



Quick Start Guide v 4.0.0
March 2022

Create Your Structure

To start things off in your new management console, let's build the frame for your account and setup your customers, groups and additional users. Click Account Settings in the sidebar menu to navigate away from the main page, to your MSP page.

- Open Edit Groups.
- Within Edit Groups you can configure your initial groups. These groups can be used with any of your customers.
- Let's create a few groups that will tackle departments, locations, or any way you want to segment a customer's devices. (Sales, HR, Accounting, Building #7, etc.) Also create a Test Group which we'll use during implementation.
- Now open Customers and select Add a Customer, let's create your first or test customer. Check the Use Groups checkbox and assign groups to this customer at the bottom. Make sure to add in the Test Group.
- Open Account Settings again and select Manage Users.
- Now you can create user accounts for the rest of your team/staff that needs access to manage devices.

Initial Implementation

SuperShield's protection takes a default-deny approach based on our global allow list. It is possible that during initial implementation you will see unique applications you use blocked as unknown. This is normal. We do strongly recommend that you contact our Onboarding Team before beginning your installations.

- onboarding@pcmatic.com

Ideally you should test on 1-5 devices depending on the size and variety of your environment. Try to choose a few devices from different locations/departments. This will allow us to see all of the unique software you are using and let our onboarding team assist in expediting the whitelisting process to keep your install smooth.

Run the installer on each test machine so we can begin our audit phase while configuring the rest of our account. You should see each device arrive in your management console after installation.

Installer Configurations

To access and configure the installer for your initial installs, navigate to the sidebar and select Customers, choose the customer you want to install under, and click the Devices tab. Select Add a Device from the upper right. Below you'll find the recommended settings for the installer, after configuring these you can click download at the bottom and run the installer file on each machine. It is important to note: Do not change the name on the installer file. It contains unique details for that installer configuration and your account.

Windows Installer
Mac Installer
Device Manager Installer
Endpoint Uninstaller

IMPORTANT:

- Do not alter the Installer Download URL or the downloaded file name. This will cause issues with installation.
- The PC Matic Agent will not be visible within Control Panel to increase security after installation. Uninstalls must be done through device actions or with the Endpoint Uninstaller above.

Endpoint software for Windows

This Installer is used to get the PC Matic Endpoint Agent software on each device that you want to protect and manage. Click the "Download" button and run the installer file on each device. You may also email the provided URL to employees so that they can download and run the installer. If you have Active Directory setup on your network, you can push this installer out to your office computers.

Which add-ons do you want installed?

☒ Remote Access
 ☒ Ad Blocker

SuperShield Options

System Tray Menu
Disabled (Recommended)

Removable Storage Devices
Allow

Blocked File Notification
Display Only (Recommended)

Java Runtime
Block

Patch Management
Enabled (Automatic)

Customer to put computer under

Dunder Mifflin

Group -- No Customer Group (Customer Level) --

Installer Distribution:

Enter email address

Email Installer

Installer Download: <https://avredix.com/s/R7kzgogFhZvP>

View Minimum System Requirements

Download