



## COVID-19 Partner FAQ Document

### **Q. What is ConnectWise doing to help with Covid-19?**

A. You can find what ConnectWise is doing to help partners with the COVID-19 pandemic by visiting the [ConnectWise Remote Workforce Hub](#) in the Web Links window. We will be updating that page with resources and information. Also check your email for any communication from us about any new offers or resources.

### **Q. How do I know if I have the Remote Workforce option included in my package?**

A. The Remote Workforce extension is available for all ConnectWise Control licenses. If it's not already installed, you can find the extension in the Extension Marketplace (Admin > Extensions)

### **Q. Any way to bulk create users?**

A. Yes, we have an extension just for that! Check out the documentation [here!](#)

### **Q. Can this be securely used by a remote employee from their home computer back to the office?**

A. Yes. You can set up an end user securely using ConnectWise Control. Just be sure to also configure two-factor authentication when setting up your users. For more information about ConnectWise Control security, you can visit our documentation here:  
[https://docs.connectwise.com/ConnectWise\\_Control\\_Documentation/Get\\_started/Security\\_guide](https://docs.connectwise.com/ConnectWise_Control_Documentation/Get_started/Security_guide)

### **Q. How do you set up MFA?**

A. You add each individual user on the security tab, and then set their MFA option in the OTP field. Check out the steps [here!](#)

### **Q. Do all workforce users go in the same session group, or do we have to create a separate session group for each user/company?**

A. You do not have to create a session group for each user. Session groups work like a filter. If you follow the directions outlined in the Remote Workforce extension documentation, you'll just need to configure one session group, and the permissions will determine which machine the user will see in the session group.

### **Q. Will Duo work with the Remote Workforce Client.exe?**

A. The Remote Workforce extension access OTP codes. Unfortunately Control can only use Duo push notifications for two-factor, not codes.



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**Q. Just setup SAML auth and works well. Would like to use the Remote Workforce extension but it appears to only work with local users? Will that be coming soon?**

A. You can set this up without using the Remote Workforce extension. Refer to this documentation [article](#).

**Q. Can you do this with Automate and, if so, is there a guide?**

A. We recommend using your Control server that comes with Automate if you'd like to set this up using what you already own. If you use your Control server, you can follow the steps in this [video](#).

Otherwise, if you would like to set it up in Automate you can find the [documentation](#) in the University, but this is less secure as you can't enforce two-factor authentication.

**Q. For Automate users, what do I need to access our Control server to set this up?**

A. You will need your Control Server URL, the administrator username, and the administrator password. Please watch the video [here](#) for detailed steps on this setup.

**Q. For Automate users, what is the URL. So for example if my automate URL was example.hostedmmm.com/automate what is the URL to the control server? Or how can we find that out?**

A. The Control URL all depends on if you have Control hosted on the same server as Automate or a separate server. You can find your Control URL by going to Dashboard --> Integrations --> ConnectWise Control from Automate

**Q. For Automate Users, where can I find the administrator password for my Control server if I don't remember it?**

A. If you do not recall your Control Server administrator password, you will need to reach out to ConnectWise Support by emailing [Help@ConnectWise.com](mailto:Help@ConnectWise.com) or chat via [ConnectWise.com/Chat](https://ConnectWise.com/Chat)

**Q. Is there a plan to make the Remote Workforce Client available for use on a Mac?**

A. It is not on the roadmap at this time, but we will be reviewing this for possible inclusion in a future update.

**Q. Is two factor-authentication mandatory or optional? If optional, how do you disable?**

A. Two-factor authentication is mandatory in cloud-hosted standalone ConnectWise Control. We strongly advise against disabling two-factor authentication in ConnectWise Control due to the threat of malicious actors and ransomware. Check out the documentation [here](#)!



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### **Q. Do you have to have an access license to use the "agent deployer?"**

A. Yes, Agent Deployer is included with Access licenses, but we do have the Client Network Deployer, which does the same basic tasks.

### **Q. I already have an instance of Access installed on my end devices for my techs to utilize. Would we install the access agents again on the 2nd instance? Can a machine have to access agents installed at the same time?**

A. Yes, we normally recommend setting up remote workforce on a second instance. A machine can have multiple ConnectWise Control agents installed on it at once. You can easily use your existing instance to deploy the new agent.

### **Q. If I have Automate, do I need to sign up for a Control instance for this to work?**

A. No. ConnectWise Automate has its very own Control instance included with its licensing. You will want to follow the steps in this [video](#) to set this up properly.

### **Q. What is the cost to offer this remote workforce option to my customers?**

A. If you are a current ConnectWise Automate partner this is free with your existing setup. For additional pricing questions for ConnectWise Control Access licenses, please check out the [pricing page](#).