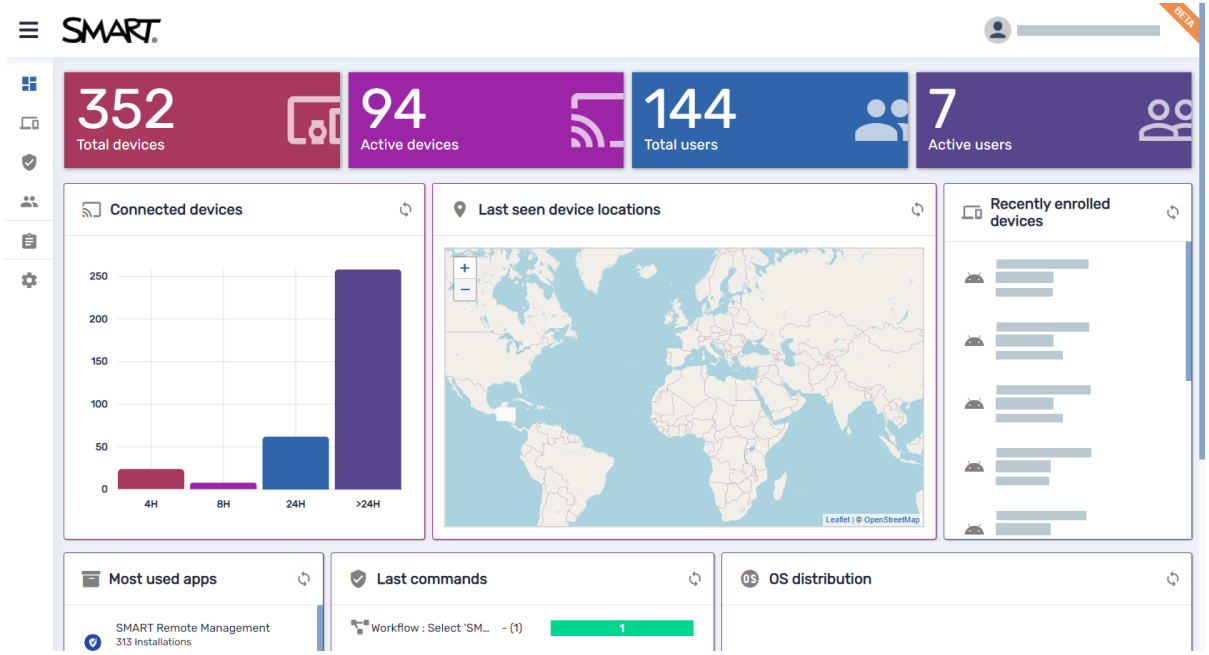
SMART Remote Management quick tour



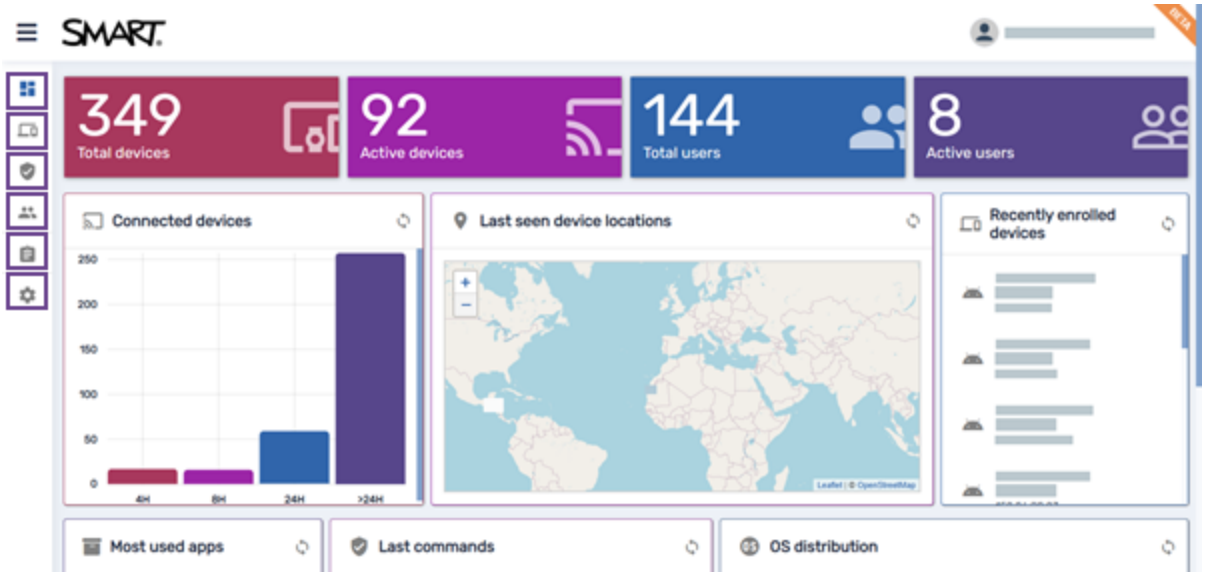
SMART Remote Management is a cloud-based device-management tool you can use to remotely maintain, support, control, and secure devices in your organization. You can manage SMART Board® interactive displays and Android™, iOS, macOS, Windows®, and Chrome OS™ devices all from a central location.

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Getting started

Setting up SMART Remote Management

If you're setting up SMART Remote Management for your organization, see the *SMART Remote Management setup guide* (docs.smarttech.com/kb/171333) for information about configuring your organization's network for SMART Remote Management and creating and activating a domain account.



Signing in to SMART Remote Management

Use the credentials provided by your account admin or another SMART Remote Management user to sign in. Go to the SMART Remote Management sign-in screen on any device that has internet access and an up-to-date Chrome™ or Firefox® browser.

The *Dashboard* view is the default view when you first sign in. You can use the menu to the left of the *Dashboard* view to navigate SMART Remote Management.

Tips

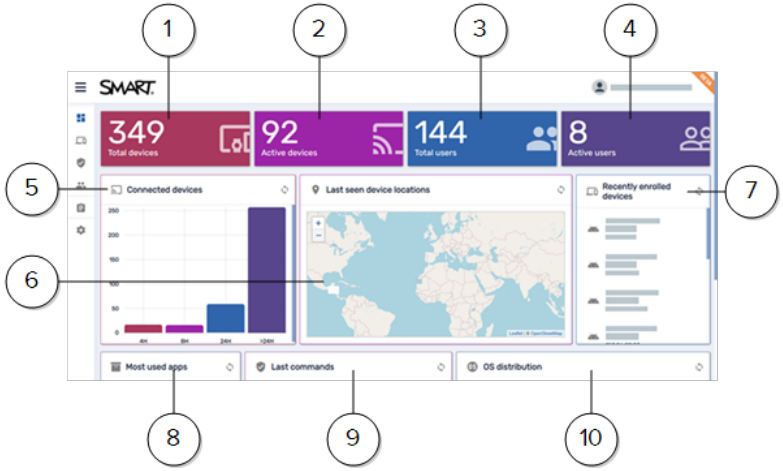
- Click ☰ at the top of the page to expand the menu.
- For more information about the menu options, click the menu option icons in the image above.

  For more information about the menu options, click the menu option icons in the image below.
- You can change your password and other user account information if needed by clicking 👤 and selecting **Profile**.

Dashboard

About the Dashboard view

The *Dashboard* view appears when you first sign in to SMART Remote Management. The *Dashboard* view shows live information about SMART Board interactive displays and other devices as well as SMART Remote Management users.



No.	Name	Description
1	Total devices	The number of devices that have been enrolled in SMART Remote Management
2	Active devices	The number of devices currently online and accessible to SMART Remote Management
3	Total users	The number of SMART Remote Management users
4	Active users	The number of users who are currently active
5	Connected devices	A graph that shows how long connected devices have been active
6	Last seen device locations	The location from which a device was last connected
7	Recently enrolled devices	A list of recently enrolled devices
8	Most used apps	A list of the most commonly used apps on devices
9	Last commands	A list of recent commands sent to devices
10	OS distribution	The number of connected devices, sorted by device type (operating system)

Devices

About the Devices view

The *Devices* view displays information about the devices enrolled in SMART Remote Management for which you have access. It is the main view in SMART Remote Management for monitoring and managing devices.

In the *Devices* view, you can:

- Show and hide columns
- Filter devices
- Identify which devices are online
- View device details
- Locate devices
- Export device details to CSV files

See > *SMART Remote Management device management guide* (docs.smarttech.com/kb/171798)



No.	Name	Description
1	Commands	Run commands on selected devices.
2	Search	Filter the view using search criteria.
3	Filters	Filter the view using filters.
4	Who is online?	See which devices are currently online.
5	Enroll	Enroll a device in SMART Remote Management.
6	Ad-hoc session	Manage a device that is on a different account or domain by running an ad-hoc session.
7	Refresh	Refresh the view with the latest information.
8	Columns	Select the columns that you want to appear in the view.
9	Groups	Filter the view using groups.

Commands

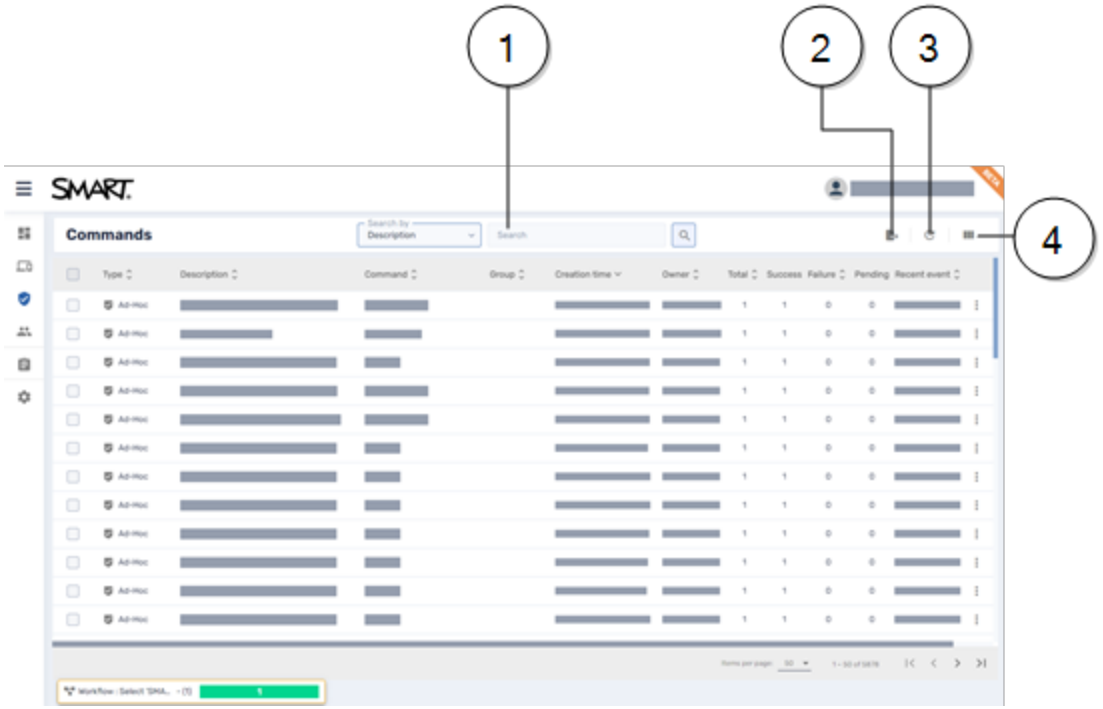
About the Commands view

The *Commands* view provides a centralized list of the commands currently running, previously run, and set to run by trigger on the devices you can access.

From this view, you can:

- Filter commands
- View command details
- Stop, restart, and edit currently running or trigger commands
- Resend commands to all devices to which the commands apply or only those devices for which the commands previously failed
- Export command logs to CSV files
- Make group commands persistent

See > *SMART Remote Management device management guide* (docs.smarttech.com/kb/171798)



No.	Name	Description
1	Search	Filter the view using search criteria.
2	Export to CSV	Export command logs to CSV files.
3	Refresh	Refresh the view with the latest information.
4	Columns	Select the columns that you want to appear in the view.

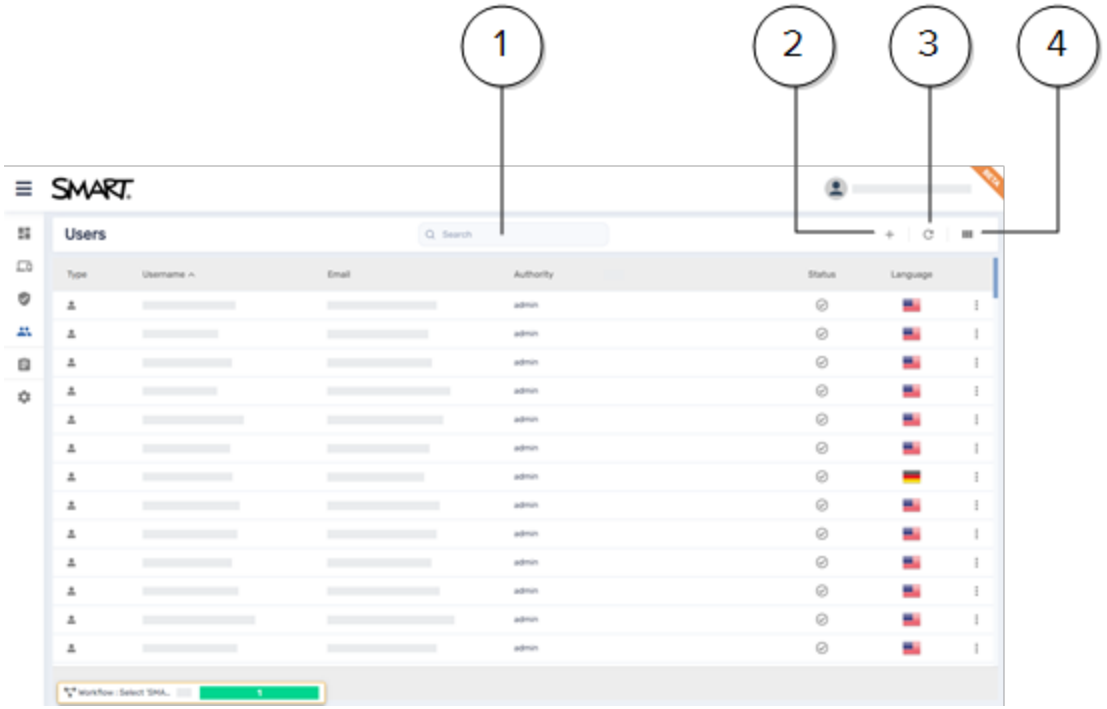
Users

About the Users view

From the *Users* view, you can manage users and see a variety of information about them, including:

- User name
- Email
- Authority (profile type)
- Tags
- Language

See > *SMART Remote Management setup guide* (docs.smarttech.com/kb/171333)



No.	Name	Description
1	Search	Filter the view using search criteria.
2	Add	Add a new user.
3	Refresh	Refresh the view with the latest information.
4	Columns	Select the columns that you want to appear in the view.

Repositories

About the Repositories menu

In the *Repositories* menu, you can upload packages, create policies, set up task workflows, and more. After you create repository items, you can apply them to devices.

See > *SMART Remote Management device management guide* (docs.smarttech.com/kb/171798)

Icon	Name	Description
	Packages	Remotely install apps on devices.
	Policies	Create policies and apply them to devices. Policies can block or enable apps, or enable or restrict device features.
	Kiosk	Create policies and apply them to kiosk devices (in other words, devices with limited user control).
	Advanced messaging	Send advanced messages to SMART Board interactive displays and Android devices. Advanced messages can include text, an image, and audio; a YouTube™ video that you can play in a loop; or embedded web pages or HTML.
	Assets	Store and manage assets, including image and audio files.
	Device settings	Create and adjust device configurations and send them to devices.
	Files	Upload files that you can send to devices.
	Remote execute	Send remote execution commands and scripts to SMART Board interactive displays and Android and Windows devices.
	DEP Apple profile	Create DEP profiles to deploy to iOS and macOS devices.
	Apple custom command	Send custom MDM commands to iOS and macOS devices.
	Workflow	Create sequences of actions, such as installing packages, sending messages, disabling apps, and sounding alarms.
	Scheduler & triggers	Create schedulers and triggers for actions based on date, time, location, and Wi-Fi.

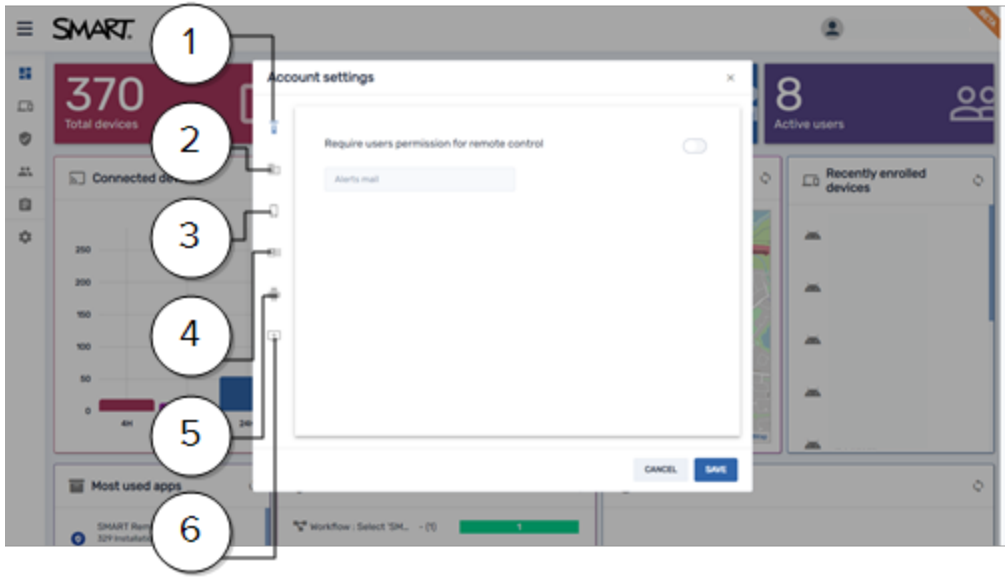
Domain account settings

About the Account Settings window

Using the *Account Settings* window, you can change domain-account-level settings or delete the domain account entirely.

You can also view information about the domain account using the domain account dashboard.

See › *SMART Remote Management setup guide* (docs.smarttech.com/kb/171333)



No.	Name	Description
1	Remote control	Enable or disable the permission requirement for starting remote control sessions and specify an email to receive alerts from SMART Remote Management.
2	Pair with organization domain	Pair SMART Remote Management with your organization's domain account (for use with Chrome OS devices).
3	DEP settings	Add your organization's DEP server account for iOS and macOS devices to SMART Remote Management.
4	VPP settings	Add your organization's VPP account for iOS and macOS devices to SMART Remote Management.
5	Android For Work	Enroll in Android for Work.
6	Device pairing	Add a pairing code for devices.