



SolarWinds® Passportal + Documentation Manager

A feature available with SolarWinds RMM

An encrypted and efficient password and credential management solution built for MSPs, offering credential injection, reporting, auditing, password change automation, and privileged client documentation capabilities—designed to streamline the technicians' day by placing essential documentation at their fingertips to standardize service delivery and expedite issue resolution.

ccess Control 👻 P	Password Requiring Attention				
eports	Show 5 most recent View All				
ettings 👻	Client	Description		Username	
lling Overview 👻	AACC Inc.	Edited Document		info@passportalmsp.com	
ipport Center	Arts Midwest	Viewed Password		johnny@passportalmsp.com	
	Key Pool, Co.	Viewed Document		sales@passportalmsp.com	
	Midwest Special Services	Created Document		admin@passportalmsp.com	
	ThirstyDesign, L.L.C.	Edited Document		joe@passportalmsp.com	
1	tecent User Activity Export Show 10 entries				
	User	Items	Description		
	Grant Marshall	Login Attempt	IP Address: 35	P Address: 35.252.262.295	
	White Castaneda	Login Attempt IP Address: 46.27.262.563		.27.262.563	
	Pena Valdez	Login Attempt IP Address: 26.237.523.63			
	Vanessa Ryan	Login Attempt	IP Address: 63	.67.372.62	
	Jessica Miles	Login Attempt	IP Address: 46	.27.262.563	
	Meredith Hendricks	Login Attempt	IP Address: 26	.237.523.63	
	Kerri Barber	Login Attempt	IP Address: 35	.252.262.295	

MANAGE RISK AND STANDARDIZE SERVICE DELIVERY

- » Follow best-practice password management—generate strong passwords, eliminate password re-use, and automate routine password maintenance.
- » Grant or revoke access quickly to avoid lending credentials to new technicians, and instantly revoke access when technicians leave.
- » Simplify the documentation process by following MSP-proven standards around what to document, and how.
- » Capture and share knowledge using prebuilt, MSP-centric templates, or create your own templates with the built-in editor.

HELP DEMONSTRATE COMPLIANCE FOR CREDENTIAL CREATION, USAGE, AND STORAGE

- » Adopt and demonstrate best-practice password-management workflows, track changes, enforce strong passwords, and set password expiry.
- » Report audit-level proof points to help meet compliance requirements.
- » Monitor credential usage to easily identify what happened (and when) in terms of access.
- » Measure and enforce password complexity to boost cyberhygiene.

SHORTEN INCIDENT RESOLUTION TIMES

- » Auto-capture new credentials directly into the vault to help ensure all authorized technicians have access when needed.
- » Eliminate copy-and-paste errors and time wasted searching for updated credentials or dealing with account lockouts.
- » Put everything your technicians need to provide service just a click away: link passwords, documents, kb articles, certificates, serial numbers, and more.
- » Deliver consistent service to your entire client base, regardless of technician turnover.

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