' form will be displayed

- Select the 'Admin' check box if you want to add an MSP Administrator. Leave it blank if you want to add an agent.
- Enter the name of the Administrator or Agent in the 'Name' field
- Enter the email address of the Administrator or Agent to which the verification email will be sent.
- Click the 'Save' button.

A verification email will be sent to the email address. After clicking the verification link in the mail, the recipient will be asked to set a unique password for accessing Comodo One and the individual modules.

To edit the details of administrators/agents

- Select the MSP Administrator/Agent then click the 'Edit' button:

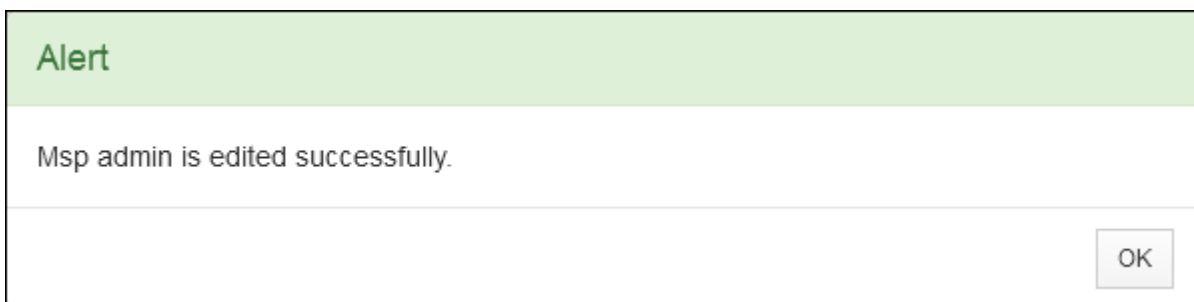


- Click the 'Edit' button

The 'Edit Agent' dialog box is shown. It has a title bar with a close button. Below the title bar, there is a checked checkbox labeled 'Admin'. Underneath, there are two text input fields: 'Name' with the value 'John Duncan' and 'Email' with the value 'maruthicelerio@gmail.com'. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

- Update the details as required. Please note the email address field cannot be edited.
- Click the 'Save' button

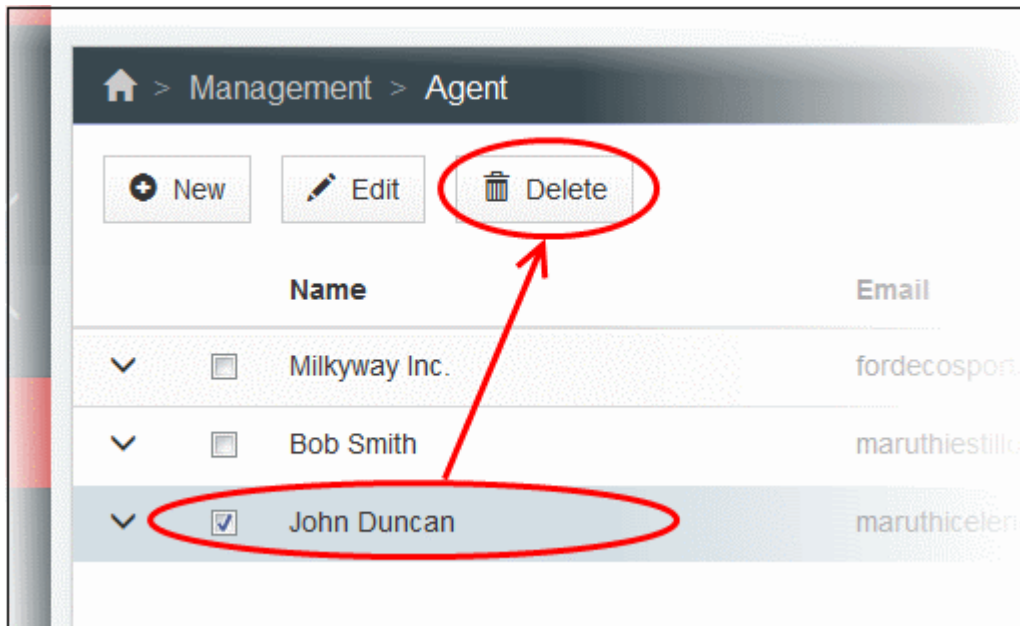
The following confirmation dialog will be displayed:



- Click 'OK'

To delete MSP Administrators or Agents:

- Select the administrator/agent that you want to remove from the list and click the 'Delete' button:



Confirm

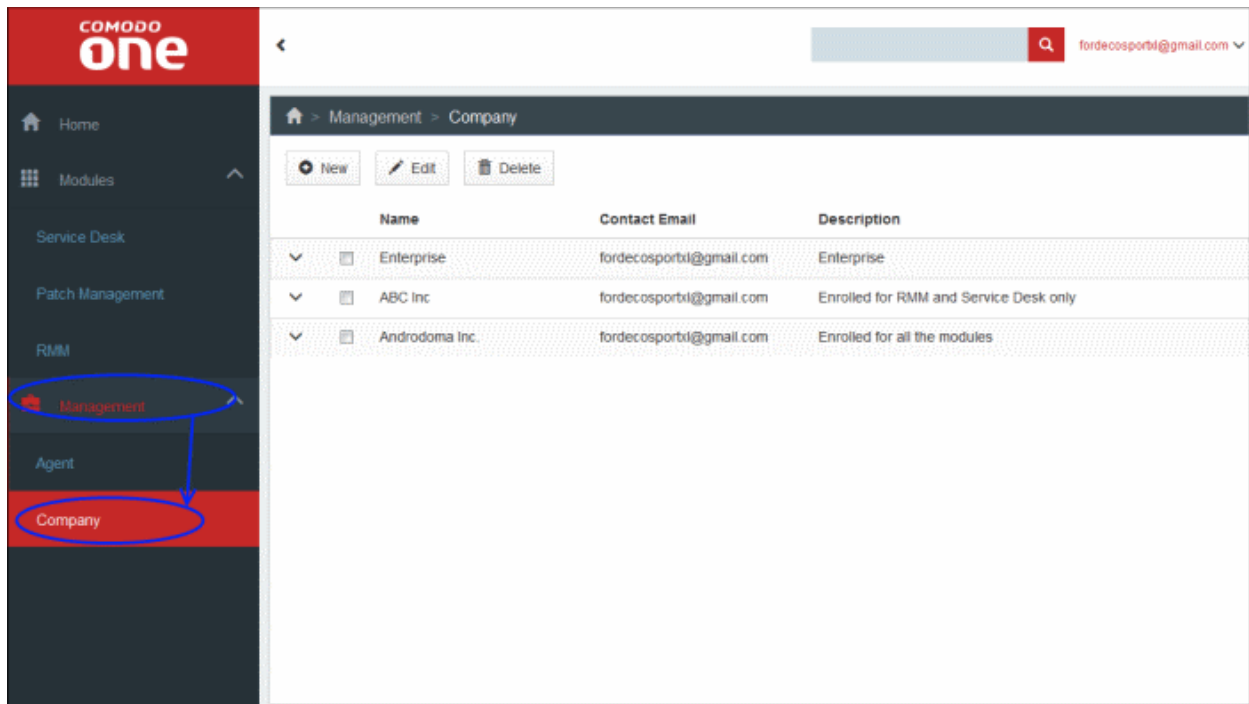
Do you really want to delete selected agent ?

- Click 'OK' to confirm removal
- Deleted administrators/agents will no longer be able to access Comodo One or any of its modules.

5 Managing Companies

The 'Company' screen allows Account Administrators to add organizations/companies/departments who will use the RMM, Service Desk and Patch Management modules. MSP Administrators and Agents can attend to the needs of the added organizations.

To open the 'Company' screen, click 'Management' on the left then 'Company'.



Company List – Table of Column Descriptions	
Column Header	Description
Name	The name of the company
Contact Email	Email address defined for the organization.
Description	Company description

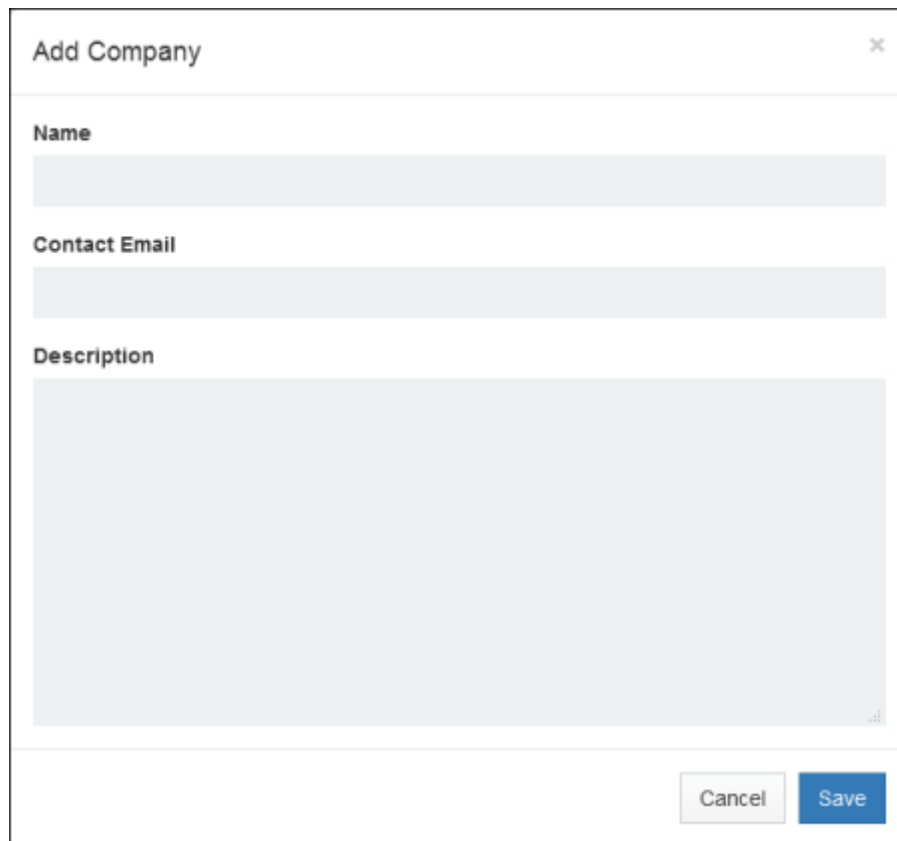
The interface allows Account and MSP Administrators to:

- **Add an organization**
- **Edit the details of an organization**
- **Remove an organization**

To add an organization

- Click the 'New' button in the 'Company' interface

The 'Add Company' form will be displayed.



The screenshot shows a modal dialog box titled "Add Company". It features three text input fields: "Name", "Contact Email", and "Description". The "Description" field is a larger text area. At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

- Enter the name of the organization in the 'Name' field
- Enter the email address for the organization
- Click the 'Save' button.

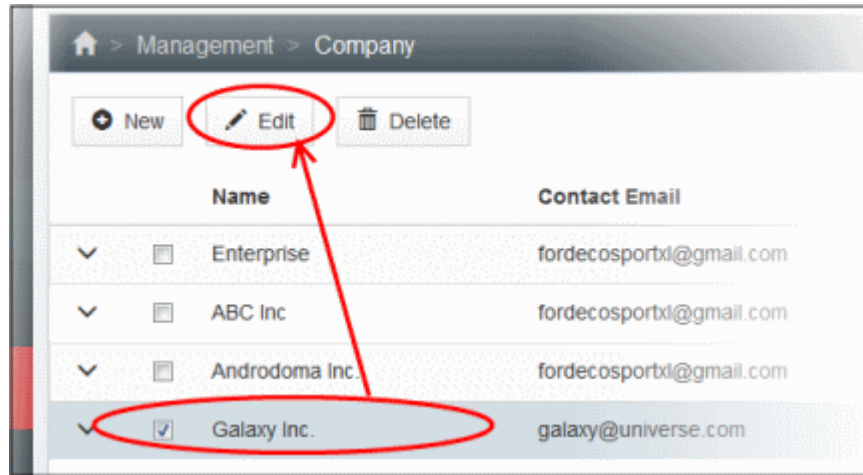


The screenshot shows a confirmation dialog box with a green header labeled "Alert". The main content area contains the text "New company is added successfully.". An "OK" button is located in the bottom right corner.

- Click 'OK' in the confirmation dialog.

To edit the details of an organization

- Select the organization that you want to update the details



- Click the 'Edit' button

Edit Company [X]

Name
Galaxy Inc.

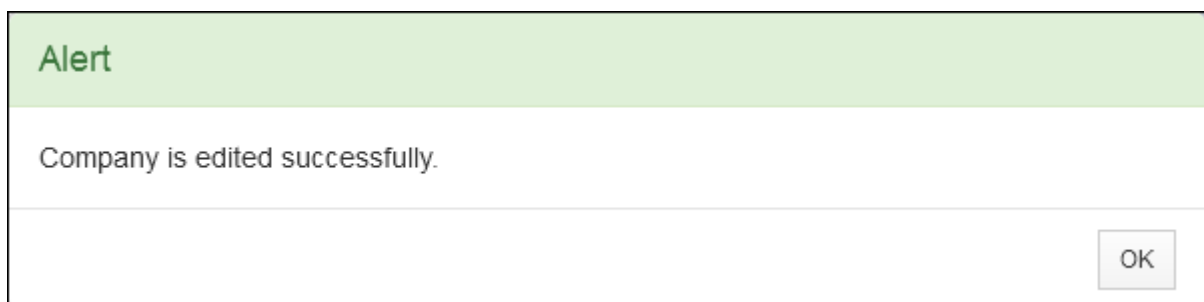
Contact Email
galaxy@universe.com

Description
Enrolled for all the modules

Cancel Save

- Update the details as required. Please note the email address field cannot be edited.
- Click the 'Save' button

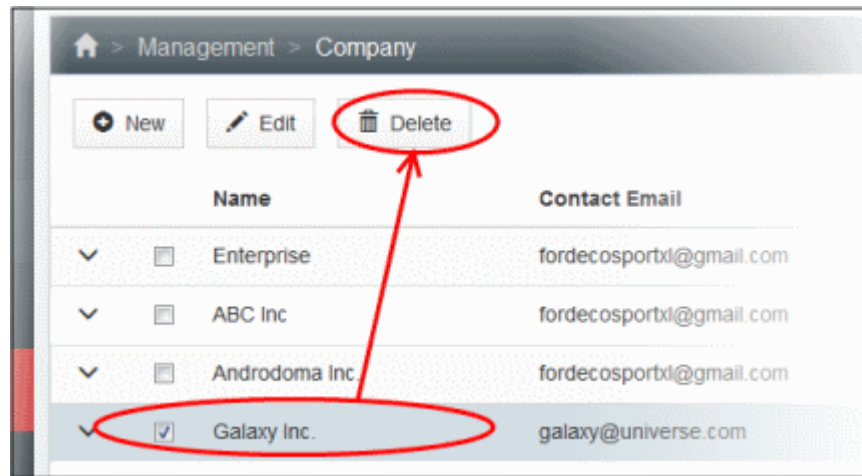
A confirmation dialog will be displayed.



- Click 'OK'

To remove an organization from the list

- Select the organization that you want to remove from the list



- Click the 'Delete' button

Confirm

Do you really want to delete selected company ?

- Click 'OK' in the confirmation dialog

6 Accessing the Modules

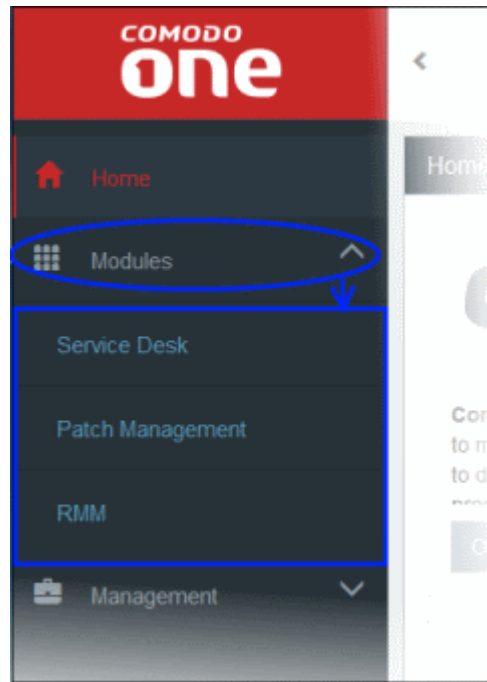
After creating an account in Comodo One and adding organizations, the account administrators, administrators and agents can access the Service Desk, Patch Management and RMM modules from the Comodo One interface.

You can access the modules from the left side menu or from the 'Home' screen

Left Side Menu

- Click the 'Module' tab on the left side menu to expand it

The available modules will be displayed.



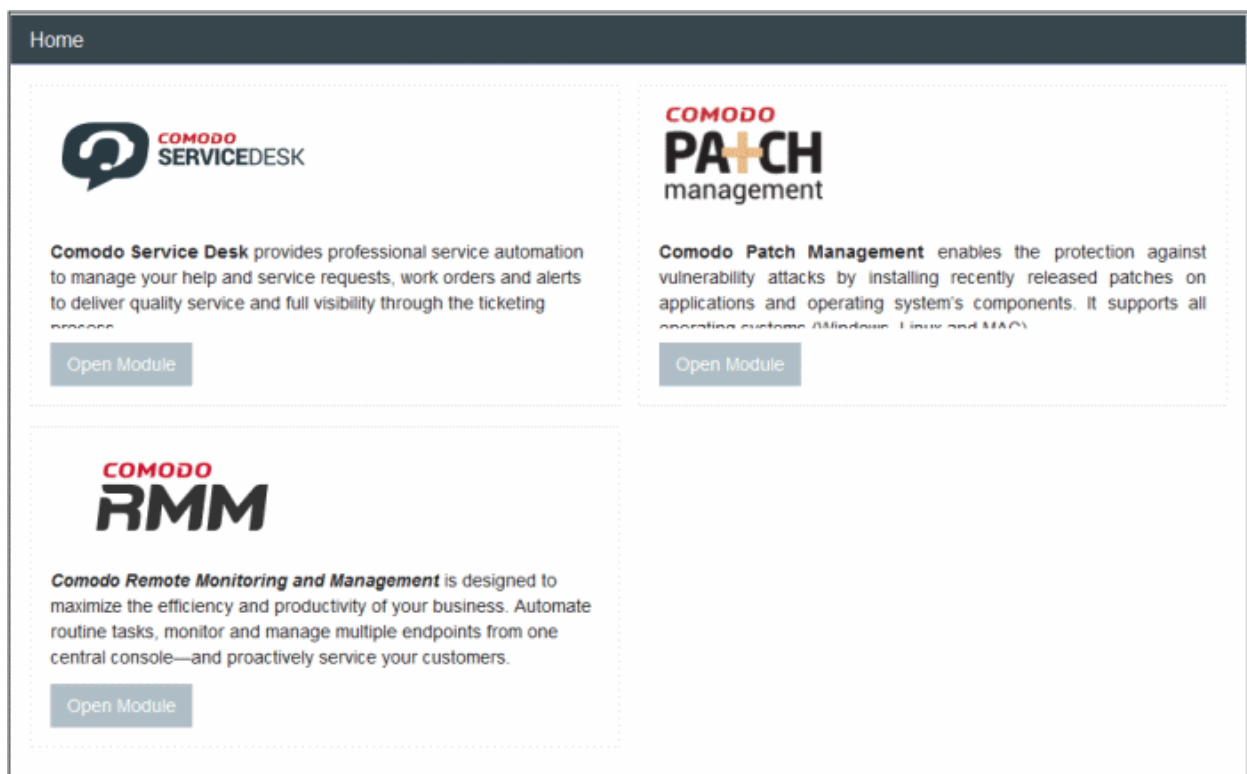
- Click the module that you want to open.

The selected module will open in another tab of the same browser.

Home Screen

- Click the 'Home' tab on the left or the 'Comodo One' logo at the top of the interface to display the 'Home' screen on the right side.

The available modules will be displayed.



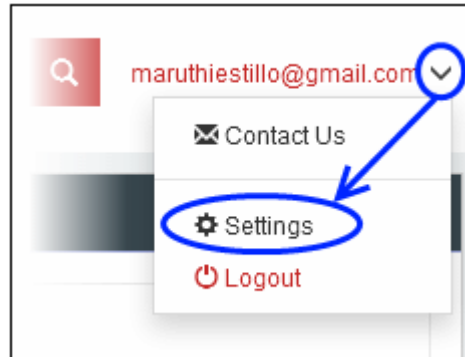
- Click the 'Open Module' button below the module that you want to open.

The selected module will open in another tab of the same browser.

7 Changing your Password

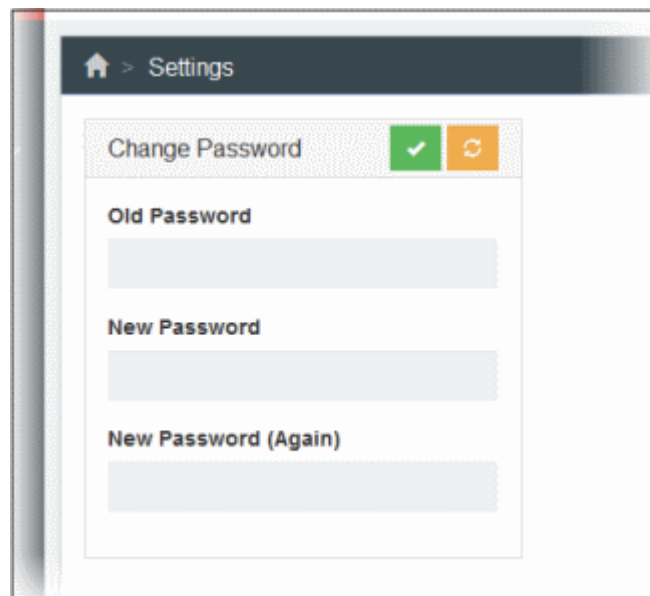
Account administrators, administrators and agents can change their current password from the Comodo One interface.



To change the password, click the  button beside the username on top right of the interface.

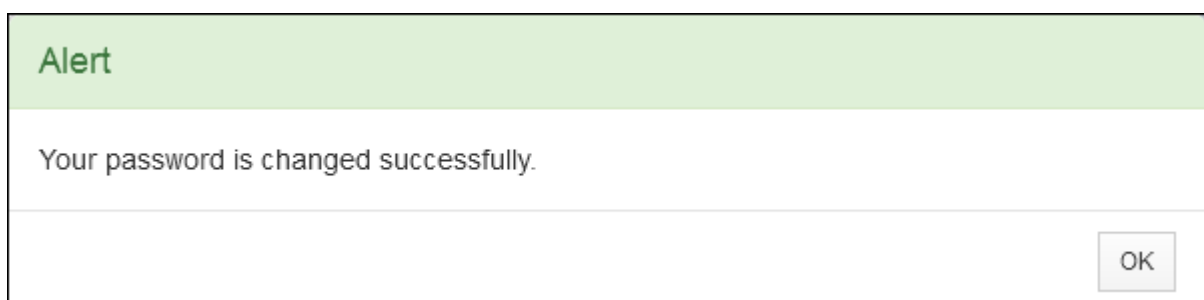


- Click 'Settings'

The 'Settings' screen will be displayed.



- Enter the current password in the 'Old Password' field
- Enter the new password and confirm it in the respective fields
- To clear the fields, click the  button
- To save the new password, click the  button




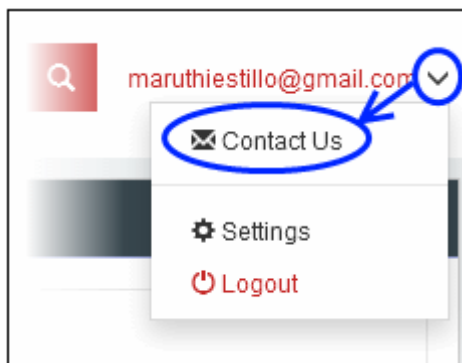
- Click 'OK' in the alert screen.

Use the new password next time you login into the Comodo One application.

8 Comodo One Support

If you need any help regarding the Comodo One application, you can send an email to us requesting support.

To send an email requesting support from Comodo, click the  button beside the username on top right of the interface.



- Click 'Contact Us', provide the details of your requested support in the email and send it to us.

You can also submit a ticket by visiting <https://support.comodo.com/>, the Comodo support web page, an online knowledge-base and support ticketing system. The fastest way to get further assistance in case you find any problem using Comodo One.

About Comodo

The Comodo companies are leading global providers of Security, Identity and Trust Assurance services on the Internet. Comodo CA offers a comprehensive array of PKI Digital Certificates and Management Services, Identity and Content Authentication (Two-Factor - Multi-Factor) software, and Network Vulnerability Scanning and PCI compliance solutions. In addition, with over 10,000,000 installations of its threat prevention products, Comodo Security Solutions maintains an extensive suite of endpoint security software and services for businesses and consumers.

Continual innovation, a core competence in PKI and a commitment to reversing the growth of Internet-crime distinguish the Comodo companies as vital players in the Internet's ongoing development. Comodo, with offices in the US, UK, China, India, Romania and the Ukraine, secures and authenticates the online transactions and communications for over 200,000 business customers and millions of consumers, providing the intelligent security, authentication and assurance services necessary for trust in on-line transactions.

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For additional information on Comodo - visit <http://www.comodo.com>.