MSP Admin Panel
A Quick Guide

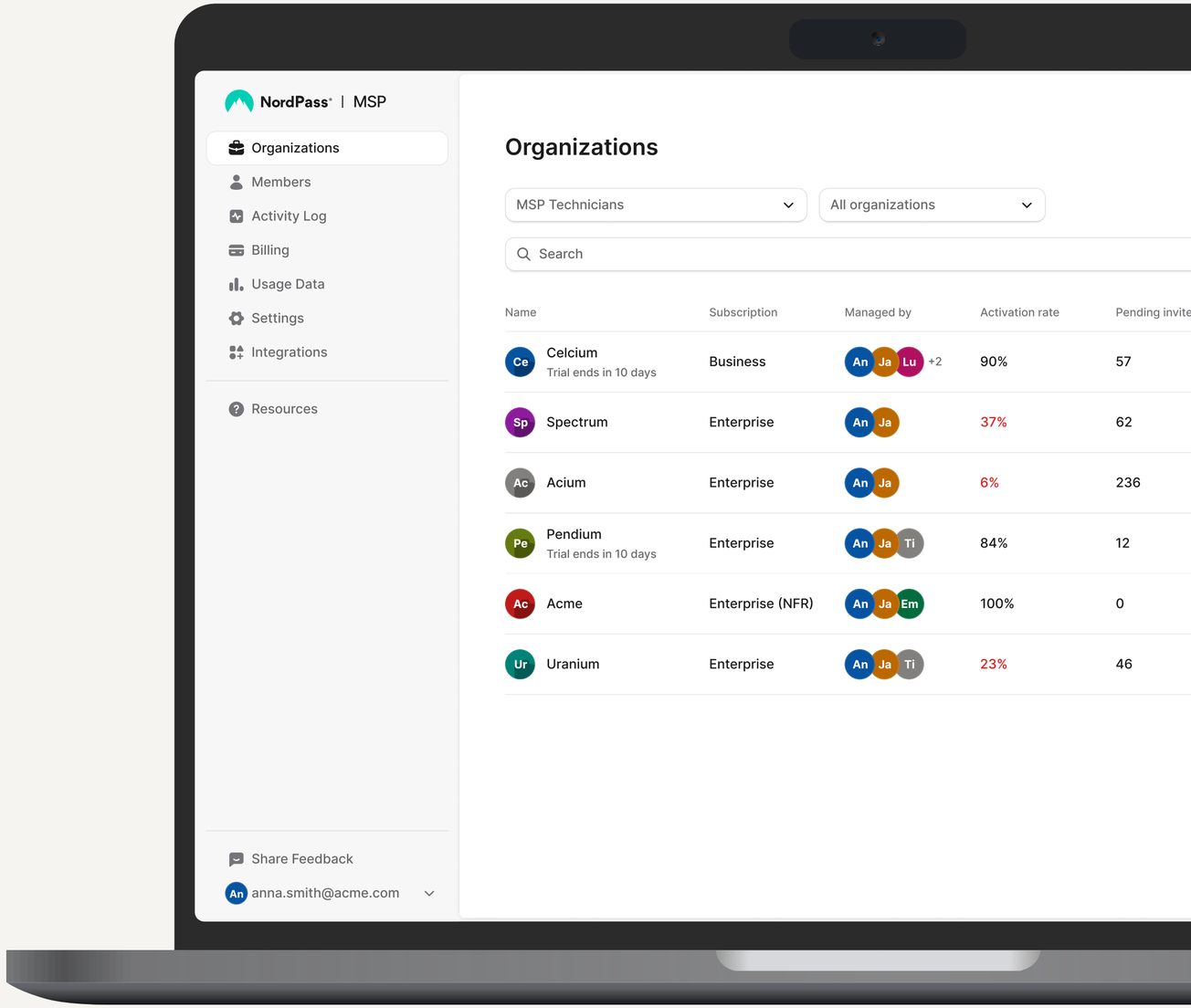
Learn how to effectively manage your clients and monitor their security status in NordPass

NordPass®

Meet the NordPass MSP Admin Panel

The MSP (Managed Service Provider) Admin Panel is an easy-to-use solution that allows **MSPs to invite, manage, and monitor clients' organizations**.

In this short guide, we will explain how MSPs can use the MSP Admin Panel to onboard their employees and subsequently add and manage clients' organizations, streamlining and enhancing the overall efficiency of their operations.



Members

In the Members section, an MSP organization can onboard, suspend, and offboard its employees.

Roles

MSP Owner:

Manages all members and client organizations. No other member can delete or suspend an MSP Owner.

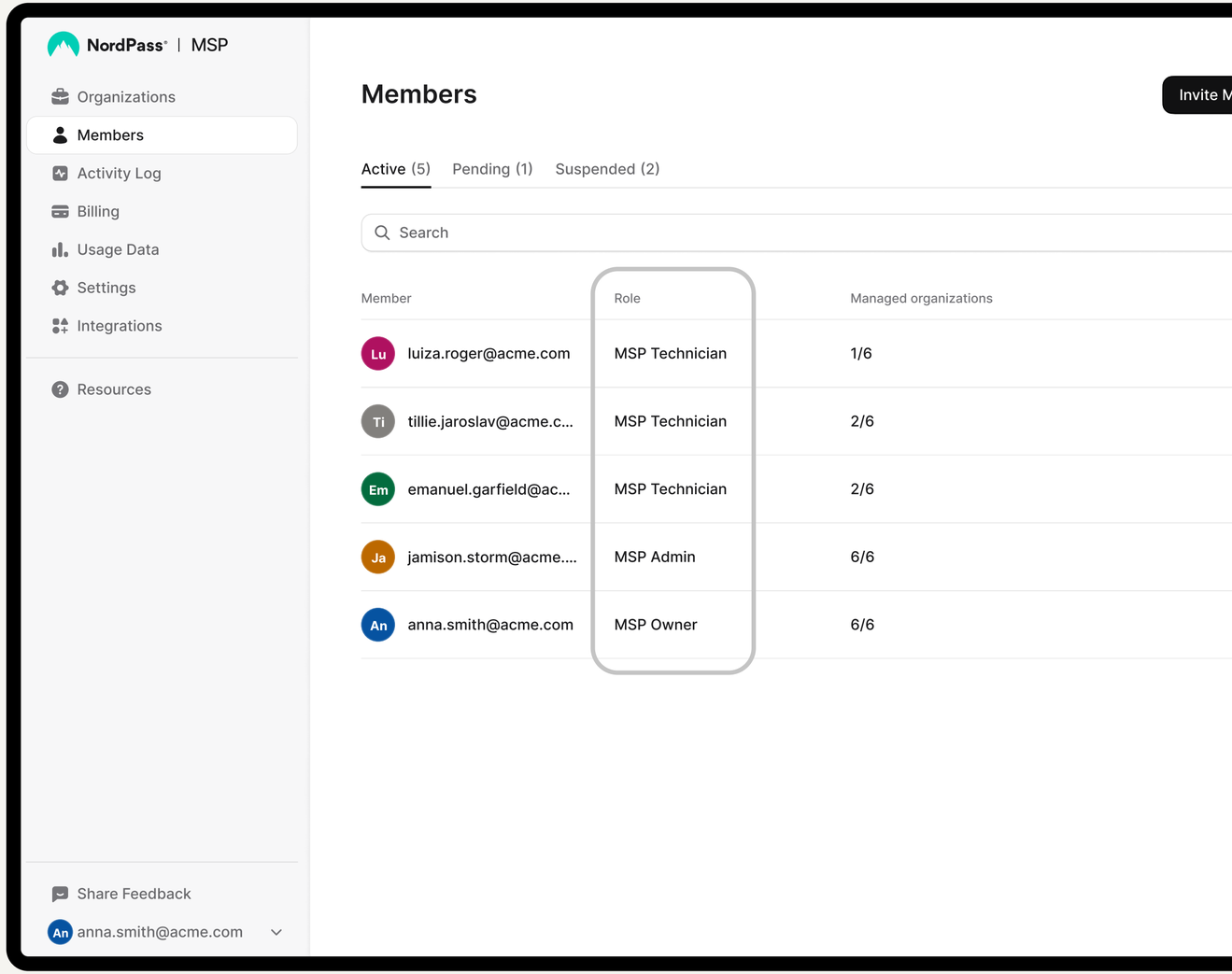
MSP Admin:

Manages all members and client organizations.

NOTE: We recommend having at least one additional Admin to prevent lockout.

MSP Technician:

Manages only the client organizations assigned to them. Does not have access to manage MSP account settings (e.g., billing, security settings, MSP members).



Statuses

Active

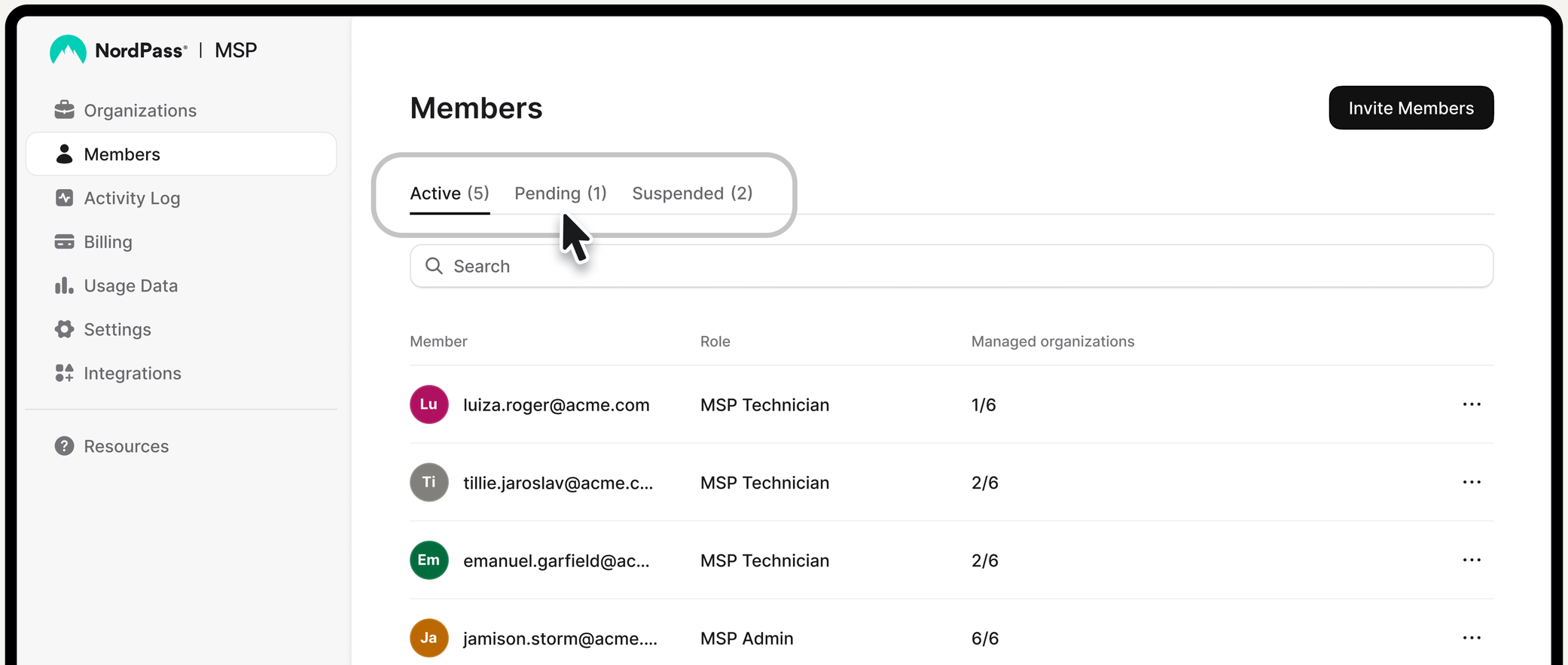
Members who have accepted the invitation to join the MSP Admin Panel and created their MSP account.

Pending

Members who have not yet accepted the invitation to join the MSP organization.

Suspended

Members who are temporarily restricted from using the MSP Admin Panel.



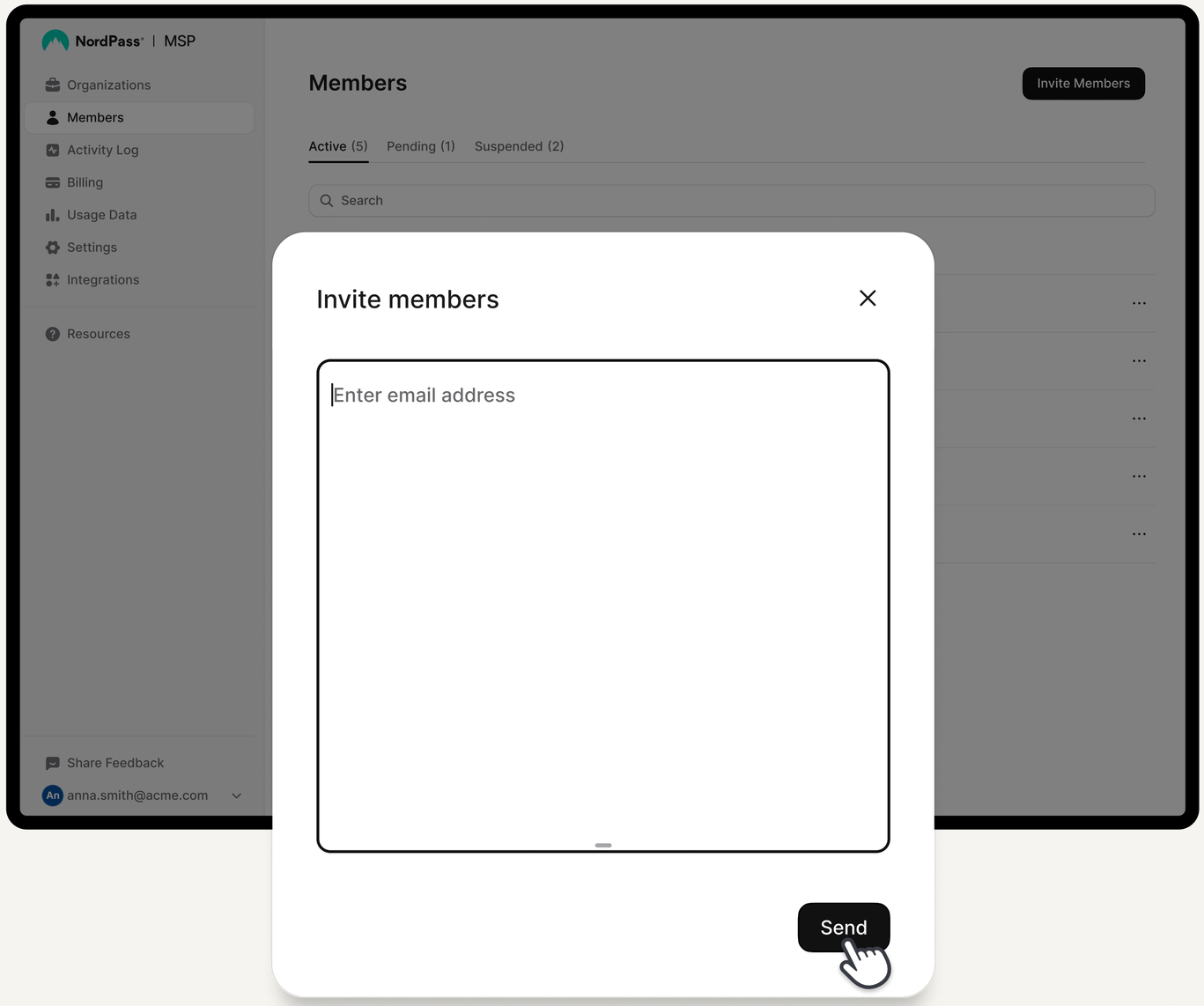
How to invite members

An MSP Owner or Admin can invite an unlimited number of employees to join the MSP Admin Panel. To invite a new member, they simply need to:

1. Go to **Members** and then click on the **Invite Members** button.
2. Enter the email address of the person they want to invite.

A member will be listed in the **Pending** tab if they haven't accepted the invitation to join the MSP Admin Panel and/or created their MSP account. After accepting the invitation and creating the account, they will appear in the **Active** tab.

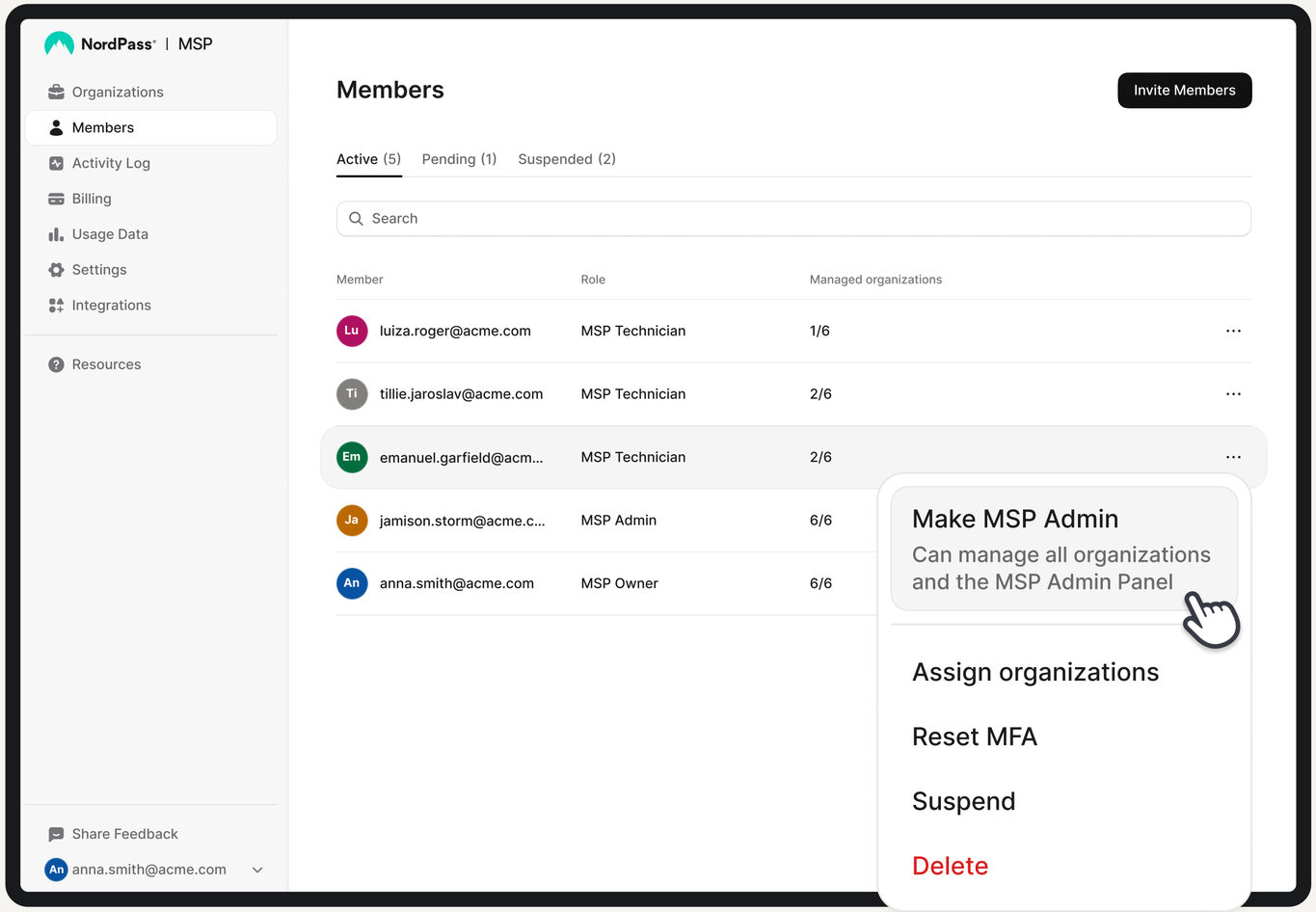
If a member has lost or forgotten their invitation, an Owner or Admin can resend it from the **Pending** tab.



How to change members’ roles

When a member joins the MSP Admin Panel, an Owner or Admin can assign them an Admin role. To do so, they need to:

1. Go to the **Members** section.
2. Find a member whose role you want to change and click on **More Options**.
3. Choose **Make Admin** to give them full access to the MSP Admin Panel.



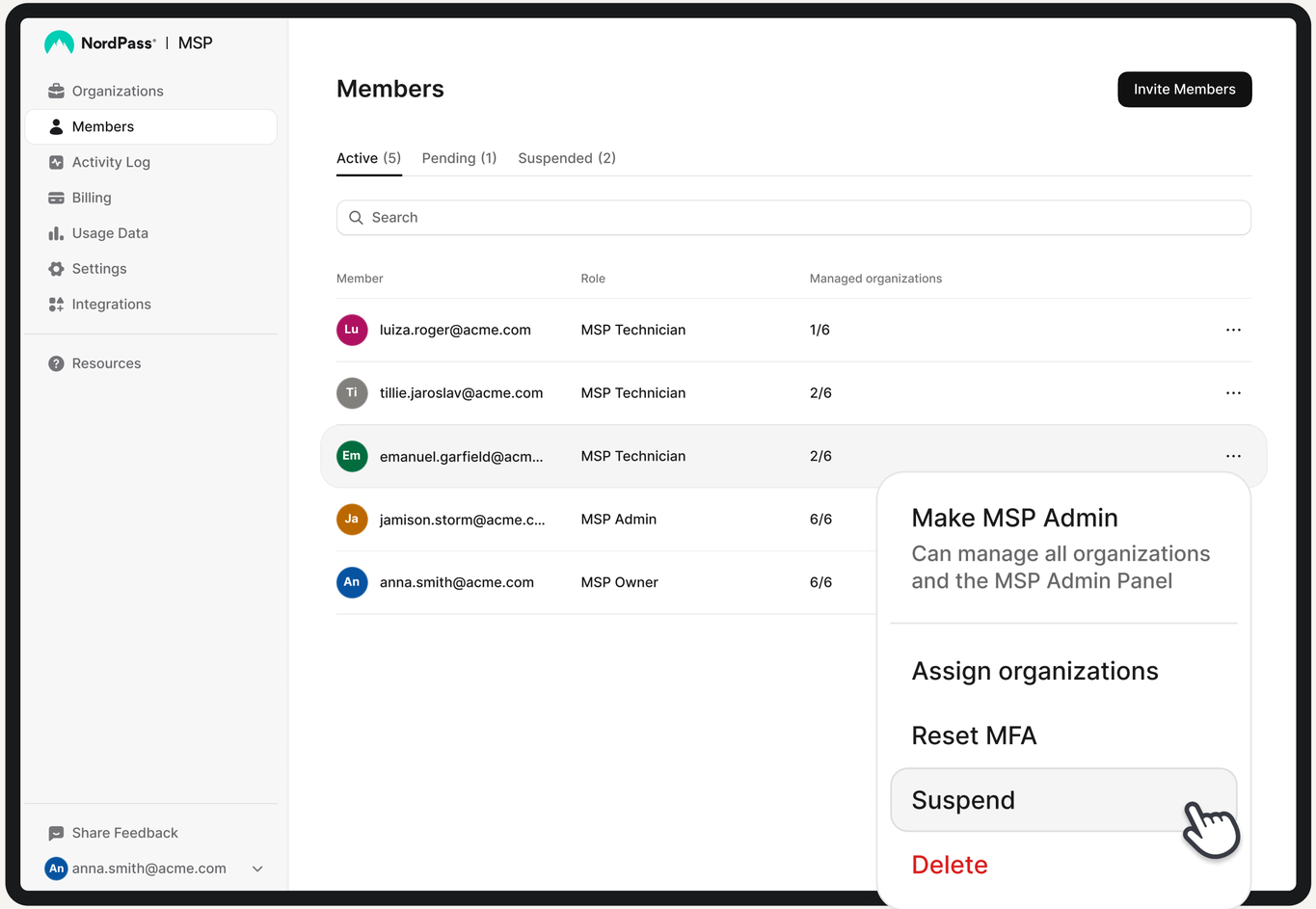
How to suspend or delete members

Suspending a member will temporarily prevent them from accessing the MSP Admin Panel. Deleting a member, however, will permanently remove them from the MSP Admin Panel. To perform either of these actions, an Admin or Owner needs to:

1. Go to the **Members** section.
2. Find a member they want to suspend or delete and select **More Options**.
3. Choose **Suspend** or **Delete**.

To reactivate a suspended member, go to the **Suspended** tab and click **More Options** next to their email. Then, choose **Activate** to restore their access to the MSP Admin Panel.

To remove a suspended member from the MSP Admin Panel, go to the **Suspended** tab and click **More Options** next to their email. Then, choose **Delete**.



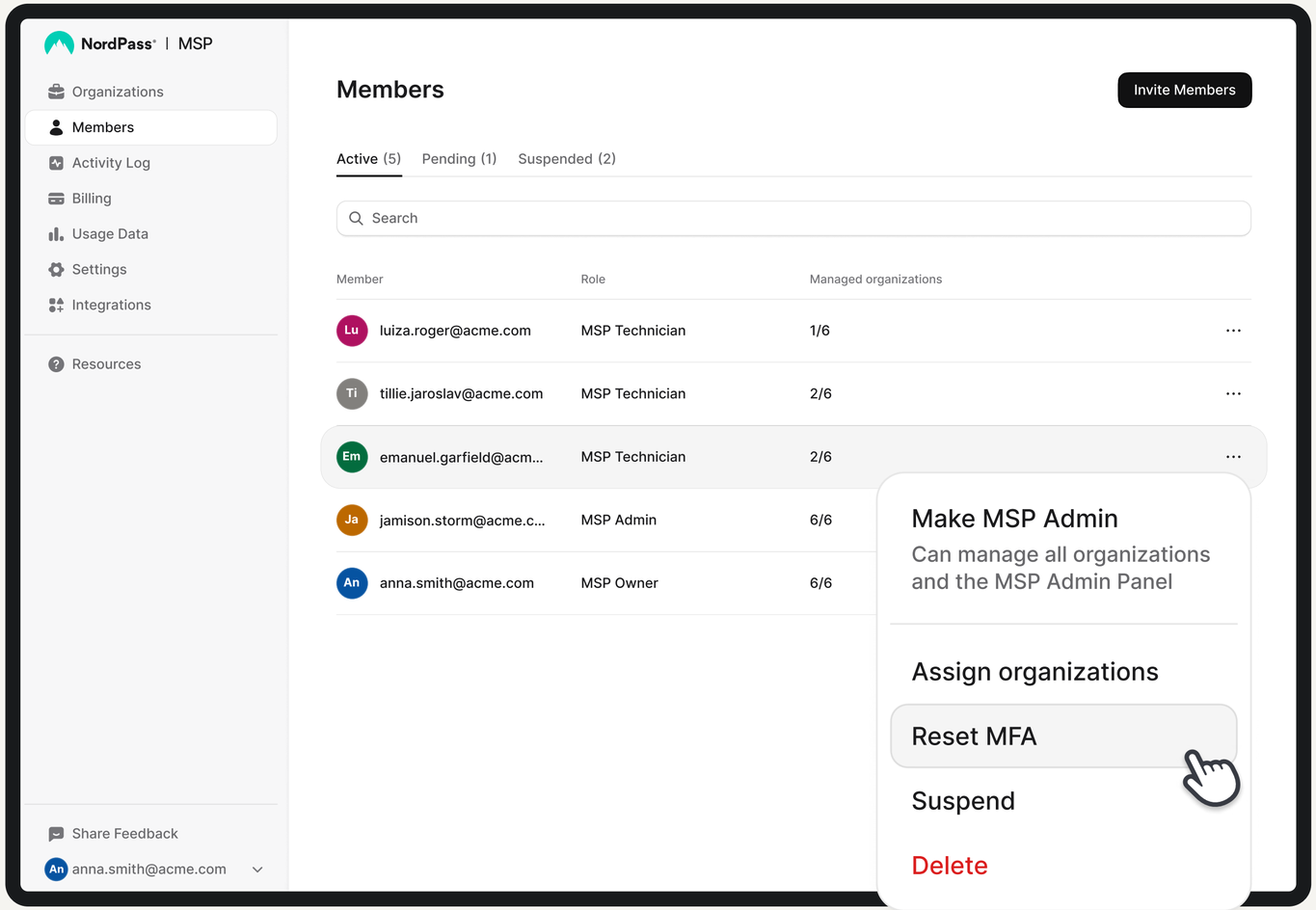
How to enforce multi-factor authentication (MFA) for a specific member

While setting up MFA is optional, we recommend that MSP Owners or Admins enforce it on the **Settings** page. If MFA is enforced, every member needs to configure MFA and use it for each login.

If a member needs to reset their MFA, an MSP Owner or Admin can do so on their behalf. To perform this action, you need to:

1. Go to the **Members** section.
2. Find the member whose MFA needs to be reset and select **More Options**.
3. Click on **Reset MFA**.

NOTE: Members can change their Account Password or Master Password and reset their Recovery Code independently using the MSP User Profile page



How to log in to the NordPass MSP Admin Panel

Login steps

1. Open your NordPass MSP Admin Panel.
2. Enter your Business Account email address and click **Continue**.
3. Enter your Business Account password and click **Log in**.
4. Verify your identity with a multi-factor authentication (MFA) code (if enabled).
5. Click **Continue**.

You will need your Master Password when:

- Accessing a client organization's encrypted data.
- Creating a new NordPass-enabled organization.
- Assigning a client organization to an MSP Technician.
- Sharing cryptographic keys or transferring MSP ownership.
- Accepting requests to link a NordPass organization to your MSP.

*NOTE: MSP Admins and Owners can adjust the decrypted session time in the **Settings** page. After the selected time expires, users will be asked to enter their Master Password when trying to access restricted actions. We recommend keeping the Master Password session as short as possible.*

Organizations

In the Organizations section, MSP Admins and Owners can easily access and review information about each client company under their management.

How to add an organization (I)

To add a new organization to the MSP Admin Panel, an MSP Owner or Admin needs to:

1. Go to **Organizations** and then click on the **Add Organization** button.

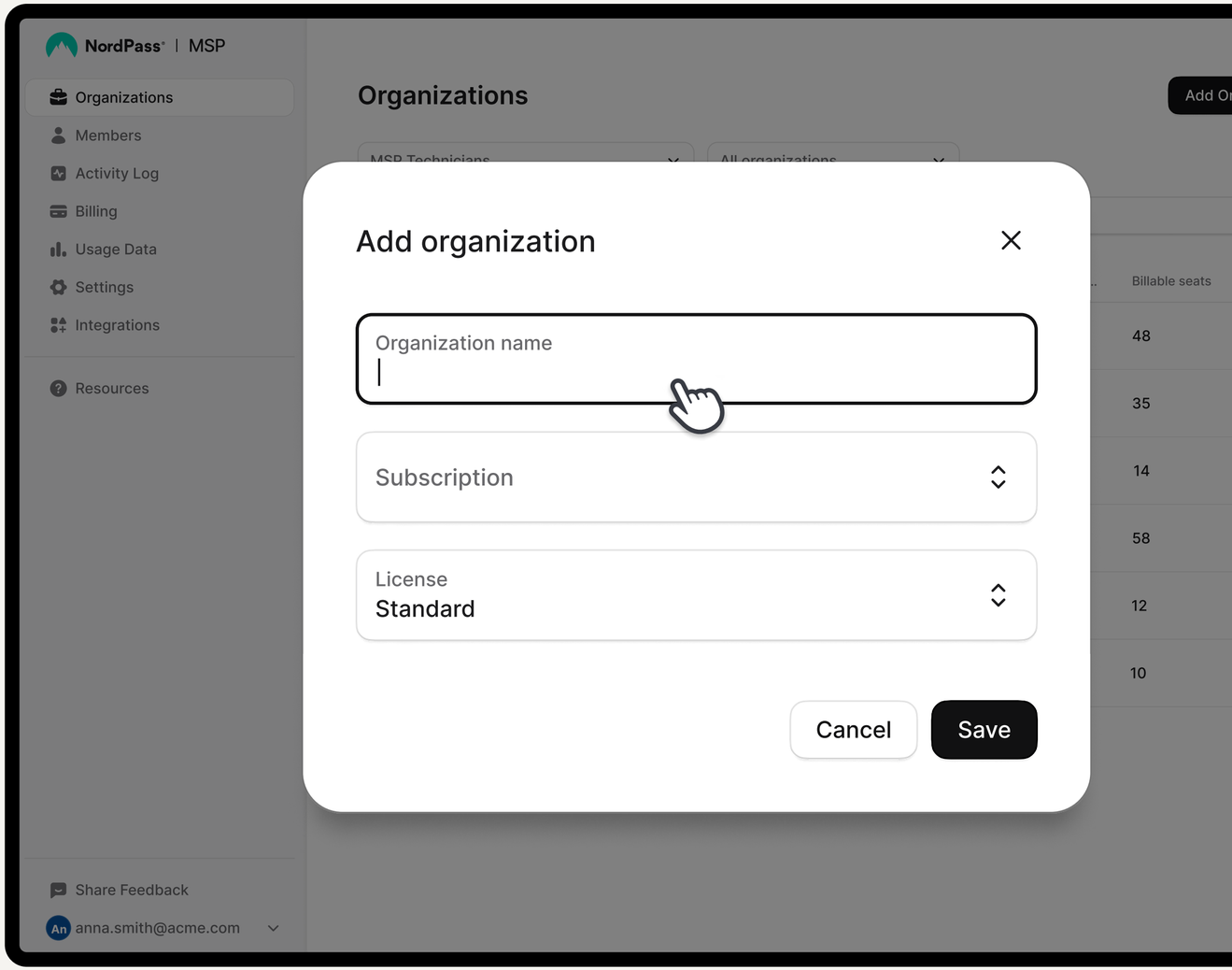
2. **Fill in the form**:

   a) Provide the name of the client organization

   b) Select the subscription type: Business or Enterprise plan

   NOTE: If they choose the Business subscription, an Owner or Admin can upgrade to Enterprise in the future, but they cannot downgrade from Enterprise to Business.

   c) Select a license type: NFR, Trial, or Standard.



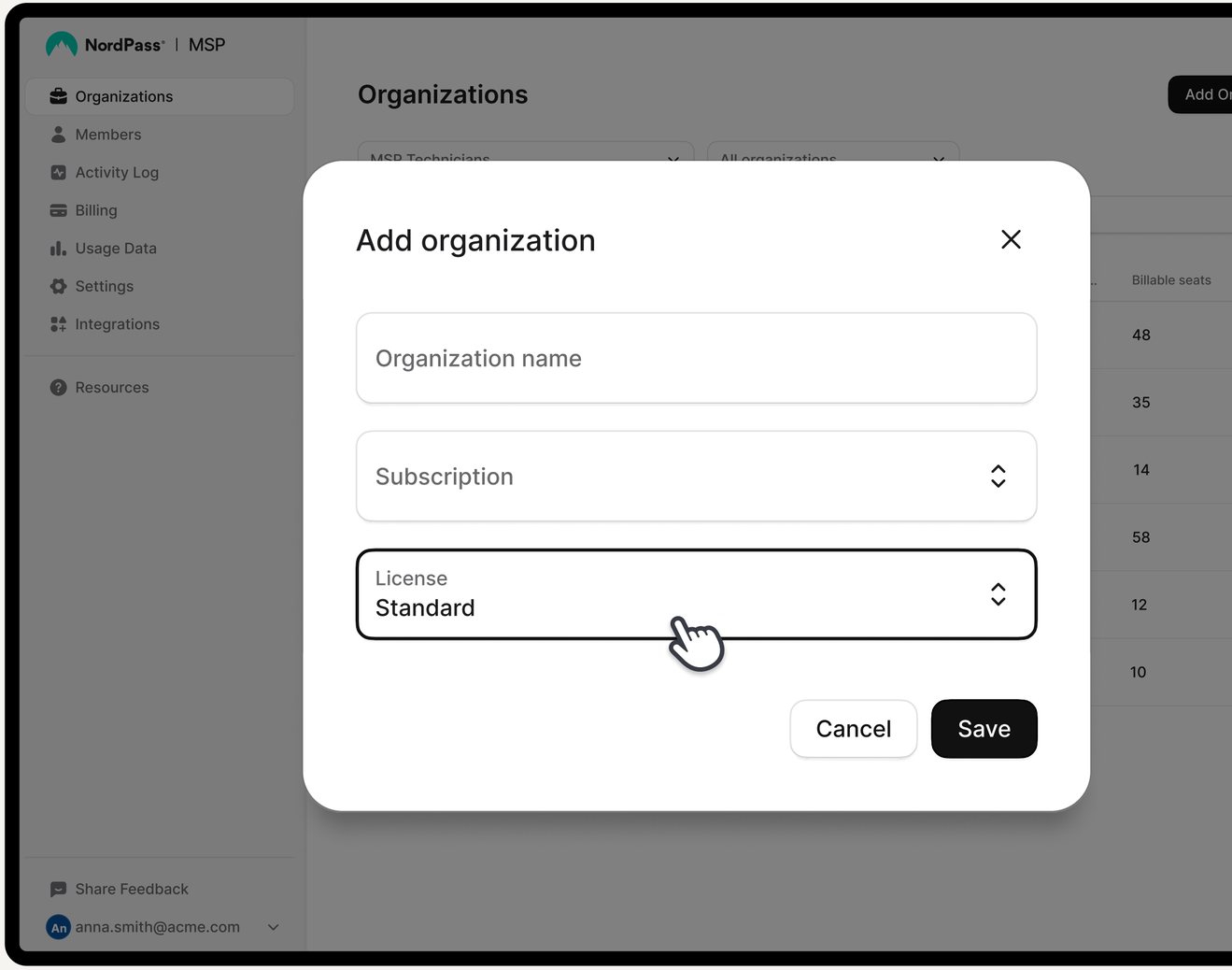
How to add an organization (II)

Licence types:

NFR (Not-For-Resale) — NordPass MSP partners receive a free license for their own internal use. Each MSP partner can create only one NFR organization for their team.

Trial — A Trial license can be offered to client companies that want to § the NordPass product before purchasing it. The organization will have access to all NordPass Business or Enterprise plan features for 14 days, and the standard billing cycle will be applied automatically once the Trial expires. Only one Trial license can be assigned to the same organization. However, there are no limits on how many Trial organizations can be created.

Standard — This is a default subscription-based license type for NordPass Business and Enterprise plans. This license should be used for those organizations that want to start the billing cycle right away — without trying out NordPass first.



Click here to learn more about how NordPass MSP licenses are billed.

How to manage an organization (I)

By selecting an organization from the list, an MSP Owner or Admin can easily access detailed information and perform various management actions specific to that organization.

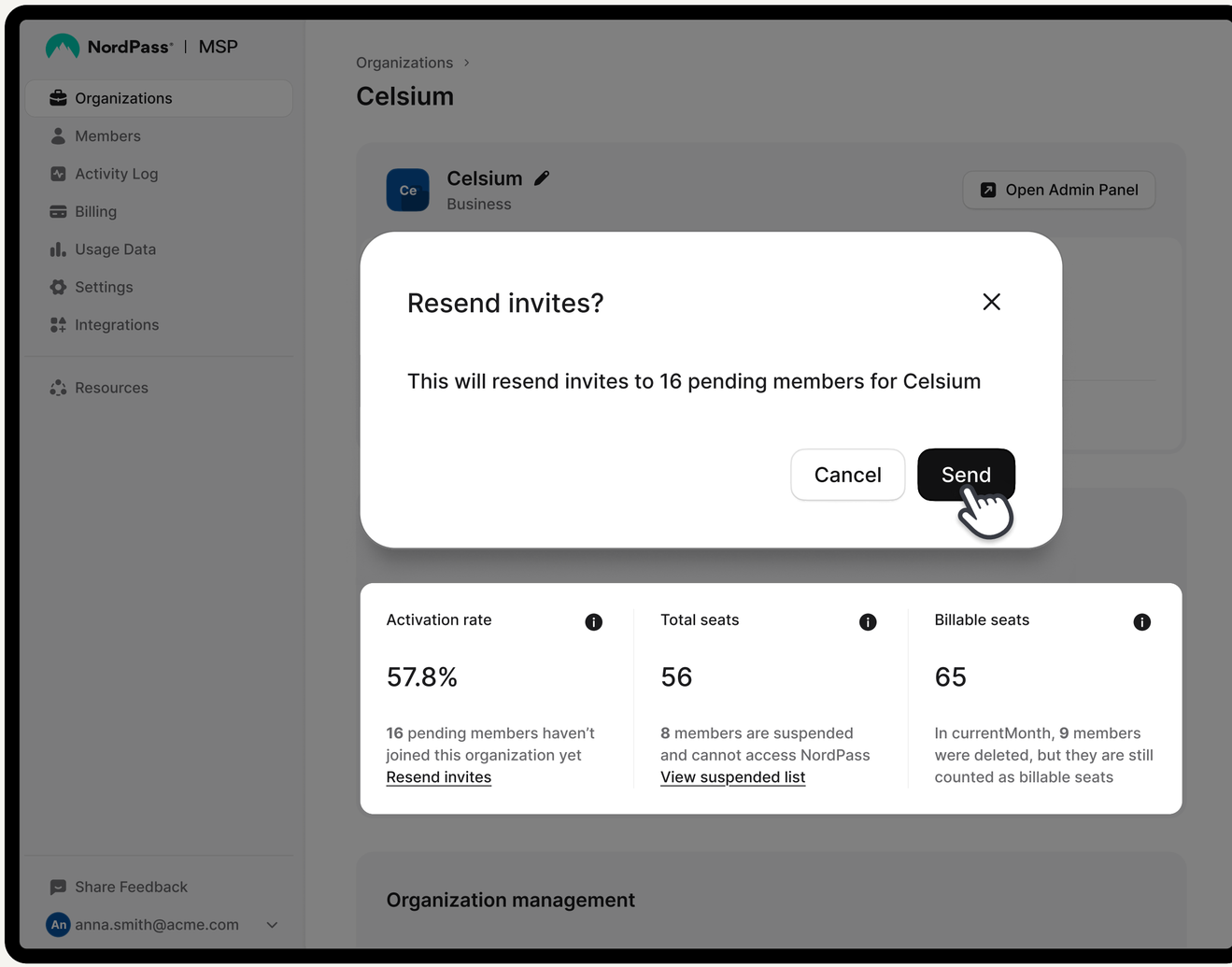
Seats

Here, the MSP Owner or Admin can check the selected organization's activation rate as well as total and billable seats.

- **Activation rate**: Shows the number of invited employees who have joined the organization. The Owner or Admin can choose to **Resend invites** to send invitations again for those who did not accept the initial one.

- **Total seats**: Displays the total number of active, pending, and suspended members.

- **Billable seats**: Informs about the total number of seats the company will be billed for.

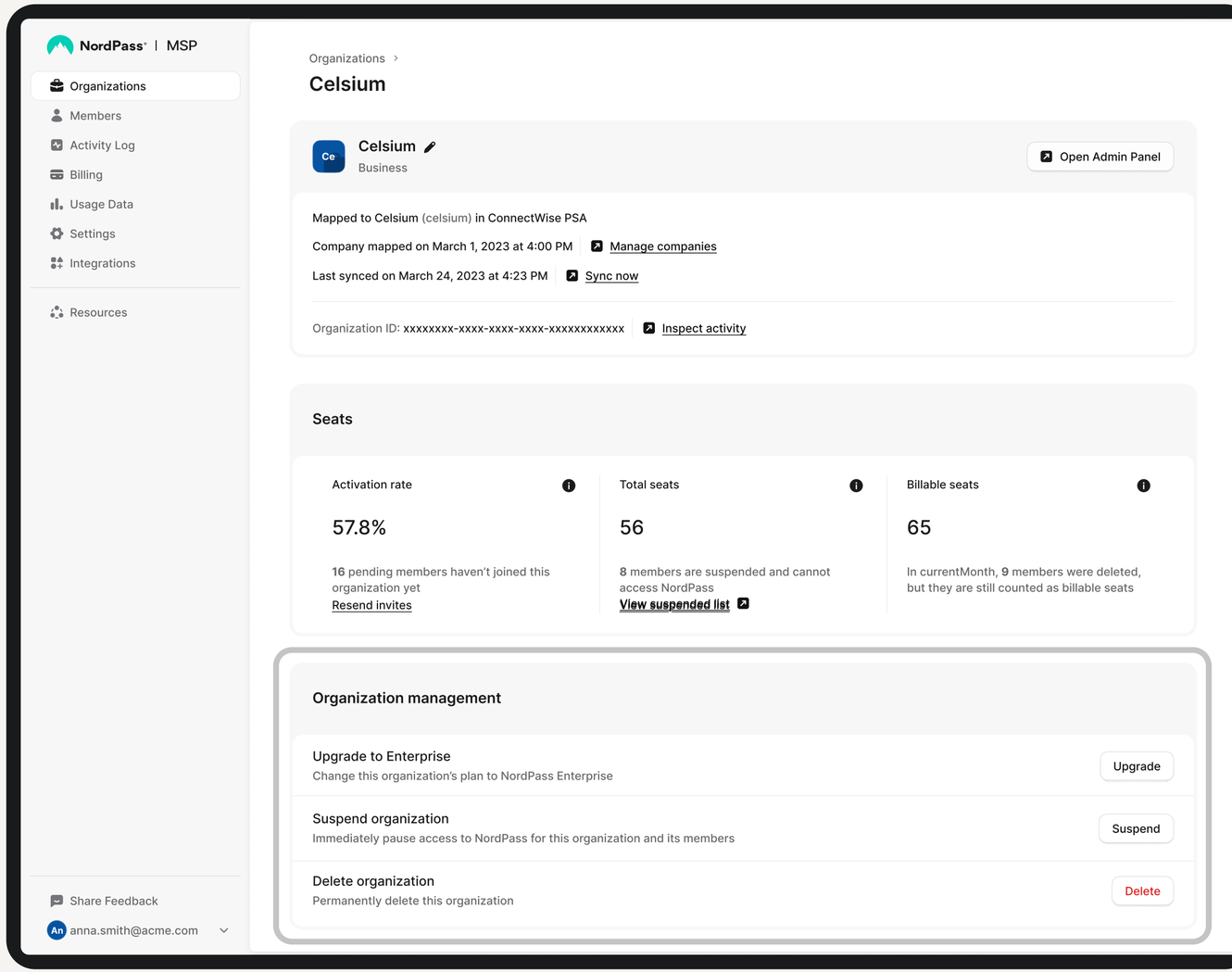


How to manage an organization (II)

Organization management

Here, the MSP Owner or Admin can suspend, upgrade, or delete the selected organization.

- **Suspend the organization:** Temporarily pause the organization's access to NordPass. Billing will continue until the organization is deleted.
- **Upgrade the plan**: Change the subscription from the Business plan to the Enterprise one.
- **Delete the organization**: Permanently remove the specific organization, along with its members and items, from the NordPass MSP Admin Panel.



How to transfer organization ownership

In the MSP Admin Panel, you can transfer organizations between MSPs, from MSPs to direct clients, and from direct clients to MSPs.

Linking a client organization to an MSP

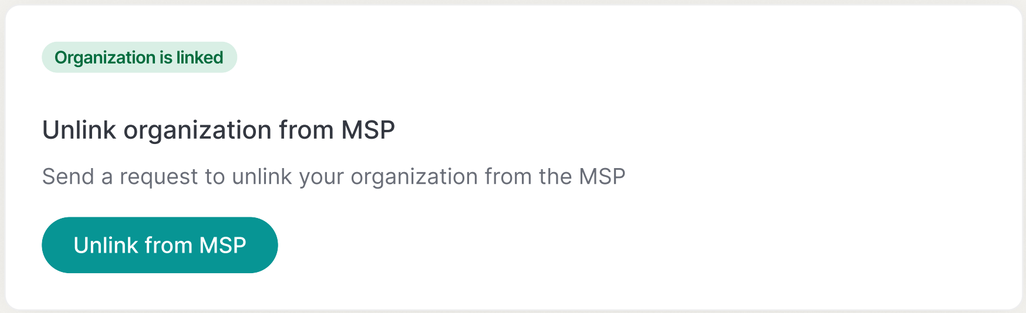
To bring an existing direct client under MSP management, follow these steps:

- The organization Owner initiates the request from their Admin Panel.
- The organization Owner enters the email address of the MSP to whom they wish to transfer management of their organization.
- A unique code is generated and *must* be shared separately with the MSP.
- The MSP confirms the request in their MSP Admin Panel using the provided code.

Unlinking a client organization from an MSP

When a client organization moves to direct billing or a different provider, the MSP must transfer the account management to the organization or their new partner:

- The MSP initiates the detachment request from their MSP Admin Panel.
- The MSP must ensure that at least one user in the organization will take over the organization's management and has the Owner role.



Integrations

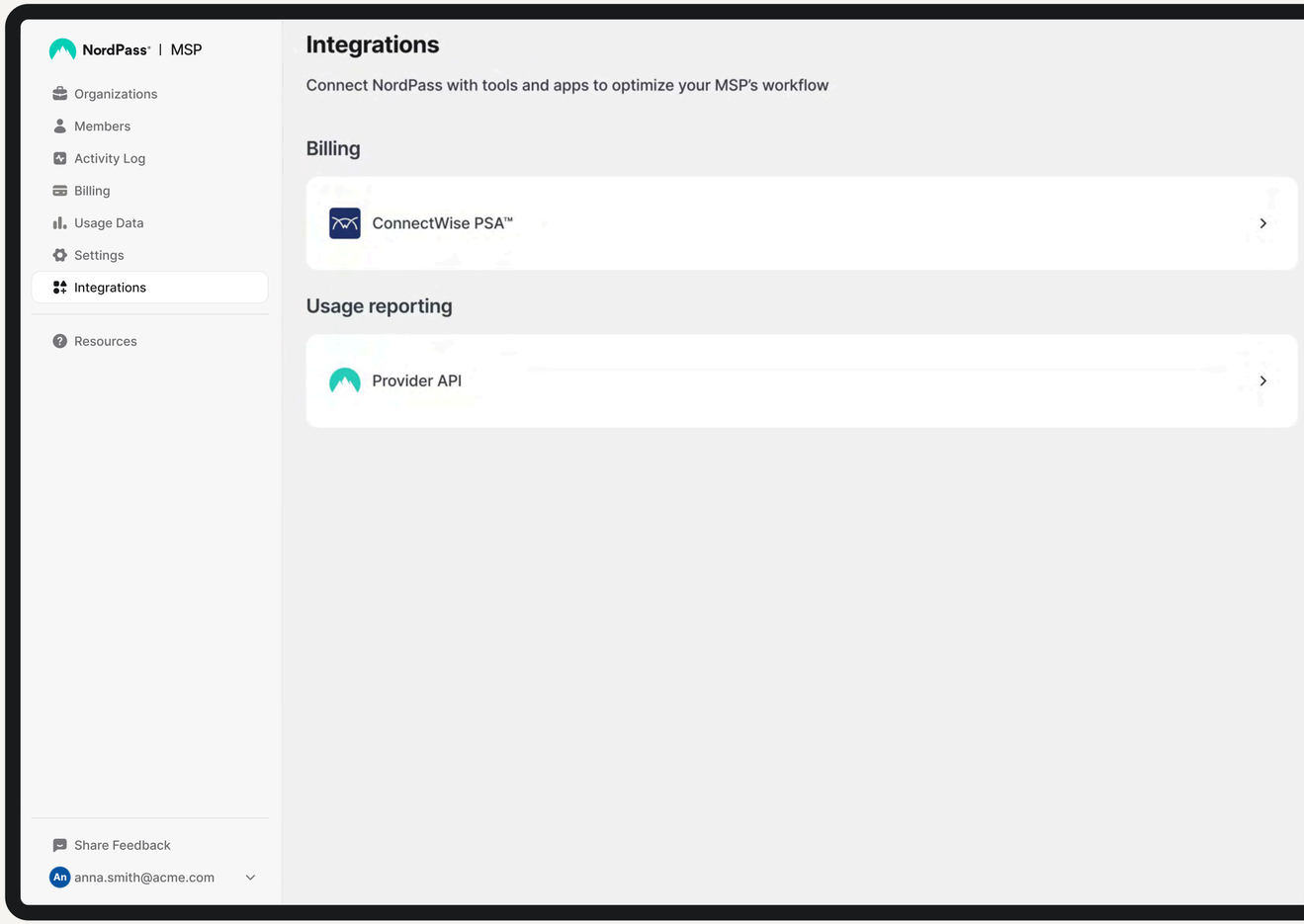
In the Integrations section, MSPs can connect NordPass with tools and apps to optimize workflow and generate usage reports via PSA solutions.

Integration with ConnectWise PSA™

By integrating NordPass with ConnectWise PSA, you can streamline the setup and management of your client organizations.

Key benefits include:

- Your usage data is automatically transferred from NordPass to ConnectWise PSA.
- You can quickly import existing customer organizations from ConnectWise PSA to NordPass without the need to recreate them in the NordPass MSP Admin Panel.
- You can easily map customer organizations in NordPass with their corresponding entities in ConnectWise PSA.



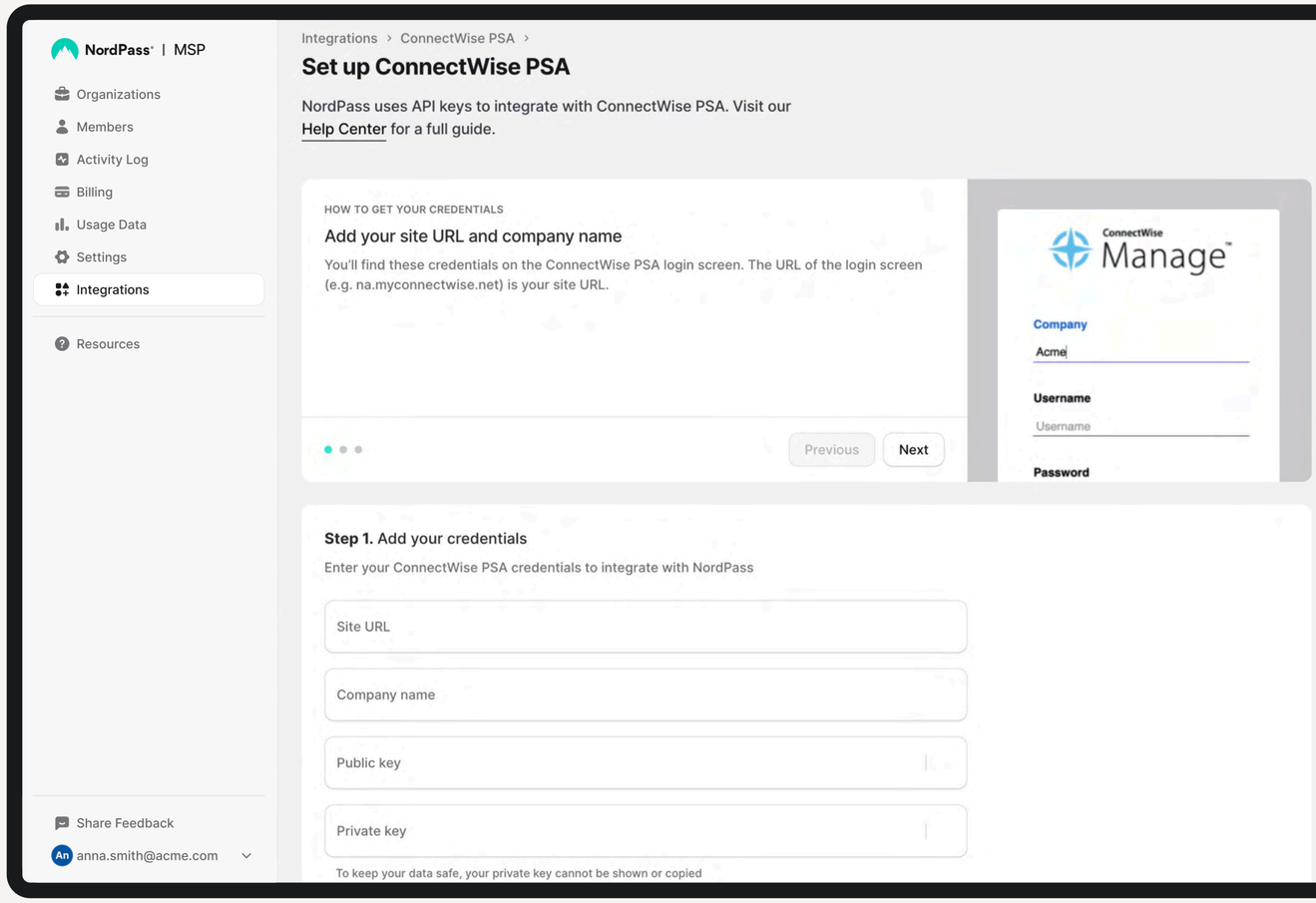
IMPORTANT: To set up the integration, you need a NordPass MSP account and a ConnectWise PSA account.

Integrating NordPass with ConnectWise PSA™ (I)

To set up the integration, an MSP Owner or Admin must follow these steps:

1. **Create an API member** with a defined security role in ConnectWise and generate API keys for it.

2. **Log in to msp.nordpass.com** and enter your ConnectWise credentials to set up the integration.

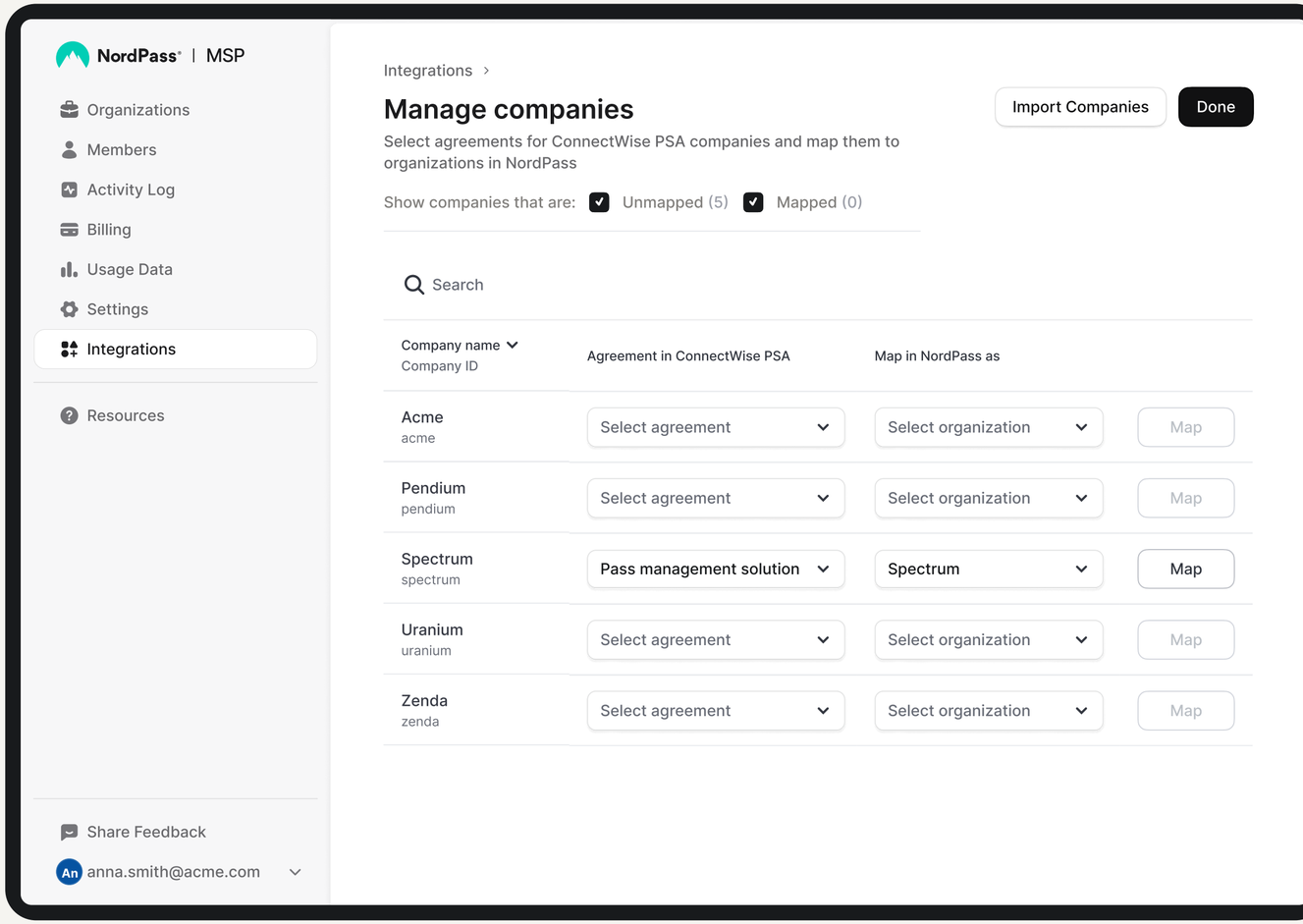


You can find a detailed explanation of the setup process in our Help Center.

Integrating NordPass with ConnectWise PSA™ (II)

3. Map the products **to NordPass Business and NordPass Enterprise subscriptions**. If you're new to NordPass, you create new products.

4. Map your companies and agreements to initiate the synchronization of usage data.

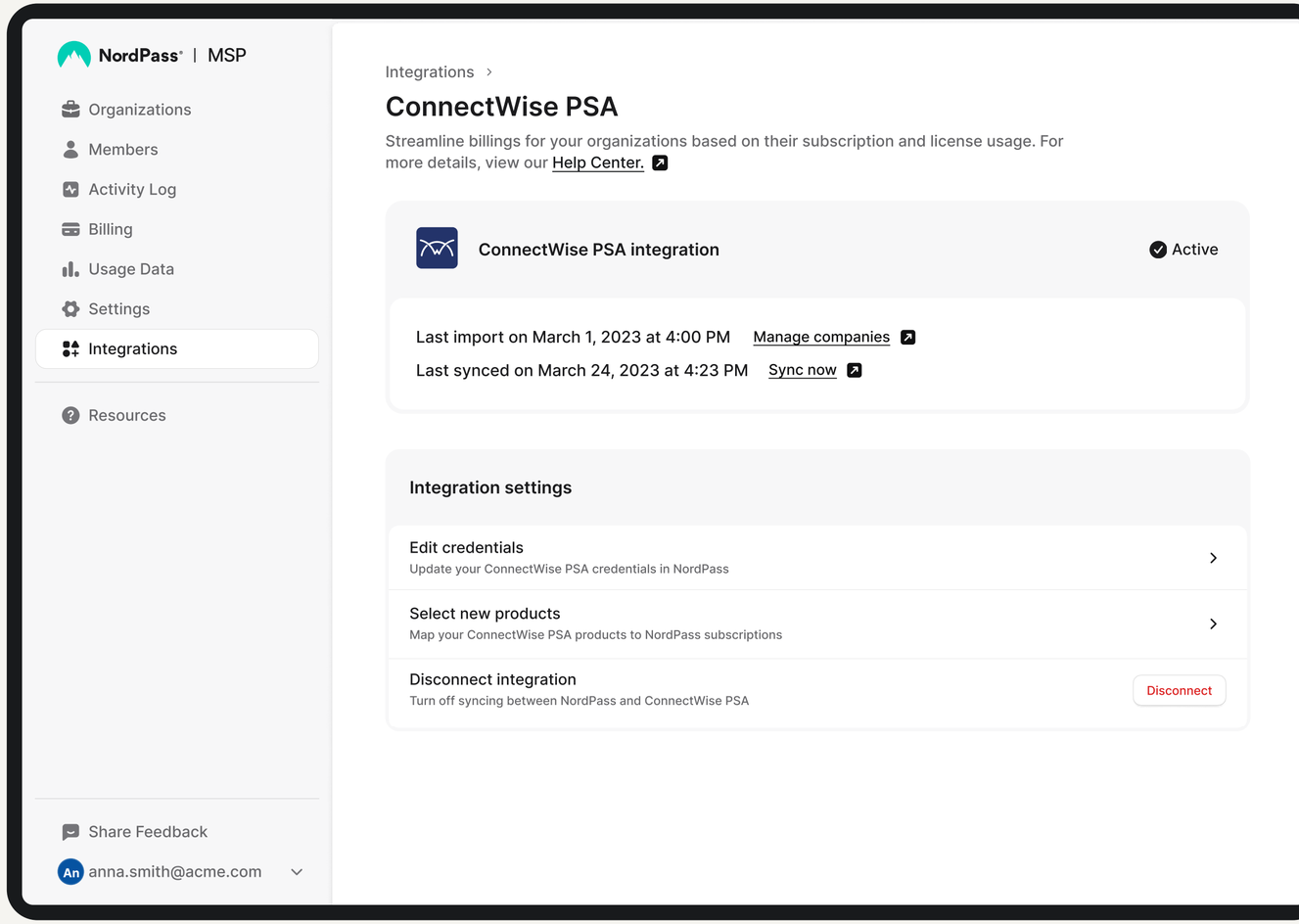


You can find a detailed explanation of the setup process in our Help Center.

Updating and removing the ConnectWise PSA™ integration

You can edit the ConnectWise PSA integration in the **Integrations** section. Here, you can update the integration credentials in case they are lost or compromised, as well as remap products, or disconnect the integration entirely.

If you disable the integration, NordPass will stop sending daily usage data to ConnectWise PSA, and all company and agreement mappings will be removed. If you choose to reconnect with ConnectWise PSA, you will need to set up the integration again.

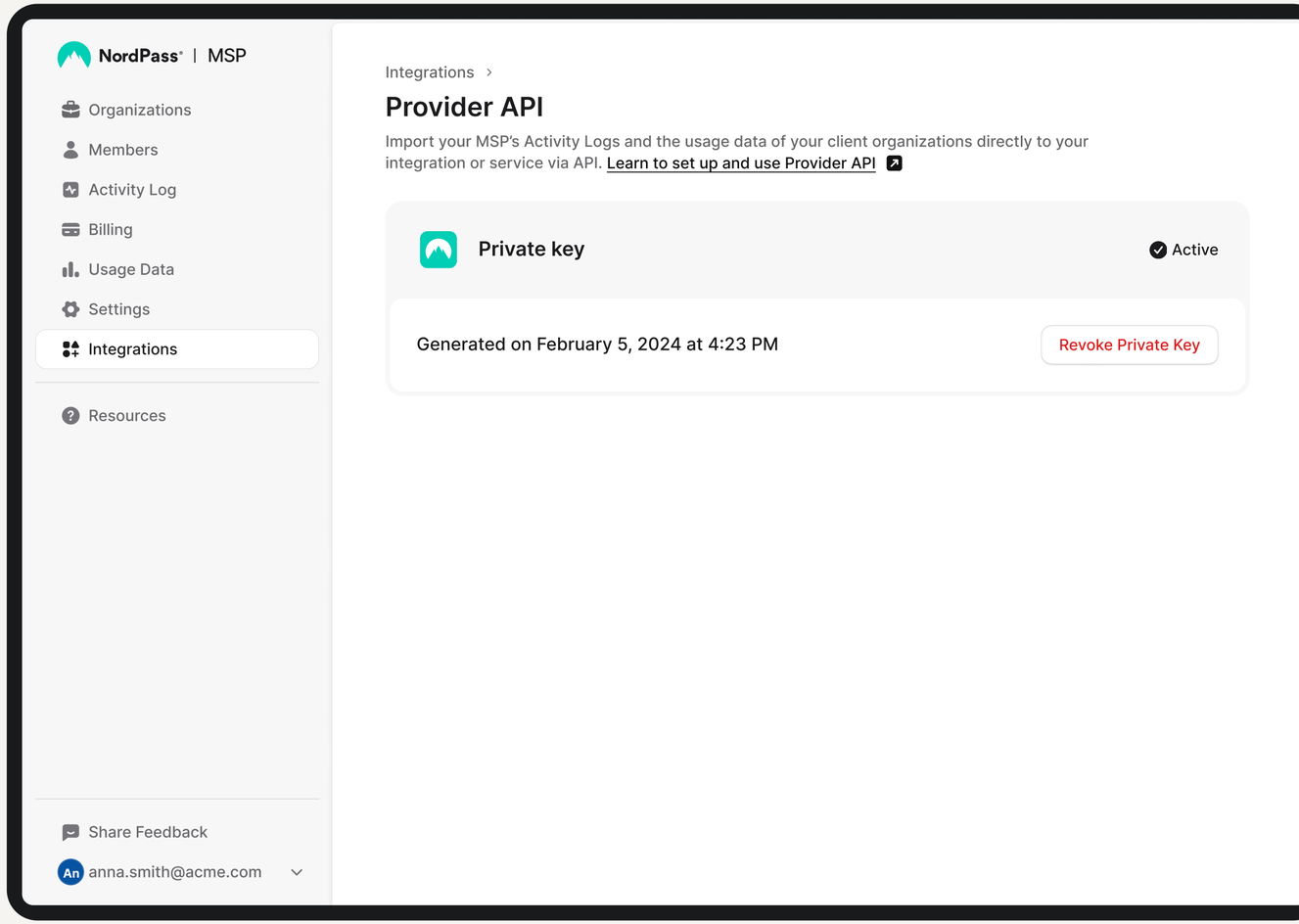


Usage and activity logs

If you use a PSA tool other than ConnectWise PSA, you can also import daily or monthly usage data from NordPass via our open API.

NordPass' endpoints follow REST API principles and exclusively use JSON in request bodies.

The API also contains MSP activity logs. MSPs can view and export their organization's activity logs directly from the MSP Admin Panel or retrieve them via the API.



Generating a private key

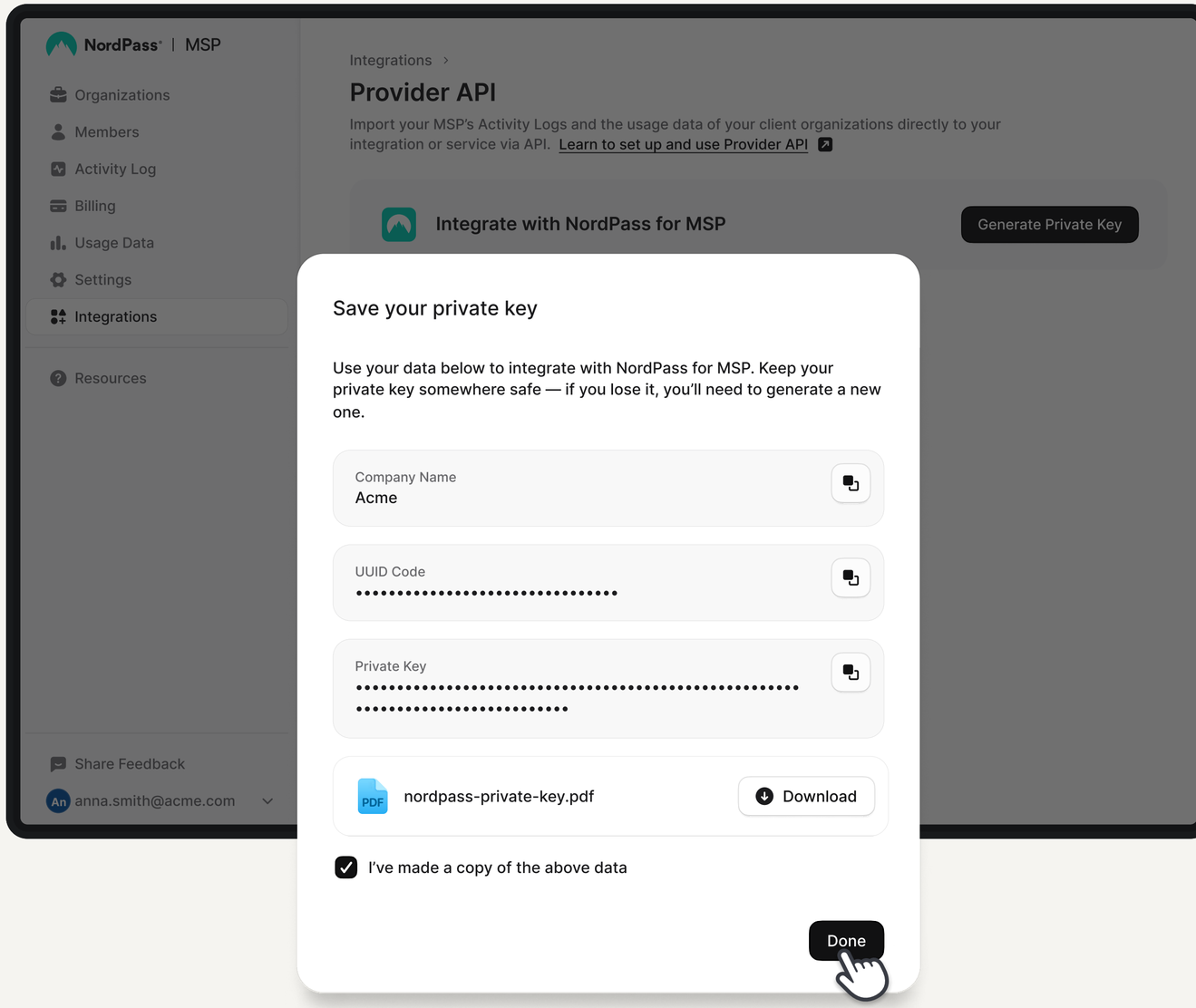
For authentication, you must first generate JWT Data for your company:

1. In the MSP Admin Panel, go to **Integrations → Provider API**.

2. Select **Generate Private Key**.

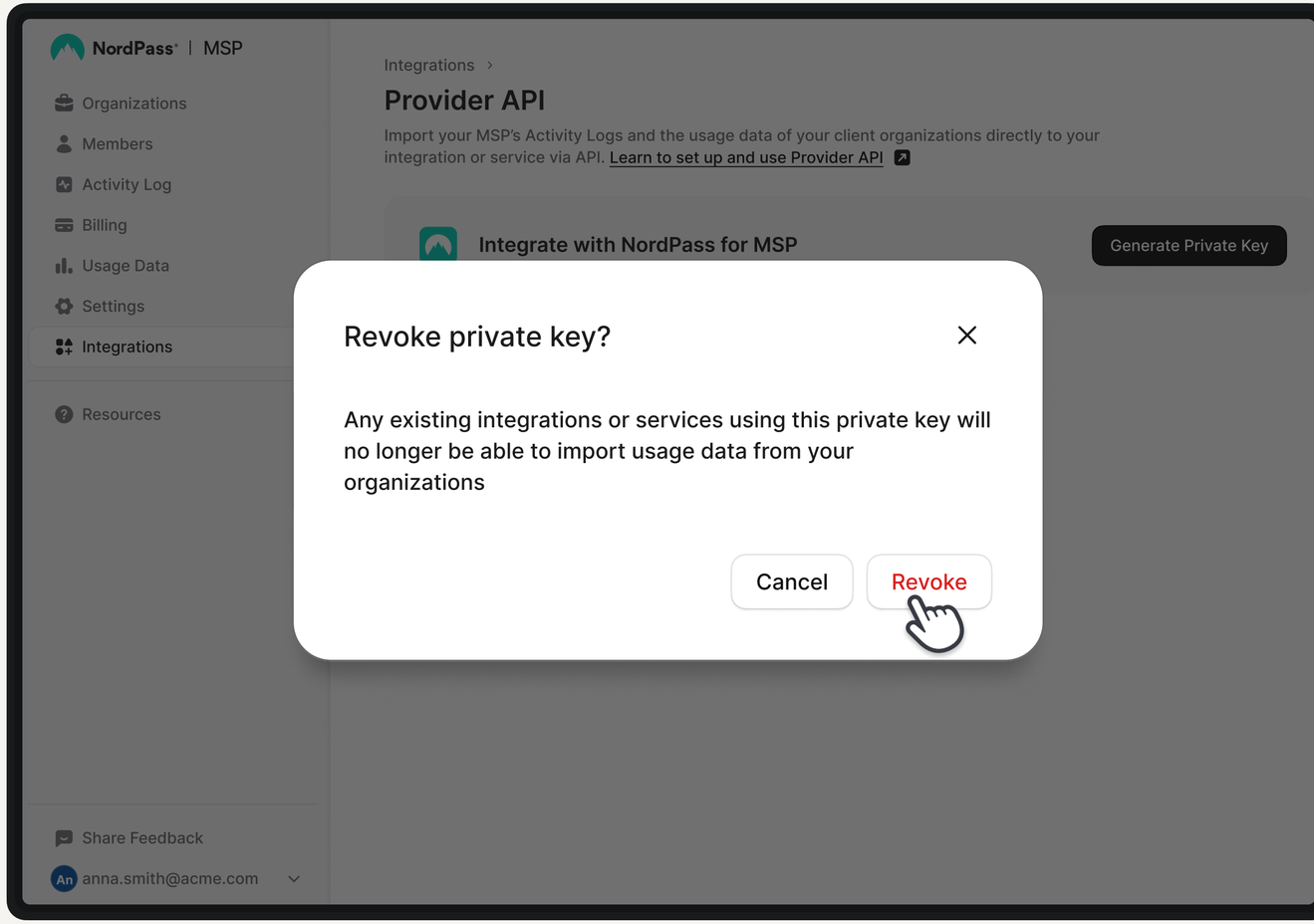
3. Generate the JWT using your data and private key. Your private key signs the JWT before you send it.

Once you generate the key, ensure you store your data securely. Your private key is unique and required to make requests to NordPass's API.



Removing an integration in the Admin Panel

If you want to remove an integration, you can revoke your private key. This can be done if you've lost the key or it’s been compromised. This promptly deactivates any integrations or services currently using the private key, allowing you to create a new one.



To learn more about our open API and how it works, please see the guide in our Help Center.

Billing

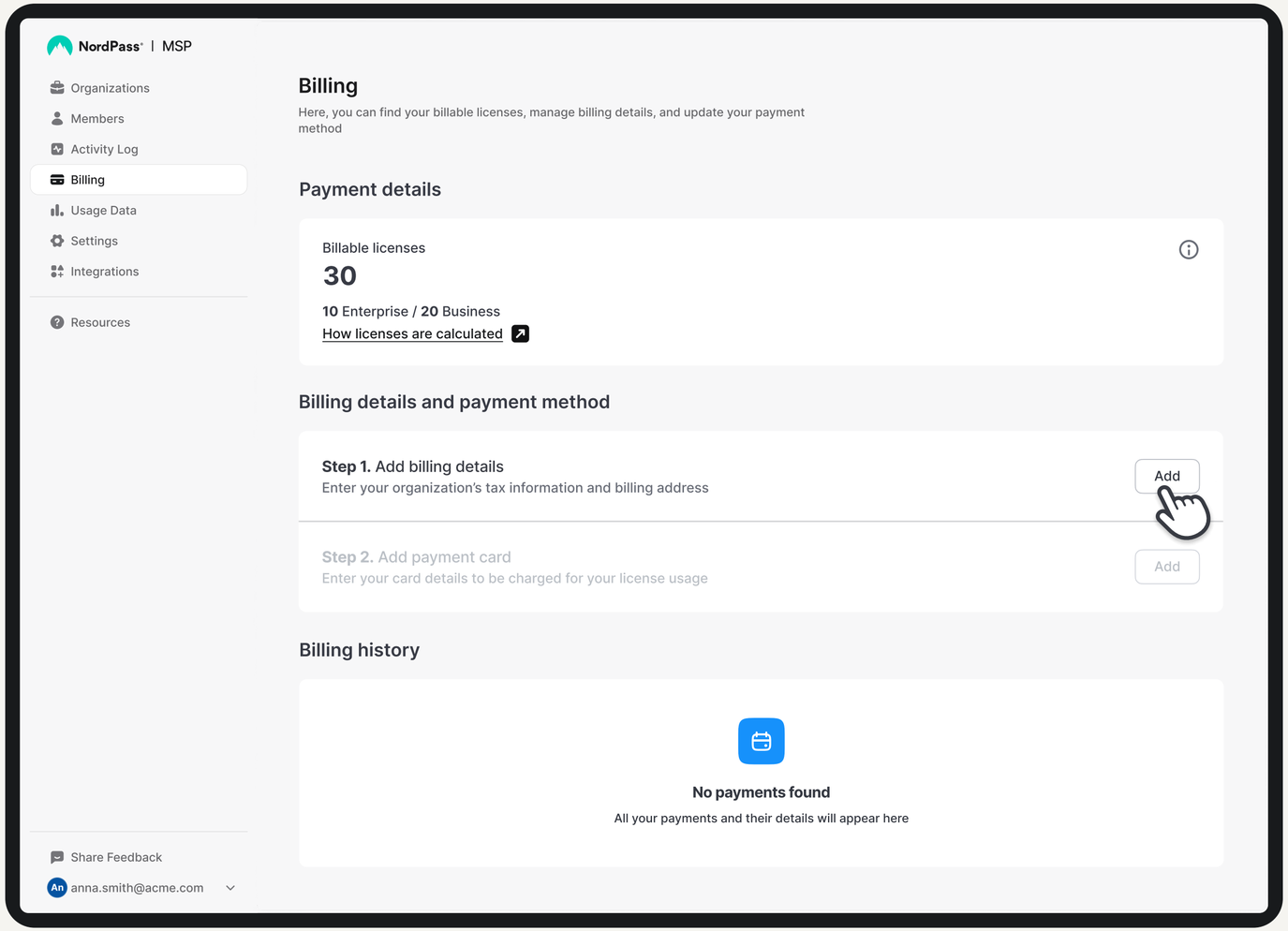
(For direct partners only)

MSP partners can set up a credit card for automatic monthly billing. At the start of each month, the card will be charged for the number of licenses used by the MSP's customers.

How to change billing details

To set up automatic payments, you'll need to add or update your billing details in the MSP admin panel. For that, you need to:

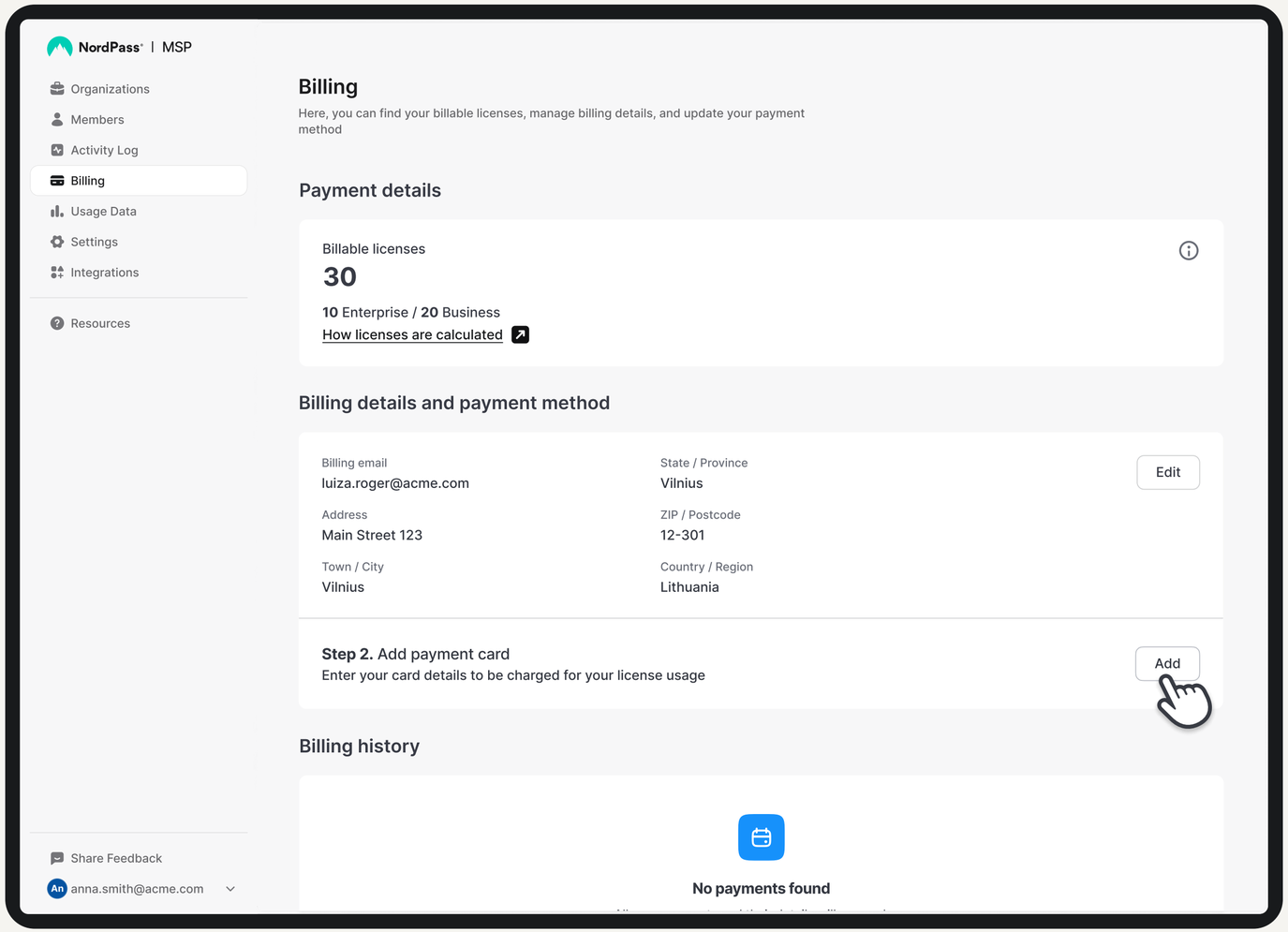
1. Head over to **Billing details and payment method**, and click the **Add** button next to **Add billing details**.
2. Enter your billing information, including your email and exact address.



How to add a new credit card

Once you've added your billing details, it’s time to set up your credit card for monthly charges. Here’s how to do it:

1. Go back to **Billing details and payment method** and click the **Add** button next to **Add payment card**.
2. A new window will open with the credit card form. Fill in all of your credit card details, then click **Continue**.
3. Wait for the provider to authorize your credit card. Once it's successfully authorized, you’ll see the card details in the MSP admin panel, along with the upcoming payment date.

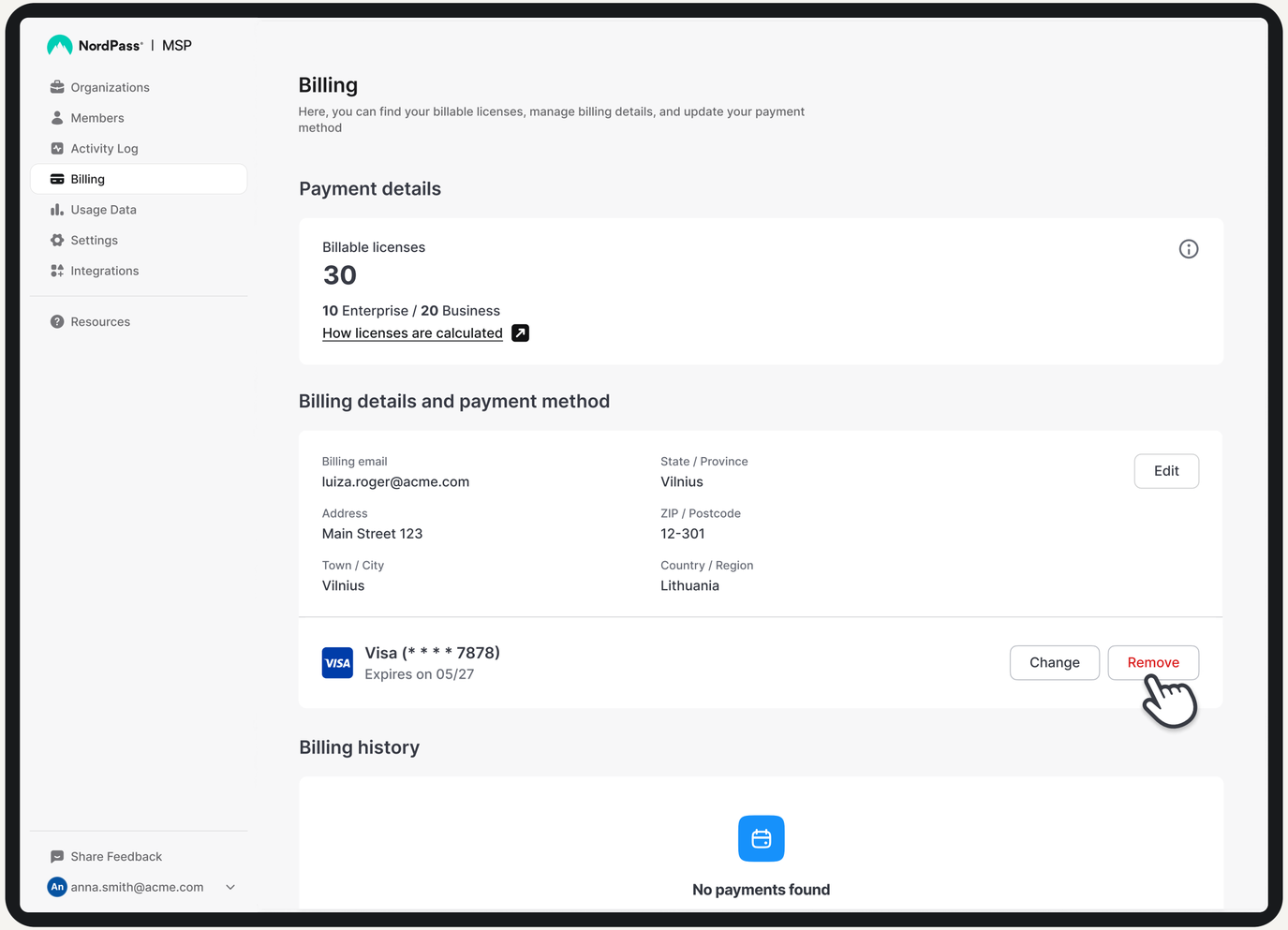


How to remove/change a credit card

You can easily change or remove any credit card linked to your MSP account whenever you want. Just head to the **Billing section** and choose whether you want to update your card or remove it entirely.

If you’re updating your credit card, you’ll just need to enter the new card details and authorize it.

If you decide to remove your card, it will be deleted from your MSP account. Then, in the next billing cycle, you’ll get an invoice with a payment link sent directly to your billing contact’s email.



Usage data

In this section, MSP Owners, Admins, and Technicians can view usage information regarding their client organizations.

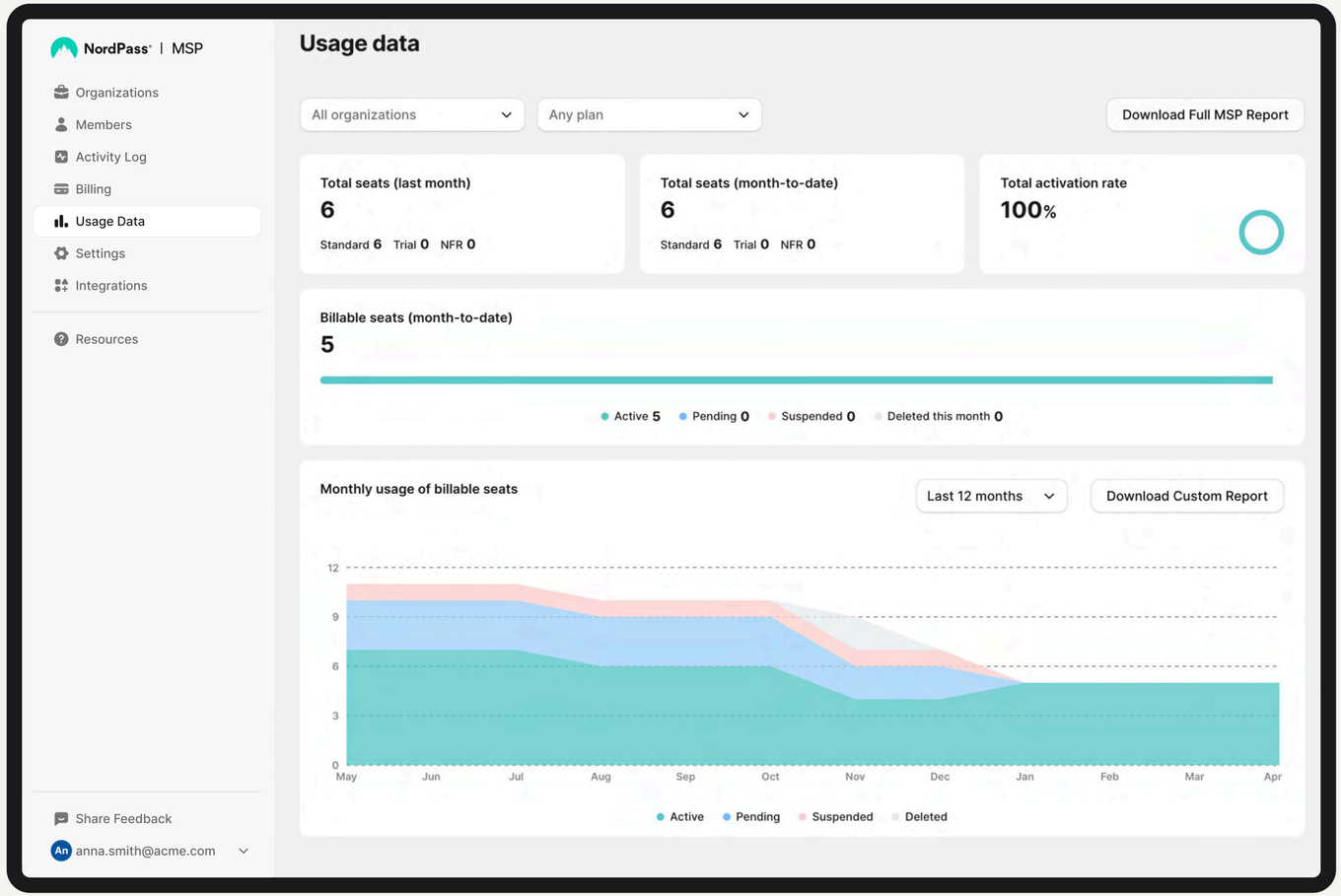
Monitoring the usage of client organizations

At any time, an MSP can review activations, check billable seats, and track seat usage across the organizations it manages.

Right on the main dashboard, an MSP will find:

- **Total number of seats** (for the last and current month)
- **User activation rate**
- **Billable seats for the current month**
- **Monthly usage history** (downloadable as a CSV file)

An MSP can view usage data for all managed organizations at once or **filter it by specific organization and/or plan**.



Resources

Get additional information about NordPass.

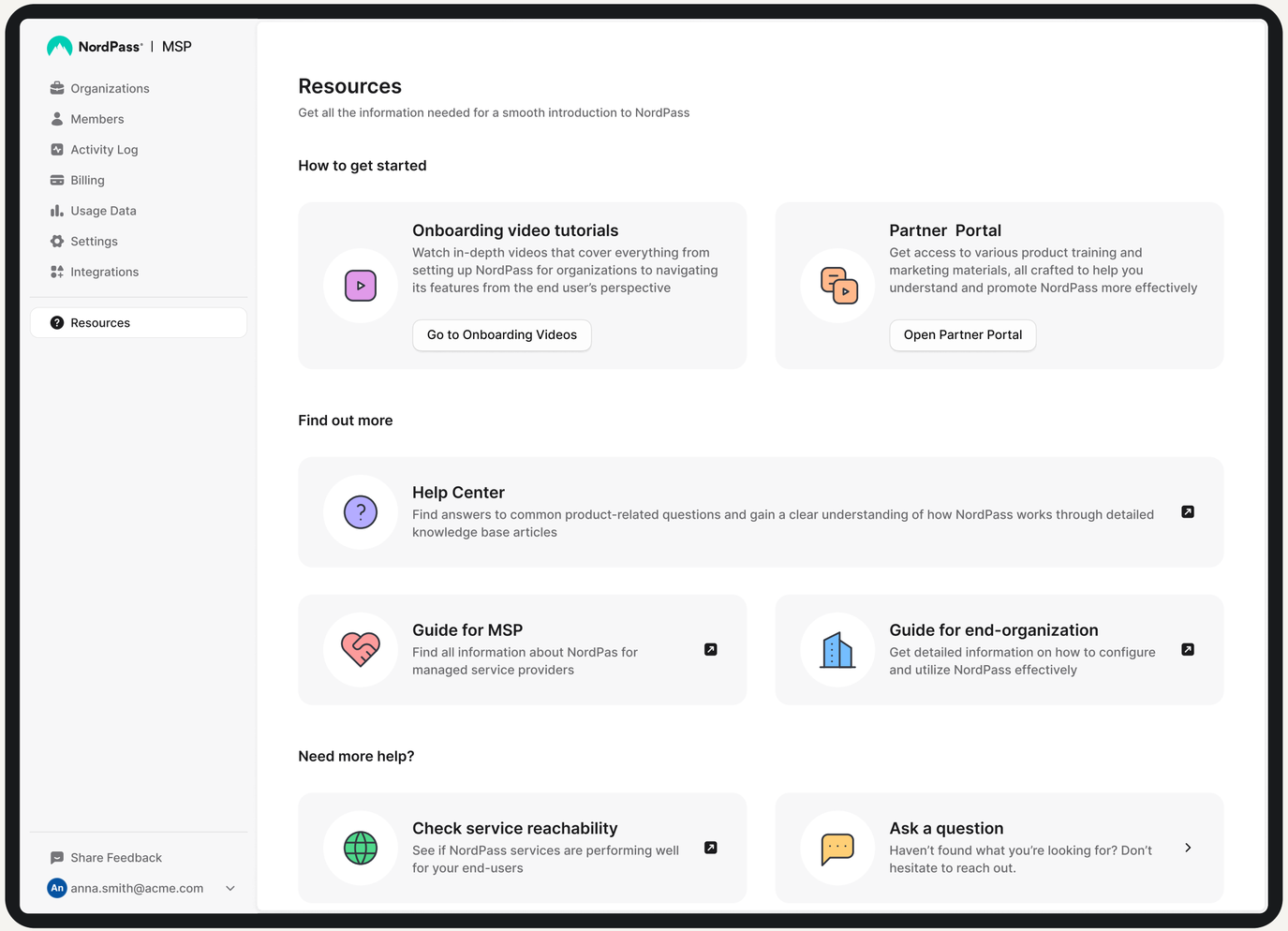
Resources

Onboarding Video Tutorials

Watch in-depth videos that cover everything from setting up NordPass for organizations to navigating its features from the end user's perspective.

Partner Portal

Get access to various product training and marketing materials, all crafted to help you understand and promote NordPass more effectively.



Resources

Help Center

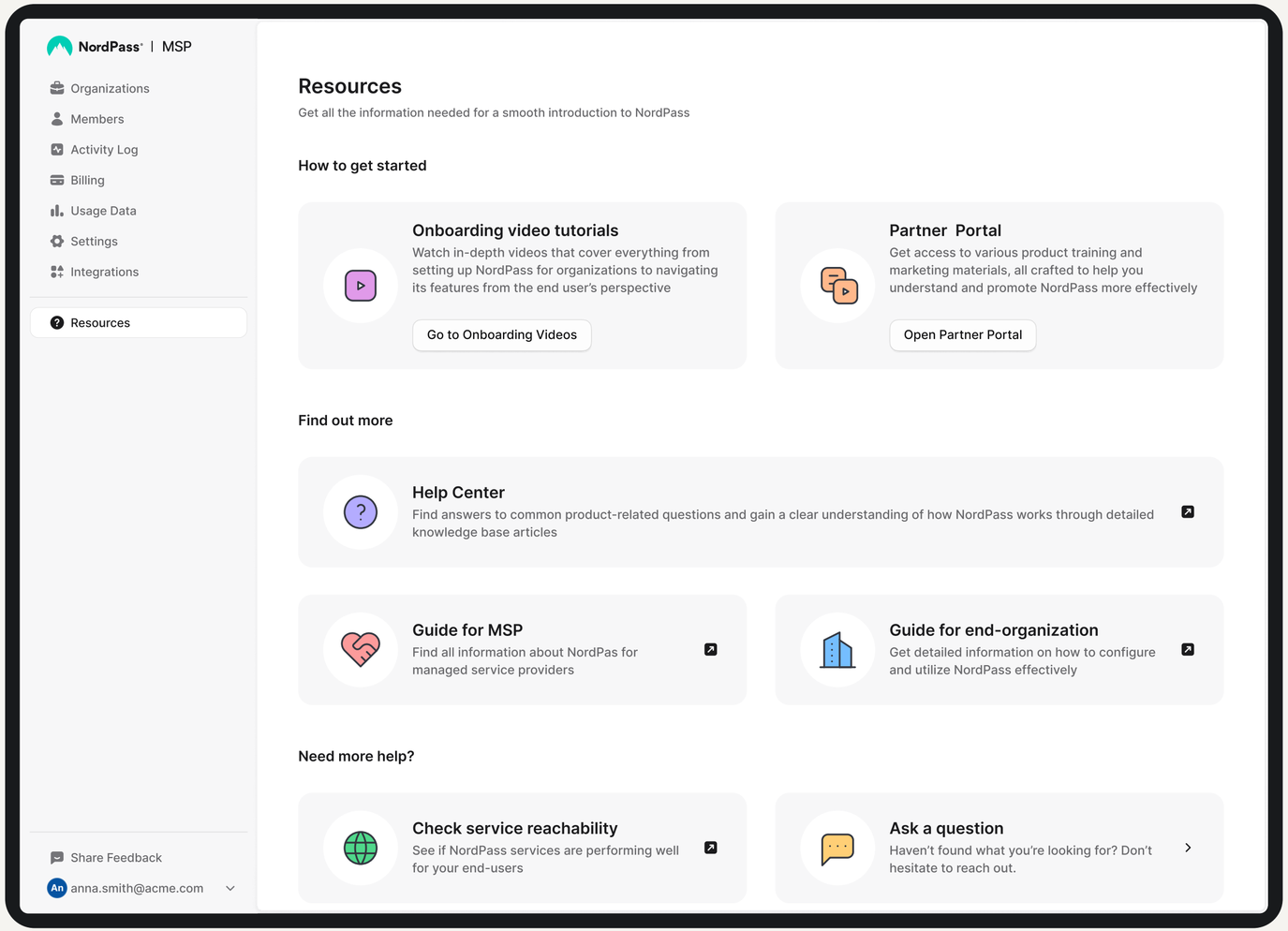
Find answers to common product-related questions and gain a clear understanding of how NordPass works through detailed knowledge base articles.

NordPass for MSP

Find all information about NordPass for managed service providers.

NordPass for Business

Get detailed information on how to configure and utilize NordPass effectively.



Need help getting started?

Visit our Help Center or contact us at support.business@nordpass.com

NordPass®