

# N-Able Passportal + Documentation Manager

N-able™ Passportal™ + Documentation Manager is a cloud-based, encrypted password protection solution with documentation management designed for managed services providers. It helps MSPs manage customer credentials and privileged client knowledge while helping technicians standardize service delivery and expedite issue resolution.



## Manage security risks

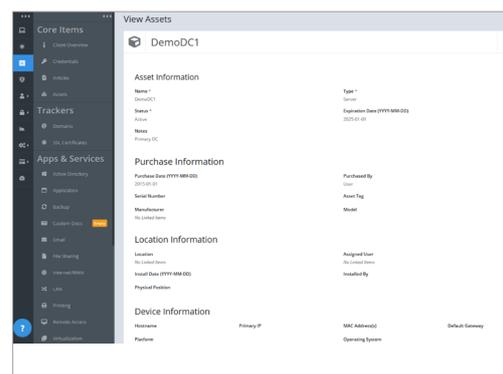
- Provides best-practice password management to generate strong passwords, eliminate re-use, and automate password rotation and routine maintenance
- Delivers automatic password updates on Active Directory®, Azure® Active Directory, and Microsoft 365™ by updating configurations to match the newly changed password values
- Offers industry-standard encryption and data protection, audited and tested by Rapid7, and SOC 2 type 1-certified on the trust services criteria: security, availability, and confidentiality

## Work smarter with integrated IT documentation

- Helps simplify the documentation process by following MSP standards around what to document with ready-made templates
- Allows your technicians to work more efficiently with linked assets, articles, and passwords in a single platform
- Enables you to deliver consistent service to your entire client base, regardless of technician turnover

## Gain efficiency

- Prevents wasted time scanning or updating lists/spreadsheets and eliminates errors leading to account lockouts and resets
- Facilitates fast onboarding of new technicians for required access and provides the ability to quickly revoke access to reduce risk after technicians depart
- Allows automated workflows to help ensure certain actions happen when events trigger them or when specific thresholds exceed a predetermined amount
- Integrates with numerous RMM and PSA solutions, as well as with the N-able Take Control remote support tool

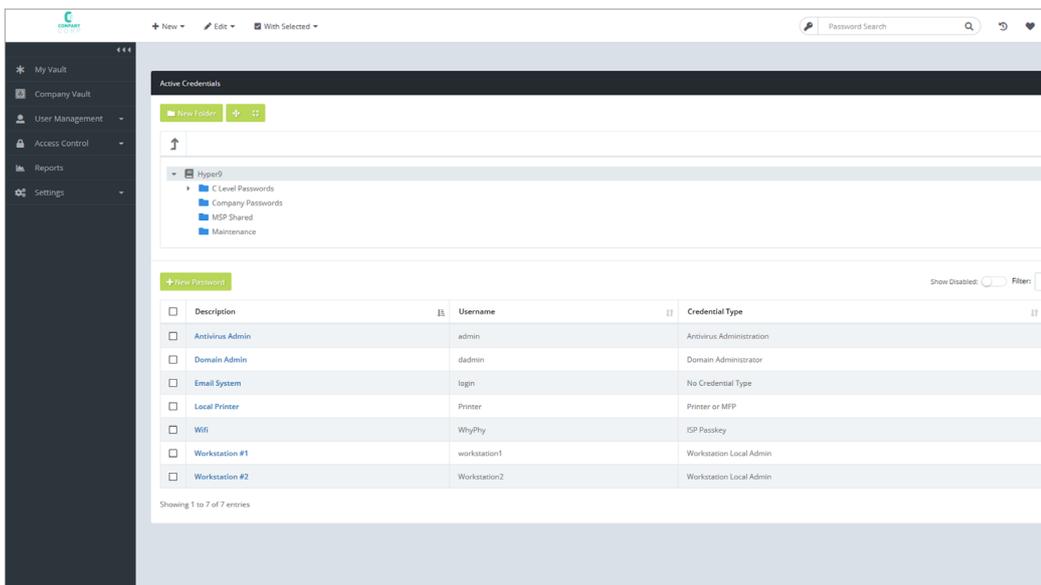


## Demonstrate compliance

- Supports granular access control at varying levels, two-factor authentication, and credential usage monitoring to easily identify what happened and when in terms of access
- Provides reports on password complexity and changes to maintain a high level of password hygiene
- Allows periodic audits of user and group permissions to help demonstrate compliance and make access adjustments as needed

## Differentiate your business

- Allows you to help customers become more efficient by offering the convenient Blink self-service password reset app
- Lets you extend your services product menu by offering Site password management as a service to your clients, and lets you safely share passwords in a co-managed IT environment
- Allows you to add your brand and create your own custom service URL—a great way to reinforce the value you bring to your clients





“Password management is a key foundation on how we support our customers. Due to Passportal’s password rotation function, there isn’t any administrative account in our managed client portfolio where the password is over 15 days old. We were at a prospect where both admin accounts had their admin password last changed in 2004, Yikes! At Show Tech IT Solutions, we track everything in Passportal, from security codes to lockboxes and admin access passwords. Customers trust us to keep stuff documented. Anything that needs to be documented and audited goes into Passportal.”

– Charles J. Love  
Show Tech IT Solutions

“Passwords are the gateway to everything and a threat actor’s dream. N-able Passportal will make compliance and peace of mind easy to achieve. Weak passwords are no longer an obstacle to be reckoned with—our clients now have a safe haven and comfort in knowing their information is always secure. Infranet’s data, as well as client data, is quick and easy to retrieve and audit, increasing time savings. Any channel member should have this in their portfolio as the first line of defense. Keep it front and center with your trusted clients.”

– Marynel Wahl  
InfraNet Solutions

Try it free

30 days, full version

© 2021 N-able Solutions ULC and N-able Technologies Ltd. All rights reserved.

The N-able trademarks, service marks, and logos are the exclusive property of N-able Solutions ULC and N-able Technologies Ltd. All other trademarks are the property of their respective owners.

This document is provided for informational purposes only and should not be relied upon as legal advice. N-able makes no warranty, express or implied, or assumes any legal liability or responsibility for the information contained herein, including for the accuracy, completeness, or usefulness of any information contained herein.

