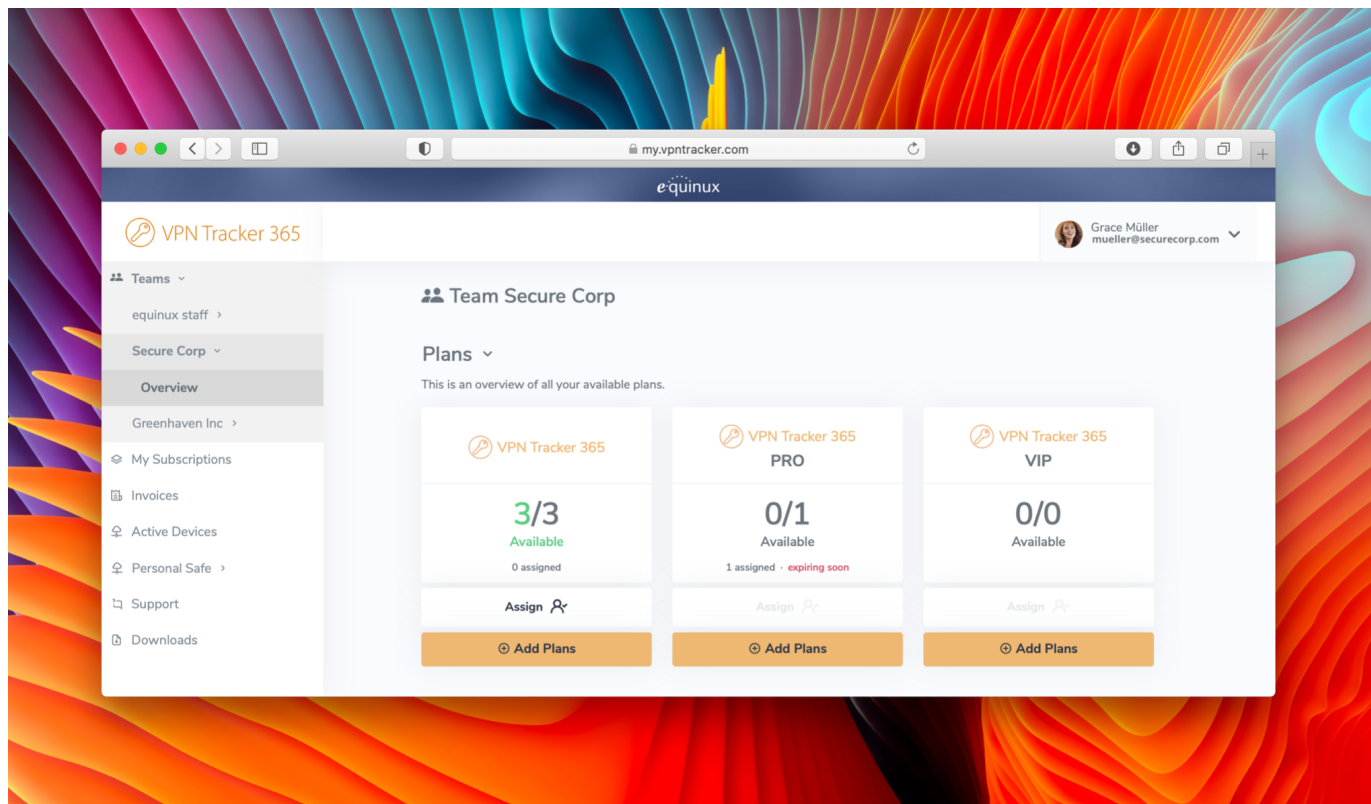




Team Management Guide



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Every effort has been made to ensure that the information in this manual is accurate. equinix is not responsible for printing or clerical errors.

Last revision: August 2021

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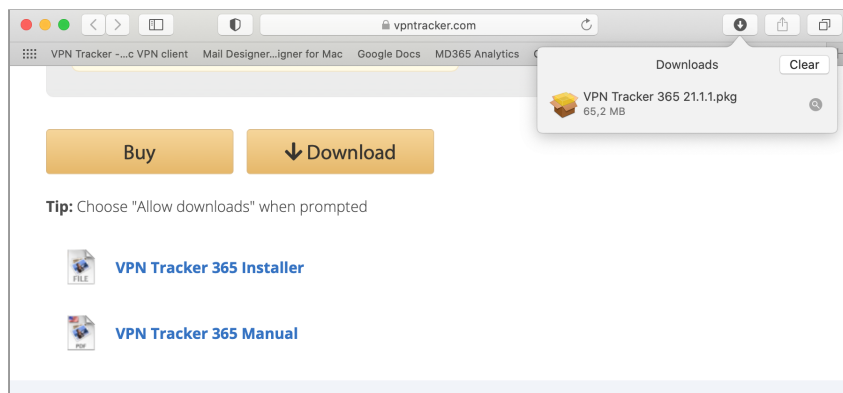
VPN Tracker – Enterprise Rollout

Using the Package Installer

If you manage Macs remotely, you can install VPN Tracker 365 using the package installer for a more simplified rollout process. This lets you set up VPN Tracker for users that do not have admin access on their Macs.

Step One: Download the Package Installer file from the VPN Tracker website

You can [download the Package Installer here](#).



Step Two: Use the package to remotely install VPN Tracker 365 on your team's Macs

Use Remote Desktop (or similar software) to remotely install VPN Tracker 365 on your team's Macs. This will install all required components, including those that need an administrator password (see note on System Extensions below).

Step Three: Pre-authorize the system extension for team members

VPN Tracker 365 uses a System Extension to create a secure VPN tunnel and manage network traffic. A System Extension needs to be explicitly “Allowed” by a user in System Preferences.

For Enterprise rollouts on MDM (Mobile-Device-Management) Macs, you can pre-approve VPN Tracker's System Extension using a special profile.

For information on how to create a profile to pre-authorize System Extensions, please consult your MDM vendor's documentation.

Our Team IDs are `CPXNXN488S` and `MJMRT6WJ8S`

Starting with **macOS 11 Big Sur**, a *System Extension* is used: `com.vpntracker.365mac.SysExt`

On macOS 10.15 Catalina and lower, VPN Tracker 365 uses a *Kernel Extension (KEXT)* . The following bundle identifiers can be used to pre-authorize the KEXT:

- New versions (version 21 and later): `com.vpntracker.365mac.kext`
- Older versions: `com.equinux.vpntracker365.kext`

Please [see Apple's Support Document for more details](#).

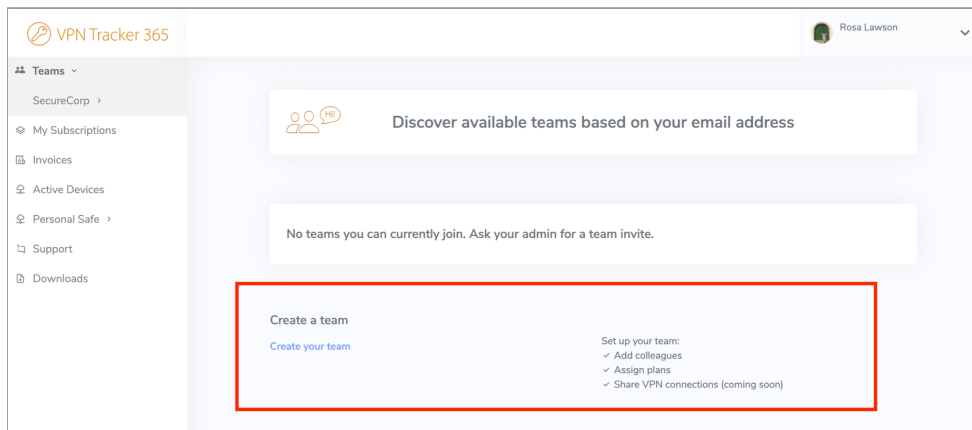
Once you have successfully installed VPN Tracker 365 and pre-authorized the system extension, users can simply click and launch the app, without needing an admin password.

For licensing, **each team member needs their own equinux ID and VPN Tracker 365 license**. Find out how to set this up in the next step.

Getting Started with Team Management

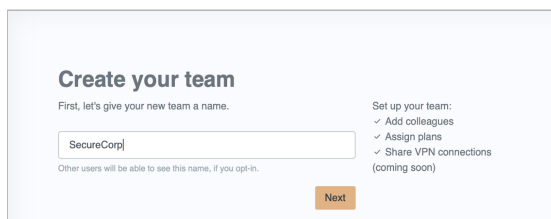
If you have purchased multiple VPN Tracker 365 licenses for your company, you need to set up your Team and assign colleagues a license so they can start using VPN Tracker 365. To get started, sign in to [my.vpntracker](https://my.vpntracker.com) with your equinix ID and password.

After logging in, you will first see the Teams tab, where you can proceed to create a new team:



Creating your team

You can now set up your VPN Tracker 365 team. In the first step, you'll need to give your team a name:



Adding more information

During the setup process, you will also be given the opportunity to customize your team. This includes [→ adding a logo](#) and adding company domains for [→ Team Discovery](#).

Joining this team

Choose how people find your team.

securecorp.com

securecorp.co.uk

Send this link to your team's signup page to your colleagues

All your colleagues with an email address ending in any of the domain names above can find and ask to join your team. You can also invite others by sharing this link. Anyone with the link can find your team and ask to join it.

<https://my.vpntracker.com/new/teams/2922/signup/e899b5ed070ca56f35ee1a4f872035a4>

Once you are done, click **Finish setup** to create your team.

TeamCloud

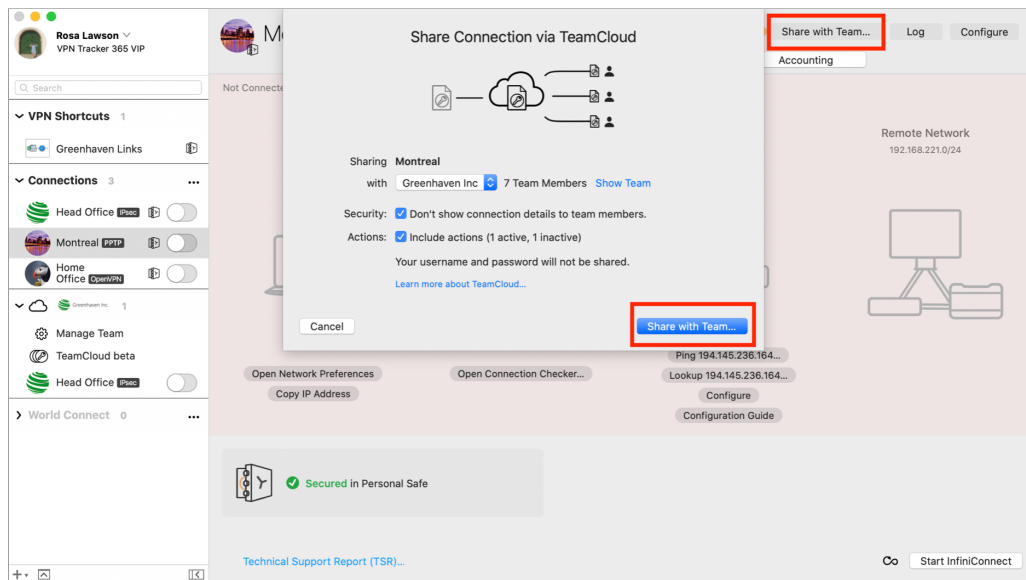
What is TeamCloud?

TeamCloud is a cloud-based, centralized security management solution for VPN Tracker 365 teams. With TeamCloud, you can easily share pre-configured VPN connections and shortcuts with your team without the need for import passwords and confusing configuration. [Learn more](#) about TeamCloud on our website.

Sharing VPN connections in TeamCloud

As a Team Manager or Organizer, you can configure company VPN connections and [Shortcuts](#) in VPN Tracker 365 and share them securely with your team.

To get started, click on a VPN connection in the sidebar, then go to the **Status** view and choose **Share with Team**. After you share the connection, it will be made available for all of your team to use:



By **Security**, you can also opt to hide confidential connection information from other team members before sharing the connection.

Sharing VPN Shortcuts with TeamCloud

Similarly, to share VPN Shortcuts with your team via TeamCloud, go to a Shortcuts collection and click **Share with Team...** in the top right of the window:




Hide connection details

VIP

Users with a **VPN Tracker 365 VIP** license also have the additional option to hide connection configuration details from other team members when sharing a connection. This is a great extra security option to help prevent any sensitive information from falling into the wrong hands.

To set this up, simply check the box next to **Don't show connection details to team members** before clicking **Share with Team**:

Share Connection via TeamCloud



Sharing **Montreal**
with **Greenhaven Inc** 7 Team Members [Show Team](#)

Security: ☒ Don't show connection details to team members.

Actions: ☒ Include actions (1 active, 1 inactive)

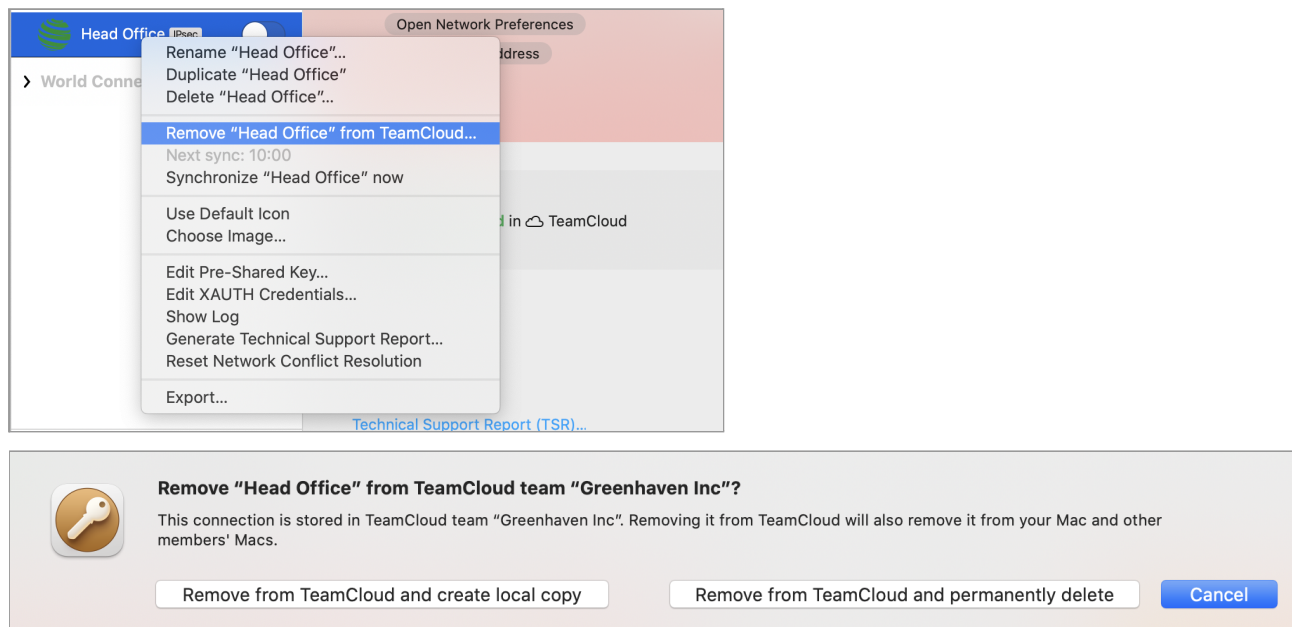
Your username and password will not be shared.
[Learn more about TeamCloud...](#)

Cancel Share with Team...

Remote Connection Wipe

TeamCloud offers a Remote Connection Wipe function which you can use to remotely delete VPN connections or Shortcuts from users' Macs.

To delete a connection from TeamCloud, simply right-click on the connection in the app sidebar and select **Remove from TeamCloud**. You will then be given the option of whether to permanently delete the connection or to save it locally on your personal Mac (recommended if you want to keep access to the connection.)



As soon as a connection has been removed from TeamCloud, it will no longer be available for other Team Members to use.

Removing users from TeamCloud

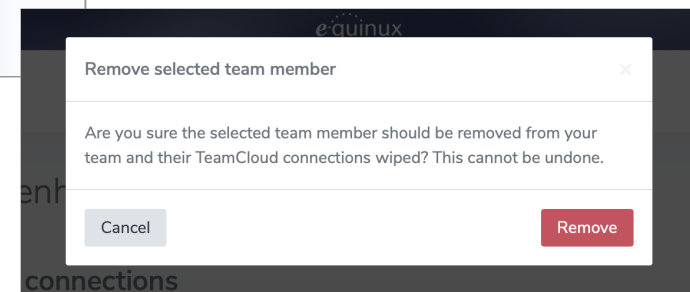
Lost or stolen MacBook? A co-worker has left your company? You can swiftly and easily remove users from your TeamCloud and your VPN Tracker 365 team via the TeamCloud tab in your [my.vpntracker](https://my.vpntracker.com) portal or in the VPN Tracker 365 app.

Open the TeamCloud tab and scroll down to TeamCloud users. Here you will see a list of your current Team Members who are using TeamCloud. Click **Remove from Team and TeamCloud** to permanently remove a Team Member from your team. This will also revoke their license.

The screenshot shows the VPN Tracker 365 portal interface. On the left is a sidebar with navigation links: SecureCorp, Greenhaven Inc, Overview, TeamCloud (highlighted with a 'beta' badge), Subscriptions, My Account, Store, Support, and Downloads. The main content area is titled 'Your team connections' and contains a table with one row: 'Head Office' with status 'Ready' and a 'Delete' button. Below this is the 'TeamCloud users' section, which includes a search bar and a list of team members. Each member has a 'Remove from Team and TeamCloud' button.

Status	Connection Name	Contact
Ready	Head Office	-

Team Member
Adrian Thomas
Diane Stephens
Grace Müller
John Stagg
Lena Heißenbüttel



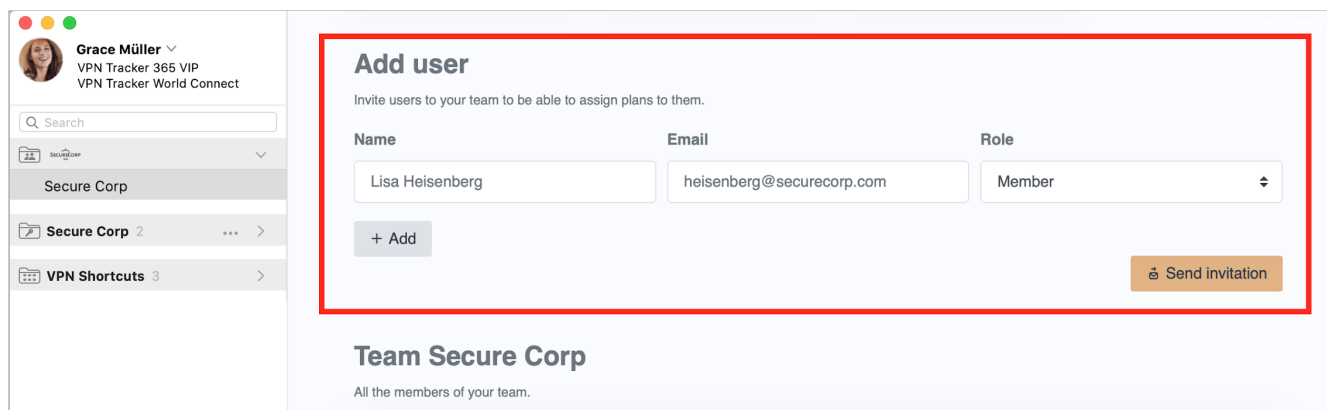
Inviting Team Members

Once you have set up your team and saved your connection(s) in your TeamCloud, it's time to invite your team members.

There are three ways colleagues can join your VPN Tracker 365 team:

Via email invitation

To invite an individual colleague to your team, just enter their name and company email address, then click "Send invitation". You can do this directly via the VPN Tracker 365 app or on the web at my.vpntracker.com.



The screenshot shows the VPN Tracker 365 web interface. On the left is a sidebar with the user profile of Grace Müller (VPN Tracker 365 VIP, VPN Tracker World Connect) and a search bar. Below the search bar are links for 'Secure Corp', 'Secure Corp 2', and 'VPN Shortcuts 3'. The main content area is titled 'Add user' and contains a form for inviting users. The form has three input fields: 'Name' (containing 'Lisa Heisenberg'), 'Email' (containing 'heisenberg@securecorp.com'), and 'Role' (a dropdown menu set to 'Member'). There is a '+ Add' button below the Name field and a 'Send invitation' button to the right of the form. Below the form, the text 'Team Secure Corp' and 'All the members of your team.' is visible.

Name	Email	Role
<input type="text" value="Lisa Heisenberg"/>	<input type="text" value="heisenberg@securecorp.com"/>	<input type="text" value="Member"/>

[+ Add](#) [Send invitation](#)

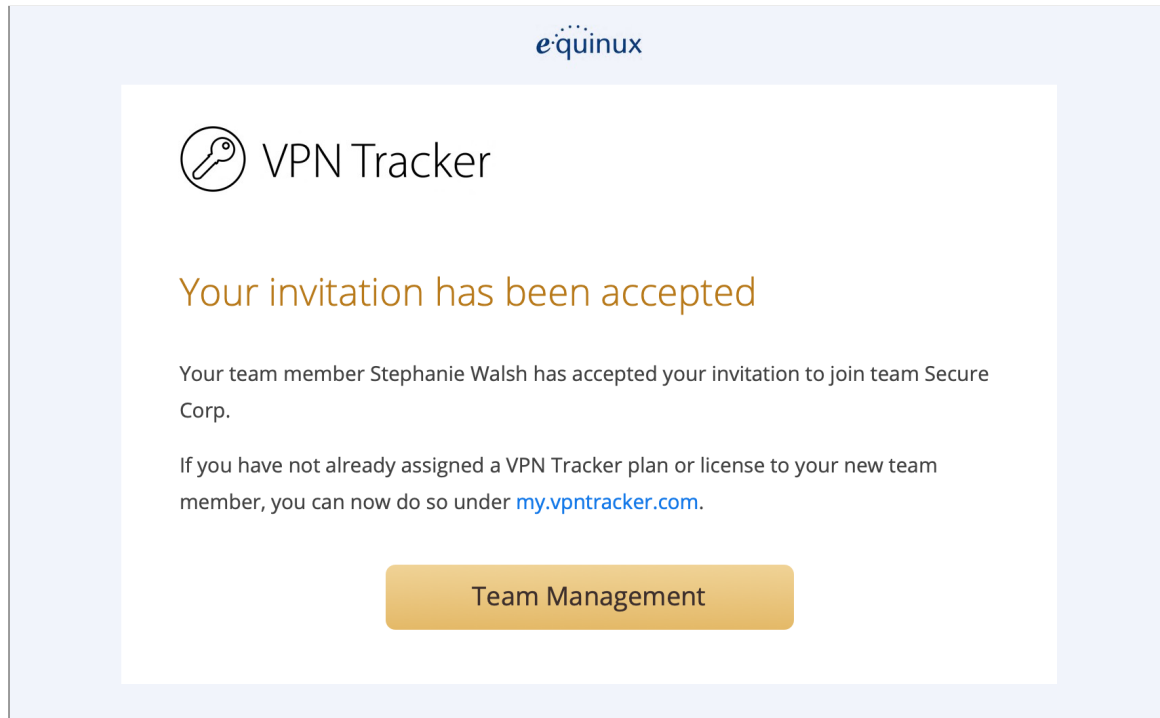
Team Secure Corp
All the members of your team.

The invited team member will then receive an automatic email invitation with a personalised link to click on and join your team.

Tip: Each VPN Tracker 365 user needs their own equinix ID. After the user receives a team invitation from you and clicks the invite link, they can either create a new equinix ID or log in using their existing account. [This video](#) provides more information.

Accepted email invitations

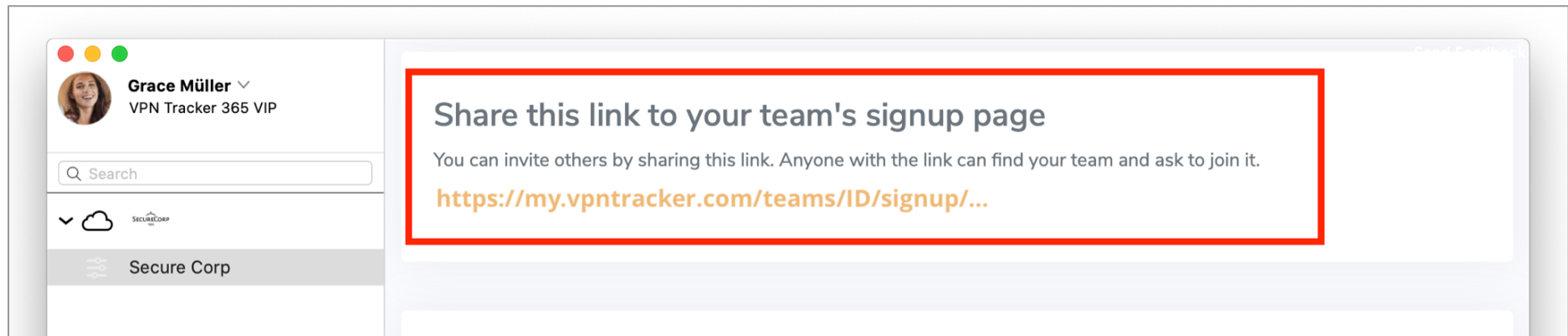
Once a team member has accepted your email invitation, you will be notified via email:



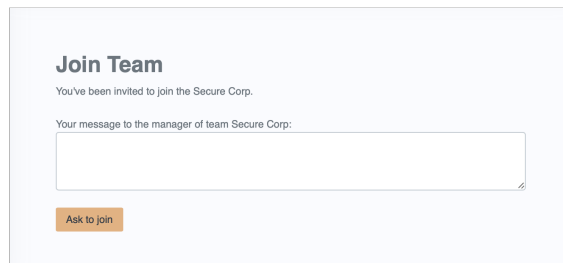
Via personalized link

Every VPN Tracker team has a personalized invite link that staff can use to join a team. This is particularly useful if you are setting up a large number of users at once. You can post the invite link in your internal chat channel, put it in your onboarding email for new hires, or share it on your company's intranet for everyone to access.

Once you have created your team, you can find your team's link in the Team Management section of VPN Tracker 365 app under "Settings" or at my.vpntracker.com:



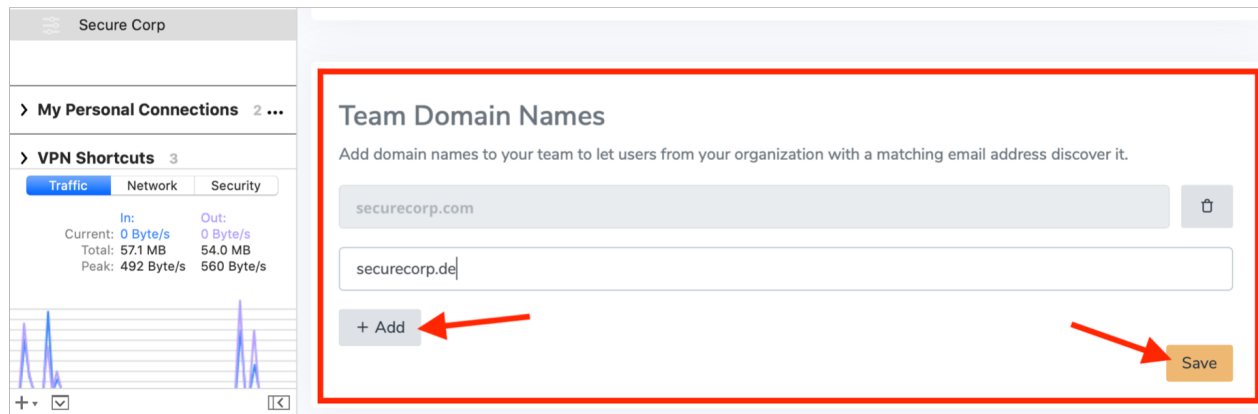
New members can then click the link to sign in / register and request access:



Via Team Discovery

In larger organizations, Team Discovery via email domain is another way for new team members to request access using their company email address.

As a Team Manager, you can enter all associated company domain names to your team's profile. Access this field via the Team Management tab in the VPN Tracker 365 app under "Settings" or via your team's page at my.vpntracker.com.

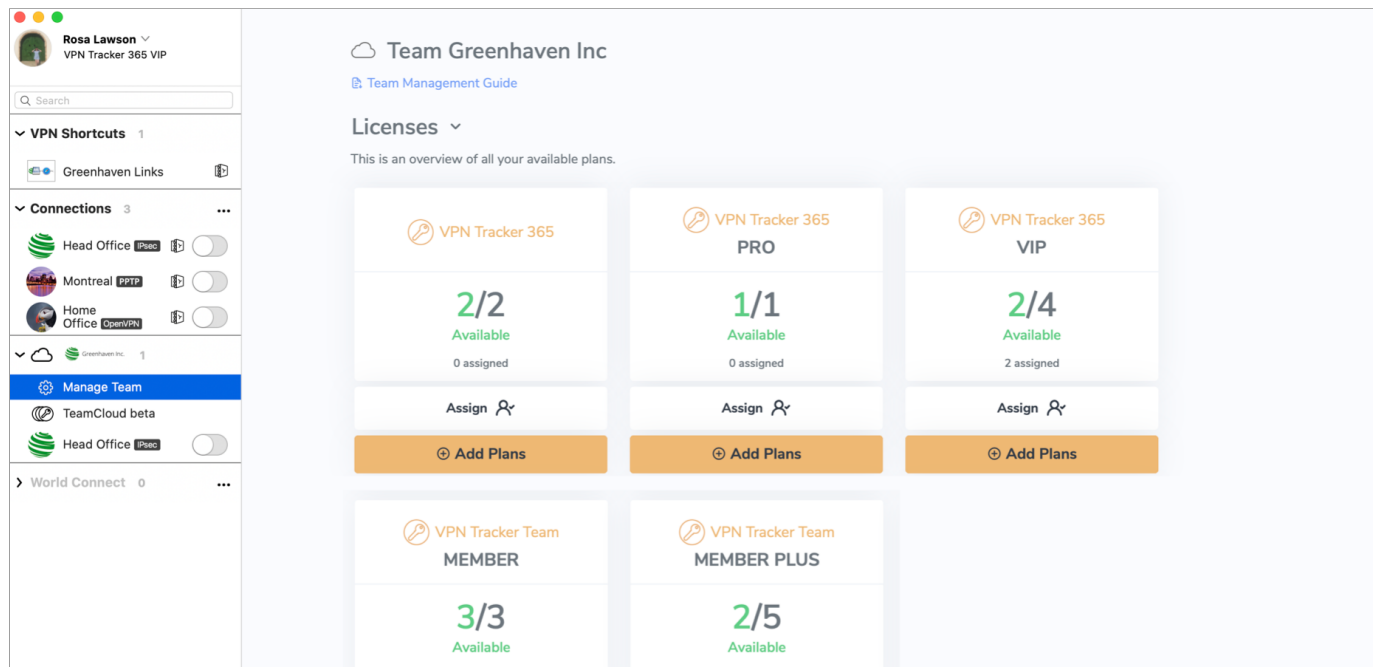


Once you have done this, new team members that have signed up with one of the recognized email domains will instantly be shown available teams when they first sign in to VPN Tracker 365 and can request access, speeding up the onboarding process for everyone.

Tip: Remember to enter all variations of a domain if your company has multiple email addresses. E.g. securecorp.com, securecorp.co.uk, and securecorp.de

Managing Your Team

You can access a useful overview of your team members and licenses under **Licenses** in the sidebar of the VPN Tracker 365 app or via your my.vpntracker account:



Here you can view all your available licenses and assign them to team members. You can also directly add and remove team members, as well as manage your Team Discovery settings and update your corporate branding.

Assigning licenses

As soon as a team member has accepted your invitation, you can assign them one of your available VPN Tracker 365 licenses.

In the team overview section you will see a list of your team members and their roles, as well as their current VPN Tracker 365 license. To assign a new team member a license, click “Manage” and select an available product.

Team members

All the members of your team.

	Name ⓘ	Role ⓘ	Plan ⓘ	Valid until ⓘ	
<input checked="" type="checkbox"/>	Stephanie Walsh walsh@securecorp.com	Member			Manage
<input type="checkbox"/>	Rosa Lawson lawson@securecorp.com	Member			Manage
<input type="checkbox"/>	Juergen Stawska stawska@securecorp.de	Member			Manage
<input type="checkbox"/>	Grace Müller mueller@securecorp.de	Manager			Manage

☐ All Remove member

VPN Tracker 365 Pro
1 available

Choose

Buy Licenses

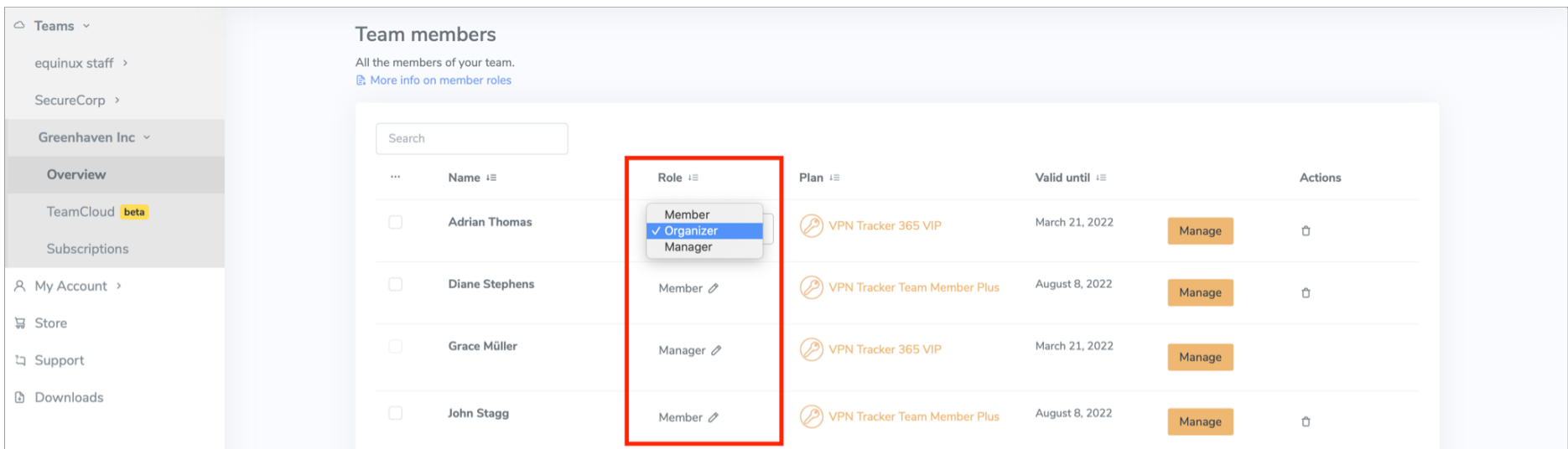
If no licenses are available, you will be notified and can proceed to [purchase more VPN Tracker 365 licenses from the equinix store](#).

Defining Team Roles

To help make the team management process easier, you can also define specific roles for Team Members that determine their privileges within VPN Tracker 365. This includes setting up multi admin support by introducing additional team managers.

Tip: You can find an overview of all the team roles and associated privileges [here](#).

To define roles, go to your team overview page at [my.vpntracker](#) or in the VPN Tracker 365 app and scroll to the Team Member section. Here you will see the column Role. Click the pencil icon and select an appropriate role for each person on your team from the drop down menu:



The screenshot shows the 'Team members' page in the VPN Tracker 365 interface. On the left is a sidebar with navigation options: Teams, equinux staff, SecureCorp, Greenhaven Inc (selected), Overview, TeamCloud (beta), Subscriptions, My Account, Store, Support, and Downloads. The main content area is titled 'Team members' and includes a search bar and a link to 'More info on member roles'. Below this is a table with columns: Name, Role, Plan, Valid until, and Actions. The table lists four team members: Adrian Thomas, Diane Stephens, Grace Müller, and John Stagg. A red box highlights the 'Role' column for Adrian Thomas, where a dropdown menu is open, showing three options: Member, Organizer (selected with a checkmark), and Manager. Each row in the table also includes a 'Manage' button and a trash icon in the 'Actions' column.

Name	Role	Plan	Valid until	Actions
Adrian Thomas	Member ✓ Organizer Manager	VPN Tracker 365 VIP	March 21, 2022	Manage
Diane Stephens	Member	VPN Tracker Team Member Plus	August 8, 2022	Manage
Grace Müller	Manager	VPN Tracker 365 VIP	March 21, 2022	Manage
John Stagg	Member	VPN Tracker Team Member Plus	August 8, 2022	Manage




Removing Team Members

If you need to remove a team member from your VPN Tracker 365 team (e.g. because they are leaving the company or going to work on another project), you can also do this via the team overview.

To remove a team member, click on the trash can icon next to their name. You can also use the checkboxes to remove multiple team members with one action:

Team members

All the members of your team.

	Name	Role	Plan	Valid until	
<input type="checkbox"/>	Stephanie Walsh walsh@securecorp.com	Manager			<div>Manage</div>
<input type="checkbox"/>	Rosa Lawson lawson@securecorp.com	Member			<div>Manage</div> 
<input type="checkbox"/>	Juergen Stawska stawska@securecorp.de	Member			<div>Manage</div> 
<input type="checkbox"/>	Grace Müller mueller@securecorp.de	Member			<div>Manage</div> 

☒ All

Remove members

TeamCloud Groups

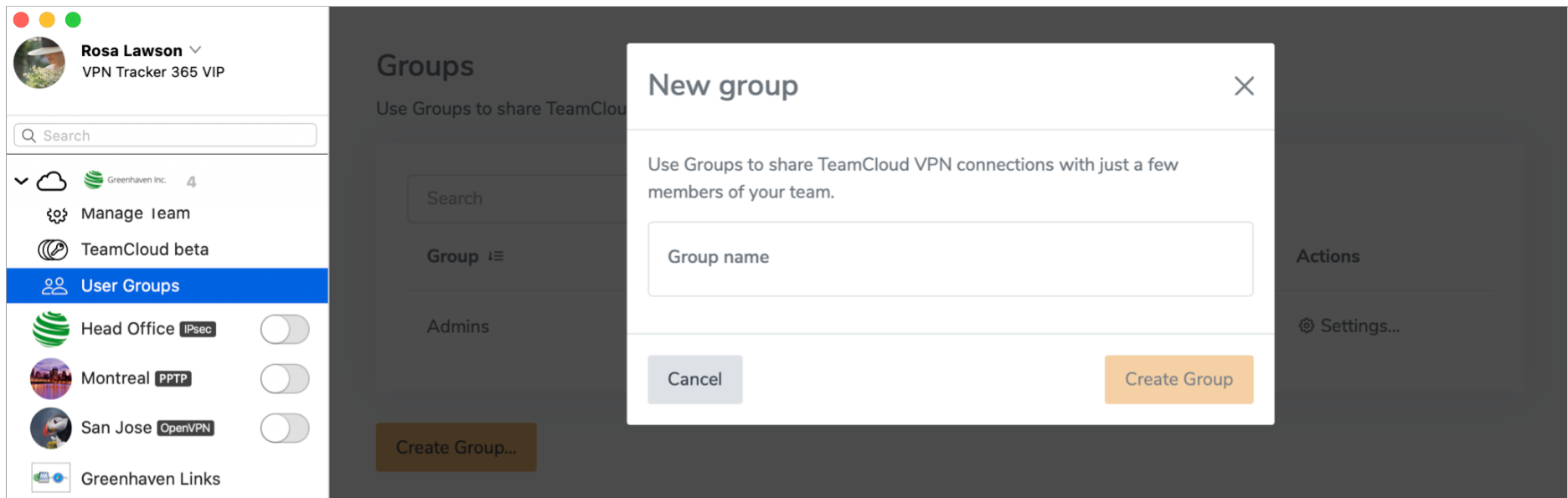
VIP

Setting up TeamCloud Groups

With → [TeamCloud](#), you can also set up dedicated groups to share connections exclusively with selected team members (e.g. just admins or just the marketing team).

To create and manage User Groups directly in the VPN Tracker 365 app or at [my.vpntracker](#), you will need a VPN Tracker 365 VIP license and Manager or Organizer status. To receive group connections, you need a Team Member Plus or VIP license.

Go to your Team in the VPN Tracker 365 sidebar menu and select **User Groups**. Here you will see an overview of your current groups and can create new groups for specific use cases. Click **Create Group...** to get started:



Once you have set up Groups, you will see them on the overview page. Click on a Group to manage its settings or add members. Once you have set up connections for certain groups, you will be able to view them here under **Group connections**.

The screenshot displays the TeamCloud VPN Groups management interface. On the left sidebar, the user is logged in as Rosa Lawson (VPN Tracker 365 VIP). The sidebar includes sections for VPN Shortcuts (Greenhaven Links), Connections (Head Office, Montreal, San Jose), and User Groups (Head Office, Montreal, San Jose, Greenhaven Links). The main content area is titled 'Groups' and includes a search bar and a table of groups. The 'Marketing' group is selected, showing 0 members. A modal for 'Group "Marketing"' is open, showing options to manage group members and connections. The modal also includes a 'Delete group' section with a warning message.

Group	Members
Admins	2 members
Marketing	0 members

Group "Marketing"

Details Settings

Rename group

Marketing [Rename](#)

Delete group

Once you delete a team, there is no going back. Please be certain. Note: VPN connections that are locked to this group might get deleted.

[Delete](#)

Group members

[Manage group members...](#)

Search

Name	Role
No results	

Group connections

[Manage connections...](#)

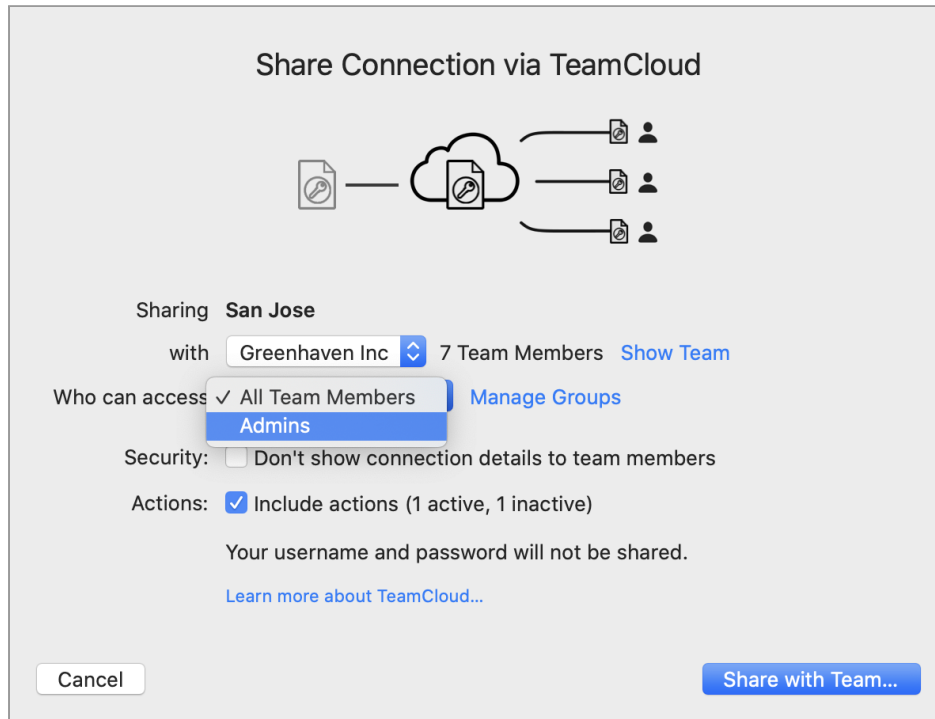
Status	Connection Name
No results	

Click on **Manage group members** to select the Team Members you want to add to the User Group.

Sharing a VPN connection with a User Group

After you have set up a User Group, you can go ahead and share VPN connections and Shortcuts with them. To do so, click Share to open the share panel, then go to **Who can access**: and select a group from the dropdown list. The connection will now be made available to these Team Members only.

Tip: If you want to set up another new User Group, click **Manage Groups** to go to the configuration.



Purchasing VPN Tracker 365 Licenses

Each member of your team needs their own VPN Tracker 365 license. If you invite new members and need to add new licenses to your team, you can do this via the Team Management section of the VPN Tracker 365 app or at my.vpntracker.com.

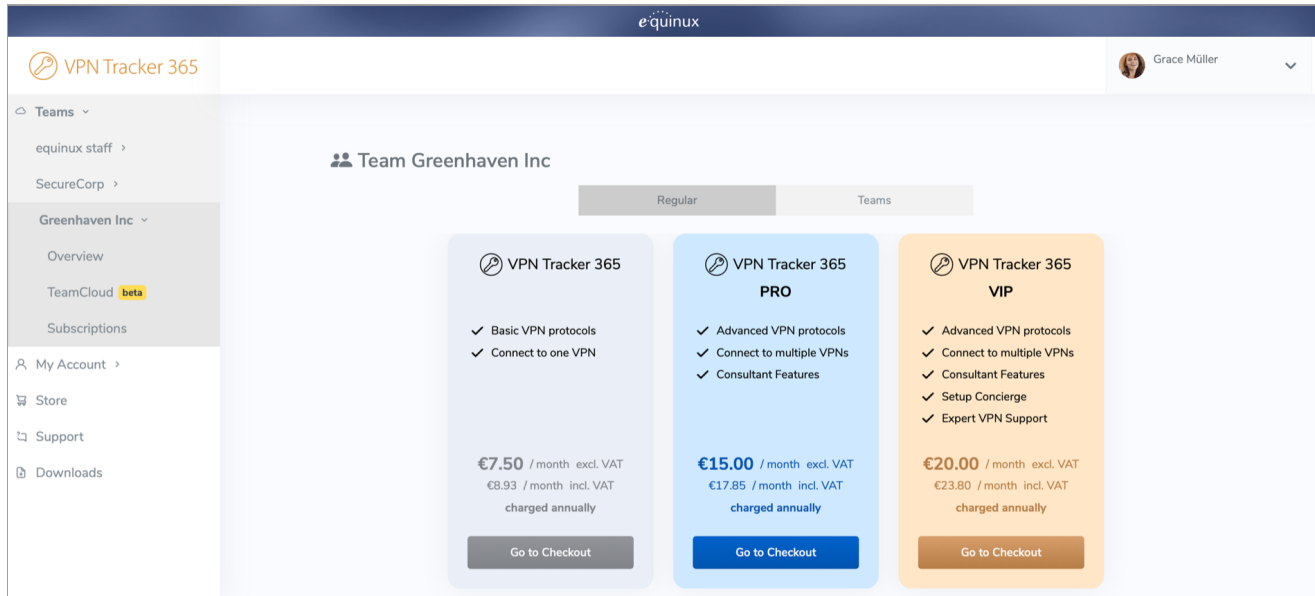
Different VPN Tracker 365 licenses are available depending on your intended use case, including **Team Member** and **Team Member Plus** licenses which are exclusively available for teams using → [TeamCloud](#). For a full overview of all editions, check out our [Buyer's Guide](#).

In the Teams Overview, described in the previous section, you can see which licenses you have and how many have been assigned already. If you have assigned all your VPN Tracker 365 licenses, click **Add Plans** to purchase more licenses for new team members:

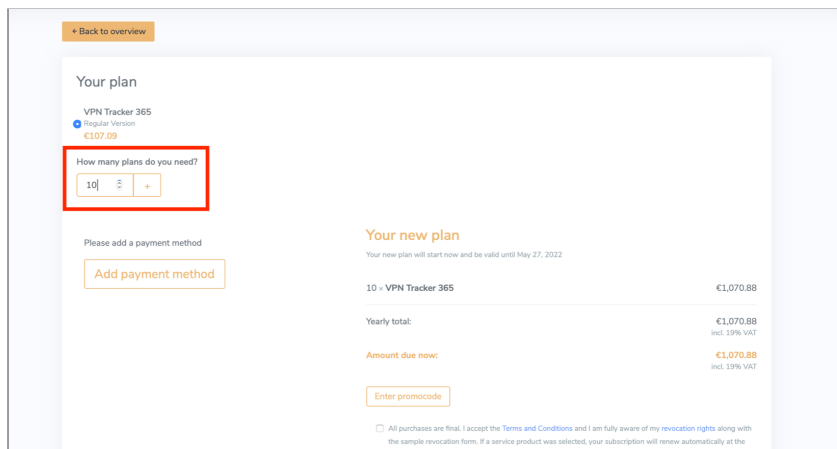
The screenshot displays the Equinix VPN Tracker 365 interface. On the left is a sidebar with navigation options: Teams (expanded), equinux staff, SecureCorp, Greenhaven Inc, Overview, TeamCloud (beta), Subscriptions, and My Account. The main content area shows three license cards for different teams:

Team	License Type	Available Licenses	Assigned Licenses	Action
equinux staff	VPN Tracker 365	2/2	0 assigned	Assign / Add Plans
SecureCorp	VPN Tracker 365 PRO	1/1	0 assigned	Assign / Add Plans
Greenhaven Inc	VPN Tracker 365 VIP	2/4	2 assigned	Assign / Add Plans

You will now be redirected to the team store within my.vpntracker, where you can browse options and add licenses for your team:

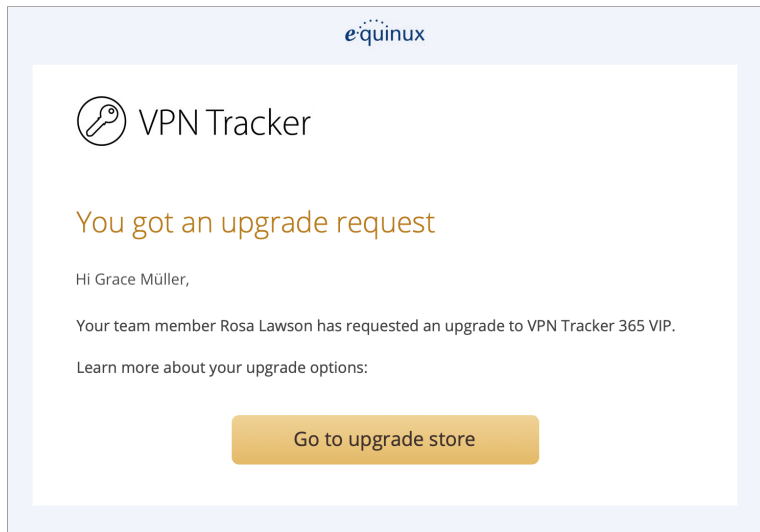


Once you've decided on a license, click **Go to Checkout** in order to select the number of licenses you wish to add:



Member upgrade requests

Your team members have the ability to request a license upgrade, for example, in order to unlock access to certain features or to reactivate an expired license. If a team member requests an upgrade, you will receive an email alert:



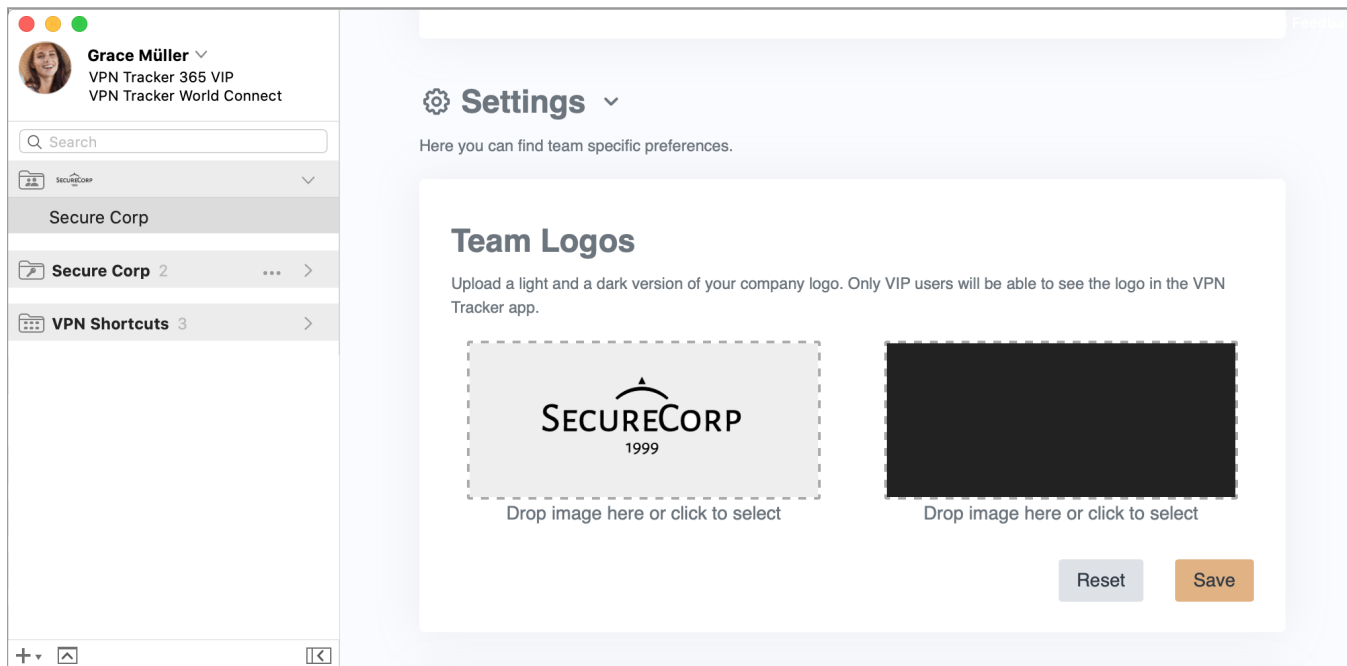
Click through to the upgrade store, where you can purchase a new license. You can then [→ assign this license to the team member](#).

Customizing Your Team

Adding a logo for your team

You can set up a personalized logo for your team in your account preferences in the VPN Tracker 365 app or at my.vpntracker.com. This helps your team members recognize your team in the app sidebar and also reinforces your brand's image. Please note, logos are only visible for VIP users.

To add your logo, go to the Team Management tab in the VPN Tracker 365 app, go to **Settings** and upload a light and dark version of your company logo. This will then be displayed next to your team name in the app sidebar:



Managing Payments and Subscriptions

In addition to managing and assigning VPN Tracker 365 licenses, you can also manage your subscriptions and payments at my.vpntracker.com.

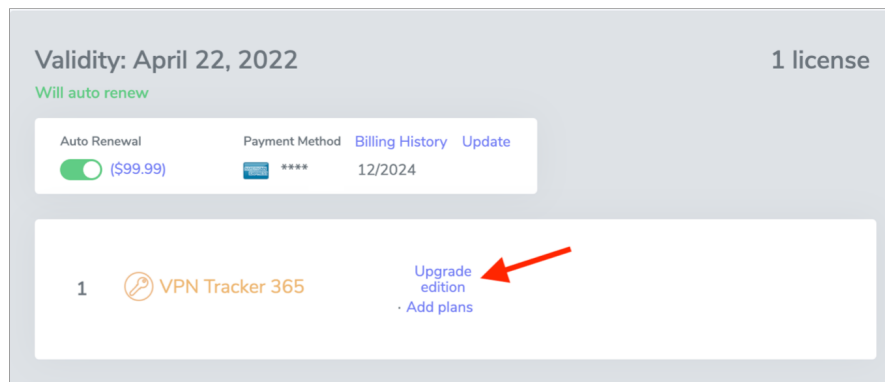
To manage your current subscriptions, find your team in the sidebar menu and click Subscriptions. Here you'll see an overview of your existing plans, as well as your purchase history and information about auto renewals:

The screenshot shows the Equinix VPN Tracker 365 interface. The top navigation bar features the Equinix logo. The left sidebar contains a 'Teams' dropdown menu with options: Team, Overview, Groups, TeamCloud (beta), Subscriptions (highlighted with a red box), Invoices, and Store. Below this is a 'My Account' section with links to Store, Support, and Downloads. The main content area is titled 'Subscriptions' and includes a search bar labeled 'Validity / Assigned Team Member...'. Filter buttons for 'Status: All', 'Edition: All', and 'Sort by: Validity' are present. Under the 'Active' section, a subscription card is displayed for 'Validity: April 22, 2022' with '1 license'. It indicates 'Will auto renew' and shows 'Auto Renewal' is turned on for '\$99.99'. Links for 'Payment Method', 'Billing History', and 'Update' are provided. At the bottom of the card, it shows '1' license of 'VPN Tracker 365' with links to 'Upgrade edition' and 'Add plans'.

Updating plans

In this view, you can update an existing plan - for example, if you want to upgrade your license or add another license (i.e. for a new Team Member.)

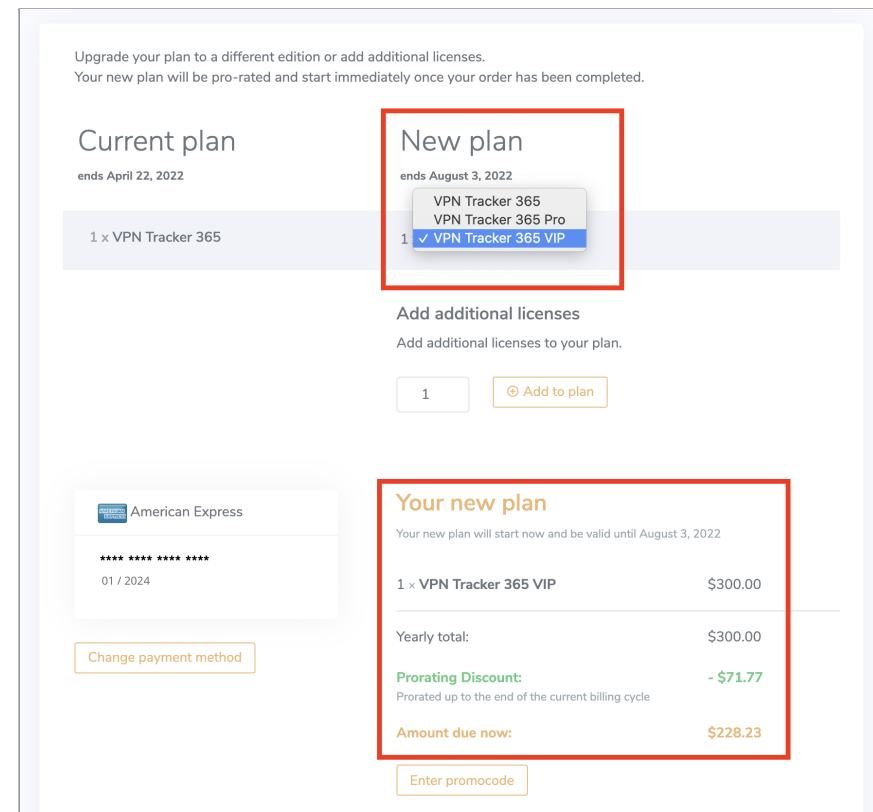
Select the plan you'd like to upgrade and click **Upgrade Edition** to carry out a cross upgrade. Click **Add plans** to purchase additional licenses for your team.



You will then be taken to the checkout page. Here you can choose additional products and design your new plan.

On the right hand side under **New plan**, select a product from the dropdown list (i.e. VPN Tracker 365 VIP) to calculate your upgrade price.

You can now review your new plan before purchasing. The **Prorating Discount** is the remaining value of your existing license(s) which is deducted from the yearly total to result in the **Amount due now**.



Consolidating multiple plans

If you have multiple plans with varying end dates, you can consolidate these into one plan with a single end date in order to simplify the billing process.

Simply select the plans you'd like to combine and click **Combine Subscriptions** at the bottom of the window:

The screenshot displays the Equinix VPN Tracker 365 interface. The left sidebar shows the navigation menu with 'Subscriptions' highlighted. The main content area, titled 'Subscriptions', shows a list of active subscriptions. Three subscriptions are listed, each with a checkbox icon circled in red:

- Subscription 1: Validity: April 22, 2022, 1 license. Will auto renew. Auto Renewal is turned on (\$99.99).
- Subscription 2: Validity: February 4, 2022, 2 licenses. Will auto renew. Auto Renewal is turned on (\$199.98).
- Subscription 3: Validity: December 27, 2021, 1 license. Will auto renew.

At the bottom of the page, a message bar states: 'Consolidate subscriptions to have just one renewal date.' with a button labeled 'Combine 3 Subscriptions...'. A red arrow points to this button.

Viewing invoices

You can find your invoices in the sidebar menu under **Invoices**. In this area you can search through your past invoices and download them at any time:

The screenshot shows the Equinix VPN Tracker 365 web interface. The top navigation bar is dark blue with the Equinix logo. The left sidebar is light gray and contains a menu with items: Teams, Team, Overview, Groups, TeamCloud (beta), Subscriptions, Invoices (highlighted with a red box), and Store. Below the sidebar, the main content area is titled 'Team' and 'Invoices'. It features a search bar labeled 'Search Invoices'. Below the search bar is a table with four rows of invoice data. Each row has columns for Confirmation Number, Invoice Number, Plan ID, Date, Total, and Actions. The Actions column contains a 'Download invoice' button for each row.

Confirmation Number	Invoice Number	Plan ID	Date	Total	Actions
CUS123456	DE123456	abc123	04/22/21	\$99.99	Download invoice
CUS123456	DE123456	abc123	02/04/21	\$199.98	Download invoice
CUS123456	DE123456	abc123	12/27/20	\$79.99	Download invoice
CUS123456	DE123456	abc123	10/22/20	\$199.98	Download invoice