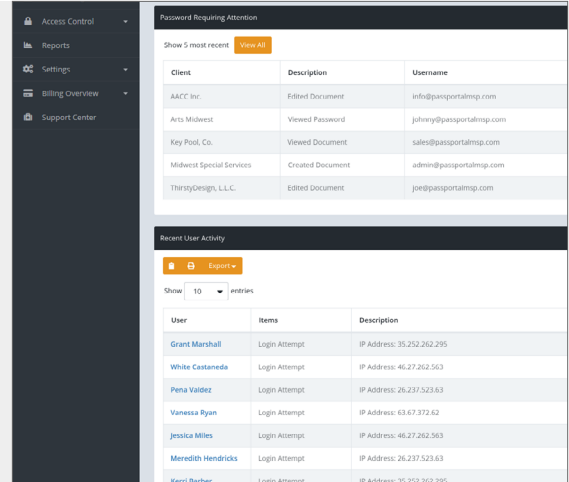


SolarWinds® Passportal + Documentation Manager

A feature available with SolarWinds N-Central

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.



The screenshot shows the application interface with a sidebar menu on the left containing: Access Control, Reports, Settings, Billing Overview, and Support Center. The main content area is divided into two sections:

Password Requiring Attention

Client	Description	Username
AACC Inc.	Edited Document	info@passportalmsp.com
Arts Midwest	Viewed Password	johnny@passportalmsp.com
Key Pool, Co.	Viewed Document	sales@passportalmsp.com
Midwest Special Services	Created Document	admin@passportalmsp.com
TherapyDesign, L.L.C.	Edited Document	joe@passportalmsp.com

Recent User Activity

User	Items	Description
Grant Marshall	Login Attempt	IP Address: 35.252.262.295
White Castaneda	Login Attempt	IP Address: 46.27.262.563
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
Scott 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.

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.

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.