



Parallels Mac Management for Microsoft SCCM

Licensing Guide

v7.2

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CHAPTER 1

Introduction

This guide describes how to manage Parallels Mac Management for Microsoft SCCM subscriptions and licenses. It begins with the information about how to purchase and upgrade licenses. It then describes how to sign up for a Parallels account and register a subscription. After that, it describes how to manage your account, subscriptions and licenses using Parallels My Account.

CHAPTER 2

Parallels Mac Management Licensing

Parallels Mac Management for Microsoft SCCM is licensed on a per managed Mac basis. The number of individual licenses in your subscription denotes the number of Mac computers that you can manage in SCCM.

You license Parallels Mac Management with a prepaid subscription, which works as follows:

- A subscription is purchased for a predefined period of time.
- A subscription can include any number of individual licenses (the maximum number of Mac computers that you can manage).
- Support is included in the cost of the subscription.

No matter how many licenses in your subscription, you'll receive a single license key. A license key can be used to activate a single installation of Parallels Mac Management. If you need to activate several Parallels Mac Management installations to work simultaneously, you need multiple license keys.

Purchasing a Subscription

To purchase a Parallels Mac Management subscription, please contact the Parallels Sales team or a Parallels Partner/Reseller.

Obtaining a Trial License

If you would like to evaluate Parallels Mac Management, you need to obtain a trial license from the Parallels Sales team or a Parallels Partner/Reseller.

Sign Up and Register a Subscription

After you purchase a subscription, you need to register your license key in Parallels My Account before you can use it to activate a Parallels Mac Management installation. The registration also gives you the ability to manage your subscriptions and licenses in one place.

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Create a Parallels Account and Register a Subscription

Parallels My Account is a web service that enables Parallels customers to view and manage subscriptions and licenses for Parallels products. The instructions below describe how to quickly get started with Parallels My Account.

Personal vs. Business Account

There are two types of accounts that can be created in Parallels My Account:

- **Personal account.** This account type is used to manage subscriptions to Parallels consumer products. The account is also required to register and manage Parallels business products.
- **Business account.** This account type is used to manage business products, such as Parallels Mac Management. A business account is created for your organization when you register a business subscription in Parallels My Account.

What you should read next

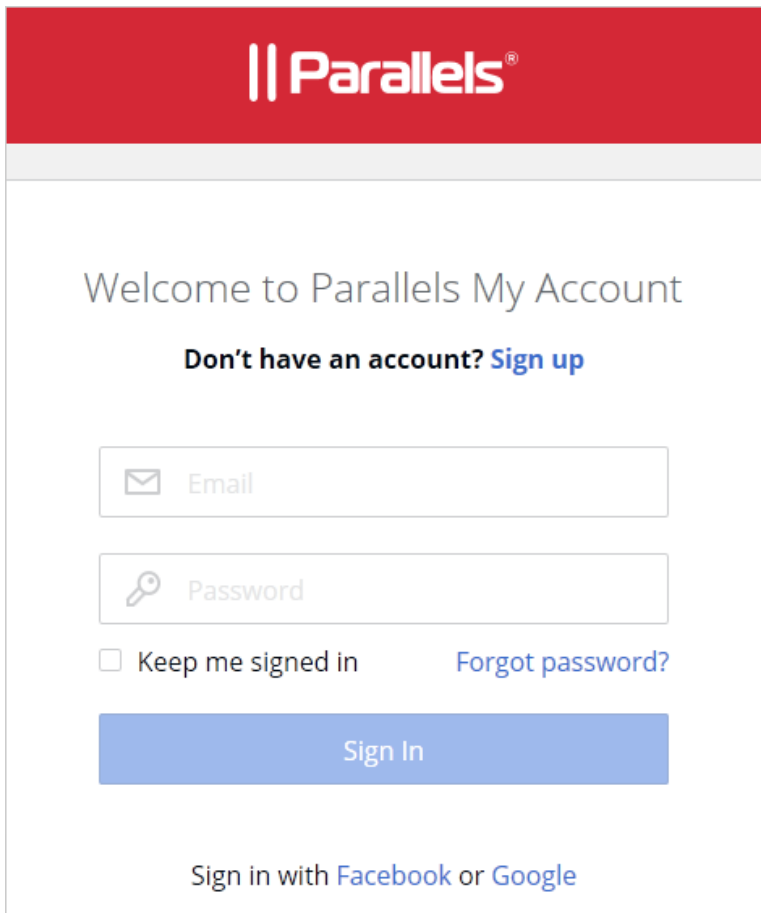
If you already have a personal account (but not a business account), you may skip to **Create a Business Account** (p. 10).

If you already have both personal and business accounts, you may skip to **Register a Subscription** (p. 11).

If you are a new customer and don't have a Parallels account, read on to learn how to create one.

Create a Parallels Account

- 1 Visit Parallels My Account at <https://my.parallels.com>
- 2 On the **Welcome to Parallels My Account** page, click **Sign Up**.



The screenshot shows the Parallels My Account sign-in page. At the top is a red header with the Parallels logo. Below the header, the text "Welcome to Parallels My Account" is displayed. Underneath, there is a link that says "Don't have an account? Sign up". There are two input fields: one for "Email" with an envelope icon and one for "Password" with a key icon. Below the password field, there is a checkbox labeled "Keep me signed in" and a link "Forgot password?". A blue "Sign In" button is positioned below these elements. At the bottom, there is a link that says "Sign in with Facebook or Google".

- 3 Enter your first and last name, email address and password.

Register Your Parallels Account

Already have an account? [Sign in](#)

First Name

Last Name

Email

Password

Repeat Password

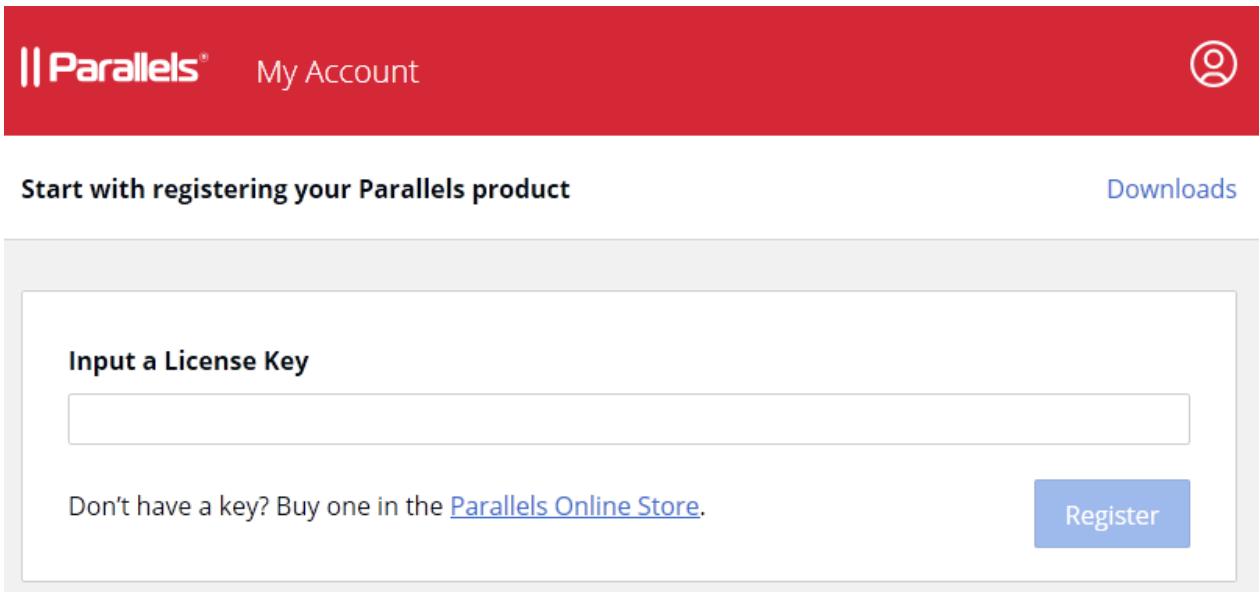
Keep me signed in

I agree with [Parallels Terms of Use](#)

Sign up with [Facebook](#) or [Google](#)

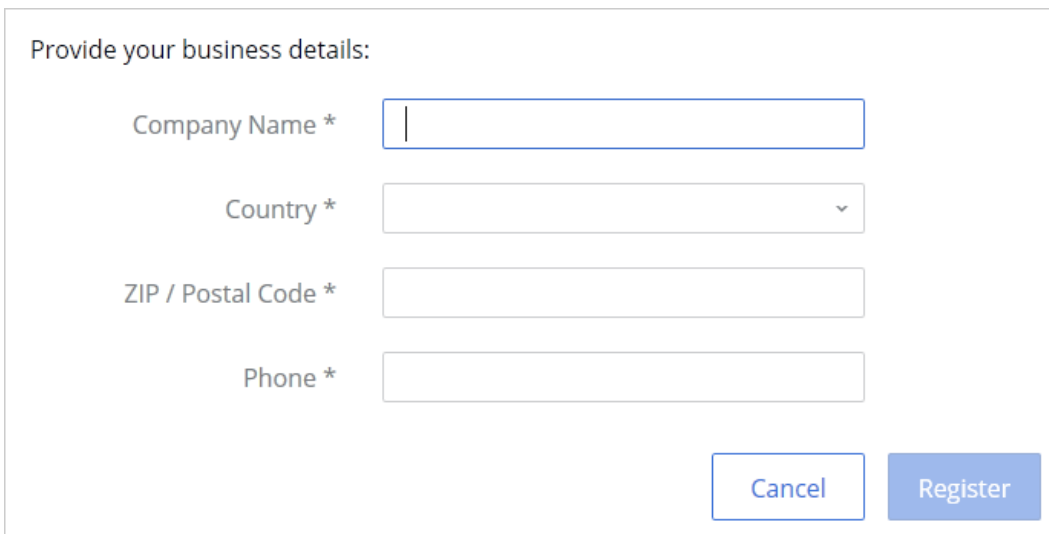
- 4 Click the **Parallels Terms of Use** link and read the terms. If agree, go back and select the **I agree with Parallels Terms of Use** option.
- 5 Click **Sign Up** to continue.

- 6 In the dialog that opens, input your Parallels Mac Management license key that you received with your subscription and click **Register**.



The screenshot shows the Parallels 'My Account' interface. At the top, there is a red header with the Parallels logo and 'My Account' text, and a user profile icon. Below the header, there are two tabs: 'Start with registering your Parallels product' (selected) and 'Downloads'. The main content area is a light gray box containing a white dialog titled 'Input a License Key'. Inside the dialog, there is a text input field for the license key. Below the input field, there is a link: 'Don't have a key? Buy one in the [Parallels Online Store](#).' and a blue 'Register' button.

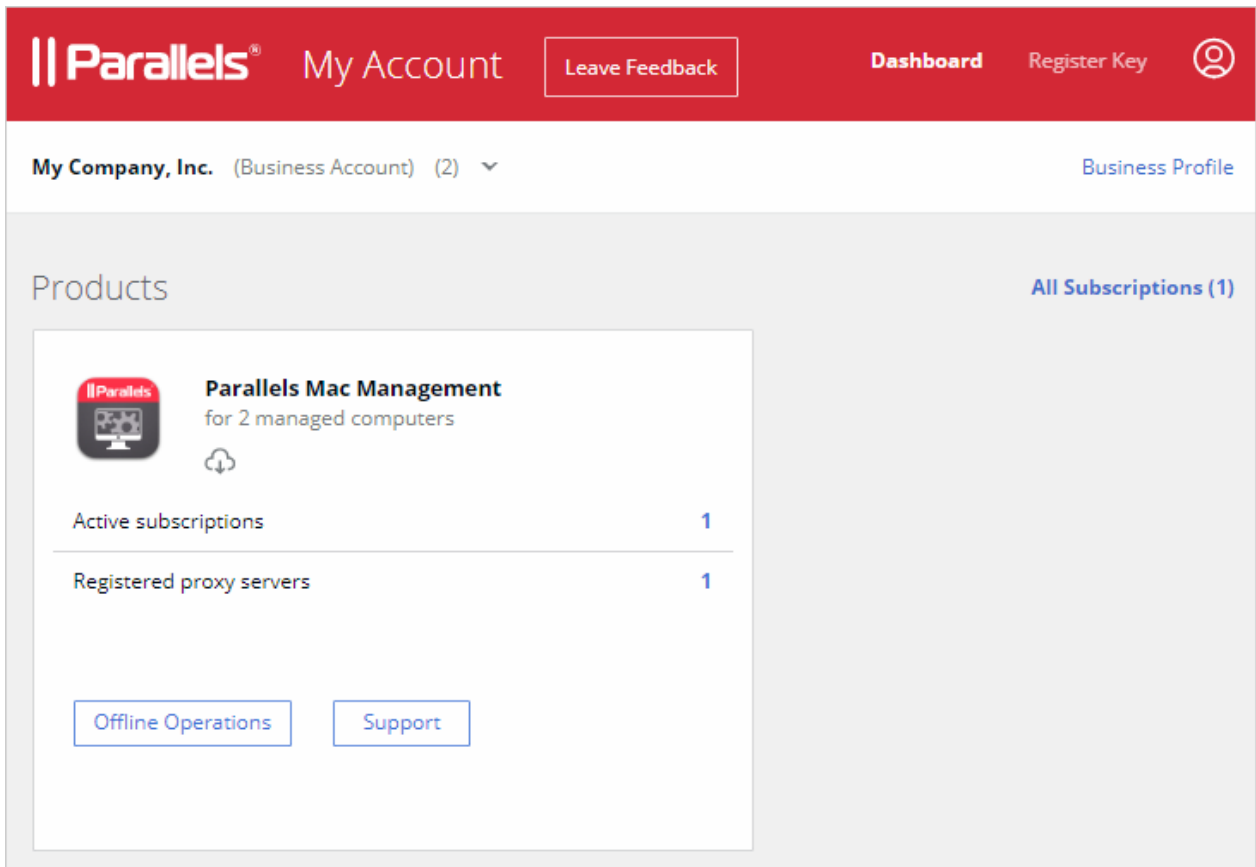
- 7 In the **Provide your business details** dialog, enter you company name, address, and phone number.



The screenshot shows a dialog titled 'Provide your business details:'. It contains four input fields: 'Company Name *', 'Country *' (a dropdown menu), 'ZIP / Postal Code *', and 'Phone *'. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Register'.

- 8 Click **Register**.

- 9 You will now be taken to **Dashboard**, which is the home page of your Parallels account where you can see your registered subscription(s).



Hint: To return to the **Dashboard** page from any other area of Parallels My Account, simply click the **Dashboard** link on the page header at any time.

Summary

After completing the steps above:

- A personal Parallels account is created for you.
- A business Parallels account is created for your organization to which you are assigned as the account administrator.
- Your license key is registered and can be used to activate a Parallels Mac Management installation.

Create a Business Account

If you already have a Parallels personal account (but not a business account) and need to register a business subscription that you have purchased, do the following:

- 1 Visit Parallels My Account at <https://my.parallels.com> and sign in using your email address and password.
- 2 Click **Register Key** on the page header.
- 3 Input your Parallels Mac Management license key and click **Register**.
- 4 In the **Provide your business details** dialog, enter you company name, address, and phone number.

Provide your business details:

Company Name *

Country *

ZIP / Postal Code *

Phone *

- 5 Click **Register**.
- 6 You will now be taken to **Dashboard** where you can see your registered subscription(s).

Summary

After completing the steps above:

- A Parallels business account is created for your organization to which you are assigned as the account administrator.
- Your license key is registered and can be used to activate a Parallels Mac Management installation.

Register a Subscription

If you would like to register a business subscription using your existing business account, do the following:

- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click **Register Key** on the page header, input your license key and click **Register**.

Activate Parallels Mac Management

Read this chapter to learn how to activate your Parallels Mac Management installation.

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Online Activation

Note: During the online activation, Parallels Proxy needs to communicate with the Parallels licensing server at <https://pmm.parallels.com>. You need to make sure that the Parallels Proxy server can access this resource. If this requirement cannot be met, you will have to use the offline activation method as described in the section that follows this one.

To activate Parallels Mac Management using the online activation method:

- 1 Open the Configuration Manager console.
- 2 Navigate to **Administration / Overview / Parallels Mac Management / Licenses**.
- 3 Right-click your site in the **Licenses** list and choose **Activate license**.
- 4 The **Parallels Mac Management - Activate License** dialog opens.
- 5 Input your license key and select the **Activate online** option.
- 6 Click **Next**.
- 7 Parallels Mac Management connects to the Parallels licensing server and verifies the key.
- 8 If the key is valid, the license information is displayed on the screen. Review the information and click **Activate**.
- 9 On successful activation, the display value of the **License status** column in the **Licenses** list in the SCCM console changes to **Activated**.

Your Parallels Mac Management installation is activated and the activation information is submitted to Parallels cloud.

Offline Activation

If the server on which you have Parallels Proxy installed has limited or no Internet access, you must use the offline activation method described below.

Important: Before using offline activation, you must contact your Parallels sales representative or a sales engineer and request to enable this functionality in Parallels My Account. By default, this functionality is disabled.

To activate Parallels Mac Management:

- 1 Open the Configuration Manager console.
- 2 Navigate to **Administration / Overview / Parallels Mac Management / Licenses**.
- 3 Right-click your site in the **Licenses** list and choose **Activate license**.
- 4 The **Parallels Mac Management - Activate License** dialog opens.
- 5 Input your license key and select the **Activate offline** option.
- 6 Click **Next**.
- 7 Click the **Save** button to save to offline activation request file. Specify a location and file name and click **Save**. Do not close the **Parallels Mac Management - Activate License** dialog (you will return to it later).

You now need to obtain the license activation file from Parallels My Account. To do so:

- 1 Visit <https://my.parallels.com> and sign in using your email address and password.
- 2 On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** box.
- 3 On the **Parallels Mac Management** page that opens, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.
- 4 On the **Offline Activation and Validation** page, submit the offline activation request file you obtained earlier from the Configuration Manager console (drag and drop the file or click **Select File** and browse for it).
- 5 Follow the instructions and download the license activation file to your local computer.
- 6 Go back to the Configuration Manager console where you should have the **Parallels Mac Management - Activate License** dialog opened. In the dialog, click **Browse** and select the license activation file you've downloaded in the previous step.
- 7 Click **Next**. Your license information should be displayed on the screen. Review the information and click **Activate**.
- 8 On successful activation, the display value of the **License status** column in the **Licenses** list in the SCCM console changes to **Activated**.

View and Update License Information

After you activate a Parallels Mac Management installation, you can view the license information in the Configuration Manager console.

To view the license information:

- 1** In the Configuration Manager console, navigate to **Administration / Overview / Parallels Mac Management / Licenses**.
- 2** Right-click your site in the **Licenses** list and choose **Properties**.
- 3** The **Parallels Mac Management - License Information** dialog opens where you can view the following information:
 - **License key:** The license key that was used to activate this installation.
 - **Start date:** The license key start date.
 - **End date:** The license key end date.
 - **Number of licenses:** The maximum number of Mac computers that can be managed in this installation.
 - **Used licenses:** The current number of managed Mac computers.
 - **Remaining licenses:** The number of licenses remaining.

The license usage information is reported back to Parallels cloud once a week and can be viewed in Parallels My Account.

Note: If you activated Parallels Mac Management using the offline activation method, you need to synchronize the local license information with Parallels My Account using the offline refresh method, which is described below.

Refresh the license information

The **Refresh** button on the **Parallels Mac Management - License Information** dialog allows you to retrieve the current license information from Parallels cloud to reflect possible changes to your subscription. Normally, this update is done automatically every 24 hours if the Parallels Proxy server has Internet access. By clicking the **Refresh** button, you can retrieve this information at any time. This functionality is useful, for example, when you upgrade your subscription and want additional licenses to become available in your Parallels Mac Management installation without delay.

If the server on which Parallels Proxy is running has Internet access, simply click the **Refresh** button to update the license information. If the server has limited or no Internet access, read the following subsection.

Using the offline refresh method

If the server hosting Parallels Proxy has limited or no Internet access, you must use the offline refresh method by following these steps:

- 1 Click **Refresh**.
- 2 If the Parallels Mac Management installation was activated using the offline method, you will be asked to save the offline request file. Save the file to your local computer.
- 3 You will now be asked to specify the file containing the latest subscription information. You must obtain this file from Parallels My Account. Do not close this dialog (you will return to it later) and proceed to the next step.
- 4 Visit <https://my.parallels.com> and sign in using your email address and password.
- 5 On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** box.
- 6 On the **Parallels Mac Management** page that opens, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.
- 7 On the **Offline Activation and Validation** page, submit the offline request file you obtained earlier from the Configuration Manager console (drag and drop the file or click **Select File** and browse for it).
- 8 Follow the instructions and download the subscription information file to your local computer.
- 9 Go back to the Configuration Manager console and specify this file. Your local subscription information will be updated with the latest information from the file you've obtained from Parallels My Account.

Exceeding the License Limit

Each Parallels Configuration Manager Proxy installed in an SCCM hierarchy constantly monitors the total number of Mac computers managed through it. If at any time the number of computers exceeds the license limit, the following happens:

- 1 The information about the event is recorded to the Parallels Proxy log file.
- 2 If an attempt is made to manually enroll a Mac in SCCM, an error message will be shown on the Mac during the registration procedure.
- 3 All managed Mac computers will continue to be enrolled in SCCM and will retrieve their baselines normally.
- 4 The Problem Monitor icon will indicate an error (will change its color to yellow) and will display a corresponding error message. The notification message (a balloon) will pop up in the Problem Monitor once an hour.
- 5 Similar notification messages will be shown in the Configuration Manager console when you try to perform some of the administrative task, including:

- Creating/editing Parallels Desktop and Virtual Machine configuration items.
- Creating/editing Configuration Profiles.
- Creating/editing FileVault2 configuration items.
- Pushing policies.

What you can do when the license limit is exceeded

If the license limit is exceeded, you can do the following:

- To stop receiving alerts in the Configuration Manager console or the Problem Monitor, remove the excess Mac computers from SCCM.
- If the Parallels Mac Management installation was activated using a sublicense, you can add more licenses to it in Parallels My Account. To do this, you must have unused licenses in the subscription.
- If you used the master license key to activate Parallels Mac Management, then it means that you don't have any licenses left and need to upgrade your subscription (i.e. buy more licenses).

Deactivating Parallels Mac Management

You can deactivate a Parallels Mac Management installation and release the license key, so it can be used to activate Parallels Mac Management installed in another SCCM site.

Depending on whether you activated Parallels Mac Management using the online or the offline activation method, the deactivation should be performed using the same method.

To deactivate Parallels Mac Management:

- 1** In the Configuration Manager console, navigate to **Administration / Overview / Parallels Mac Management / Licenses**.
- 2** Right-click your site in the **Licenses** list and choose **Properties**.
- 3** The **Parallels Mac Management - License Information** dialog opens.
- 4** Click **Deactivate**. Depending on the original activation method, one of the following will happen:
 - Online activation: Parallels Mac Management connects to Parallels cloud and deactivates your Parallels Mac Management installation. Your license key is released and you can use it to activate a different installation. If this is your case, you may stop reading here and skip the rest of this section.
 - Offline activation: Parallels Mac Management is deactivated but the license key is not fully released. In order to complete the deactivation, you need to update the license key information in Parallels My Account. Follow the steps below to learn how to do it.
- 5** When using the offline deactivation method, you'll be asked to save the offline deactivation request file. Specify a location and file name and click **Save**.

- 6** You now need to submit the file to Parallels My Account. To do so, visit <https://my.parallels.com> and sign in using your email address and password.
- 7** On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** box.
- 8** On the **Parallels Mac Management** page that opens, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.
- 9** On the **Offline Activation and Validation** page, submit the offline deactivation request file you saved earlier (drag and drop the file or click **Select File** and browse for it).

Parallels Mac Management is now fully deactivated and the license key can be used to activate a different installation.

Manage Subscriptions and Licenses

This chapter describes how to use Parallels My Account to manage your accounts, subscriptions and licenses.

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View Subscriptions and Subscription Details

To view your Parallels Mac Management subscription(s) in Parallels My Account:

- 1 Click **Dashboard**.
- 2 The **Products** page will be populated with the subscription information.

The screenshot shows the Parallels My Account dashboard. At the top, there is a red navigation bar with the Parallels logo, "My Account", a "Leave Feedback" button, and links for "Dashboard", "Register Key", and a user profile icon. Below the navigation bar, the user's account information is displayed: "My Company, Inc. (Business Account) (2)" and a "Business Profile" link. The main content area is titled "Products" and shows a card for "Parallels Mac Management for 2 managed computers". The card includes a Parallels logo, a cloud icon, and a table with two rows: "Active subscriptions" with a value of "1" and "Registered proxy servers" with a value of "1". At the bottom of the card are two buttons: "Offline Operations" and "Support". To the right of the card, there is a link for "All Subscriptions (1)".

Active subscriptions

To see active subscriptions, click the **Active subscriptions** row inside the **Parallels Mac Management** box. This opens the page with active subscription(s).

The screenshot shows the Parallels My Account dashboard with the "Active subscriptions" page for "Parallels Mac Management". The navigation bar is the same as in the previous screenshot. Below the navigation bar, the breadcrumb trail is "Dashboard > Parallels Mac Management". To the right of the breadcrumb trail are links for "Proxy Servers (1)", "Download", "Product Subscriptions (1)", and a "More" dropdown menu. Below the breadcrumb trail, there is a search bar, a "Display: Active (1)" dropdown menu, and an "Arrange by: End Date ↑" dropdown menu. The main content area shows a card for "Parallels Mac Management Subscription". The card includes the product name "Parallels Mac Management", the subscription details "Subscription valid until 07/18/2018", and a link "For 2 managed computers" with a right-pointing arrow.

Subscription details

To see subscription details, click the ">" icon next to the number of managed computers (licenses) included in the subscription.

The screenshot shows the Parallels Mac Management Subscription details page. The page has a red header with the Parallels logo, 'My Account', and a 'Leave Feedback' button. The main content area is titled 'Parallels Mac Management Subscription' and contains two main sections: 'Status' and 'Products'. The 'Status' section shows the subscription is 'Active', with a 'Subscription Renewal is Off' warning and a 'Contact Parallels' link. It also lists the 'Activation Date' as 07/18/2017 and the 'Expiration Date' as 07/18/2018. There is a link for 'Orders History'. The 'Products' section shows 'Parallels Mac Management' with a quantity of 2 and a link for 'Contract Details'. Below these sections is a 'License Keys (1)' section with a 'Create License Key' button. A table lists the license keys with columns for Name, Type, Quota, Used, Vacant, and Expires On. The table contains one entry: 'Primary Key' with a Type of 'Primary', Quota of 2, Used of 1, Vacant of 1, and Expires On of 07/18/2018.

Name	Type	Quota	Used	Vacant	Expires On
Primary Key [Redacted]	Primary	2	1	1	07/18/2018

The **Subscription Details** page contains general subscription information, such as status, dates, number of licenses, etc. The action links allow you to see your order history and contract details.

To modify the display name of the subscription, click the  link (at the top of the page).

The **License Keys** section displays information about the primary license key that came with your subscription and one or more virtual license keys (also known as sublicenses), if available. You create sublicenses yourself by clicking the **Create License Key** link above the list. For more information, see **Create Sublicenses** (p. 20). You can sort the list by one of the license properties by clicking on the desired column heading.

Create Sublicenses

A sublicense is a virtual license key that is linked to the primary license key but has its own total number of individual licenses and its own expiration date.

Planning for sublicenses

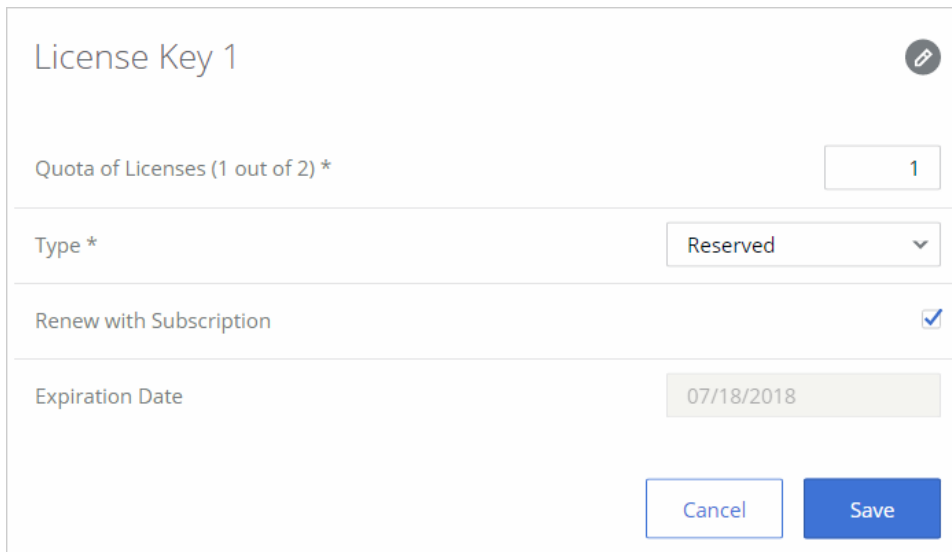
Sublicenses are useful in these typical scenarios:

- You want to grant a division of your organization the ability to use a limited number of your available licenses. You can create a sublicense with a required number of licenses and give the sublicense key to the administrator for that division.
- You have multiple SCCM sites and you want to activate them using different license keys with different number of total licenses allocated to each key.

Creating a sublicense

To create a sublicense:

- 1 On the **Subscription Details** page (p. 18), click **Create License Key**. This opens the dialog where you can specify the new license key properties.



The screenshot shows a dialog box titled "License Key 1" with a pencil icon in the top right corner. The dialog contains the following fields and controls:

- Quota of Licenses (1 out of 2) ***: A text input field containing the number "1".
- Type ***: A dropdown menu currently set to "Reserved".
- Renew with Subscription**: A checkbox that is checked.
- Expiration Date**: A text input field containing the date "07/18/2018".
- At the bottom, there are two buttons: "Cancel" and "Save".

You can specify the following properties:

- To change the display name for this license key, click the "pencil" icon and enter the desired name.
 - In the **Quota of Licenses** field, specify the desired number of individual licenses (managed computers) that the sublicense should contain.
 - Select the **Renew with Subscription** option if you want the sublicense key to have the same expiration date as the primary key. The key will also renew automatically when you renew your primary key. To set a custom expiration date, clear the option and enter the date in the **Expiration Date** field.
- 2 Click **Save** to create a sublicense.

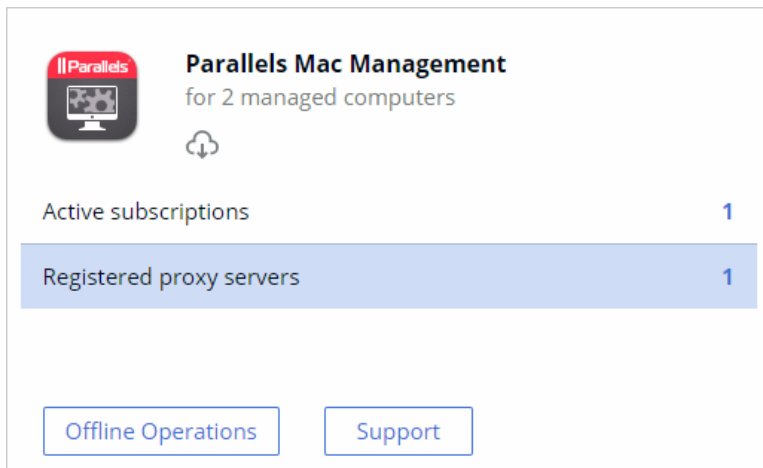
Modifying a Sublicense

To modify an existing sublicense key, make sure you are on the **Subscription Details** page (p. 18) and click the "gear" icon at the end of the sublicense key row. This will open the dialog where you can modify the sublicense key properties. You can also delete the sublicense from this dialog (click **Delete**). Please note that if you have an active Parallels Mac Management installation using this sublicense key, it will be deactivated.

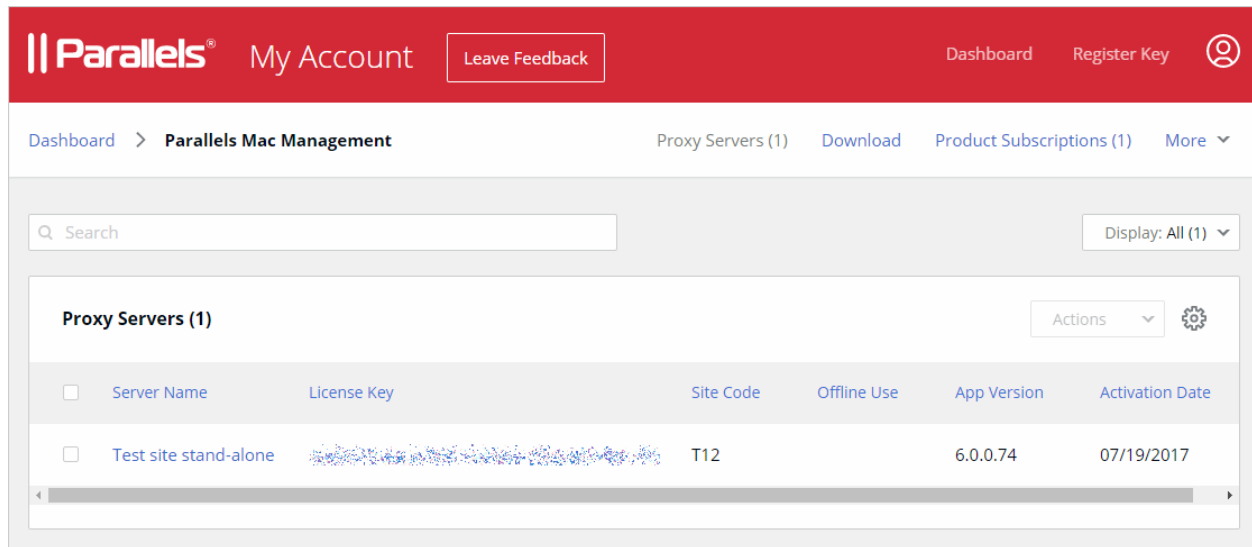
View Proxy Servers

When you activate a Parallels Mac Management installation, you are essentially activating the Parallels Proxy running inside that installation. The **Proxy Servers** page in Parallels My Account allows you to manage your active Proxy servers, as well as view expired and deactivated servers.

To open the **Proxy Servers** page, click **Dashboard** and then click the **Registered proxy servers** row inside the **Parallels Mac Management** box.



The **Proxy Servers** page opens displaying the information for each server (if you have more than one):



You can customize which columns are displayed by clicking the "gear" icon and selecting from the following:

- **Server Name.** The Proxy server hostname.
- **License Key.** The license key that was used to activate this Parallels Proxy.
- **Site Code.** The corresponding SCCM site code.
- **Site Description.** The SCCM site description.
- **Offline Use.** Indicates whether the offline activation of Parallels Mac Management is allowed.
- **App Version.** Parallels Mac Management version.
- **Activation Date.** The date on which the Parallels Proxy on this server was activated.
- **Last Report Date.** The date on which the latest license usage report was received from this server.
- **Max. Managed Computers.** The total number of licenses allocated to the license key that was used to activate this installation.
- **Registered Computers.** The number of licenses currently used (the number of computers currently managed in this installation).
- **Notes.** Free form notes. To add notes, click a server name (the **Server Name** column) and type your notes in the box provided (see below for more details about that dialog).

The drop-down menu above the list gives you the following display options:


- **All.** Display all known servers.
- **Expiring soon.** Display only the servers on which the license will soon expire.

- **Expired.** Display only the servers on which the license has expired already.
- **Deactivated.** Display deactivated servers.

To enable the **Actions** drop-down menu, select one (or more) Proxy servers by clicking the checkbox in the first column. The menu allows you to deactivate the selected Proxy server(s) and to export the selected server's information to a CSV file.

View Proxy server details


To see details for a Proxy server, click the server name (the **Proxy Name** column).

Test site stand-alone 

General Usage

Activated Deactivate

Offline Use

Site Code	T12
App Version	6.0.0.74
Activation Key	
Activation Date	07/19/2017
Last Report Date	01/22/2018

Your notes

Cancel Save

The Proxy server details dialog consists of two areas (tab pages): **General** and **Usage**:

- The **General** tab page contains information similar to the Proxy Servers page (described above) and allows you to deactivate the Proxy server and add free form notes that will be attached to this server.
- The **Usage** tab page displays Proxy server usage statistics, including report dates and the peak usage (number of licenses used) on each date. An example of a peak usage value can be the number of Mac computers that were enrolled in SCCM.

MDM Certificate

The **MDM Certificate** button inside the **Parallels Mac Management** product card is used to sign a CSR certificate to enable the Apple Device Enrollment Program functionality in Parallels Mac Management. When you click the button, the page opens where you can upload a Certificate Signing Request (CSR) file and then download the APNs certificate to your local computer. Note that this page can also be accessed by clicking **Active Subscriptions** inside the **Parallels Mac Management** product card and then clicking **More > MDM Certificate Signing**.

The MDM Certificate signing and the Apple Device Enrollment Program are described in detail in the **Parallels Mac Management for Microsoft SCCM Administrator's Guide**. See the **Configuring Parallels MDM Server** and **Enrolling Mac Computers via Apple DEP** sections.

CHAPTER 6

Manage Accounts

Read this chapter to learn how to manage your Parallels accounts.

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Switching Between Accounts

To switch between your personal and business accounts, open the **Dashboard** and choose an account from the drop-down menu (account selector) in the upper left hand corner.




When you select an account, the **Dashboard** is automatically populated with Parallels product(s) registered with the account.

When you select a business account, the **Business Profile** item is added to the navigation area of the page.



Clicking the **Business Profile** item opens the page where you can view and manage your organization's business account.

Clicking on the  icon in the page header, opens a menu where you can view and select the following items:

- Your name and email address you used to sign up with Parallels My Account.

- **Personal Profile.** Opens a page where you can view and modify your personal account information.
- **Security Settings.** Opens a page where you can view your account security settings.
- **Logout.** Logs you out of Parallels My Account.

Viewing and Modifying Business Profile

To view and modify your business profile, click the **Business Profile** item in the upper right hand corner. This opens the **Business Profile** page.

The screenshot displays the 'Business Profile' page within the Parallels My Account interface. The page is divided into several sections:

- Company:** Displays 'My Company, Inc.' with address 'Washington, United States 98004' and phone 'tel.: (425)123-4567'. A 'Support Code: 19240-41140' is shown at the top right. An 'Edit' button is located at the bottom right of this section.
- Membership:** Shows the user's role as 'Account Administrator' and 'Member since' as '10/16/2016'. A 'Leave This Business Account' button is located at the bottom right of this section.
- Account Admins:** Lists 'John Brown' as an administrator, accompanied by a small profile picture icon.

The page header includes the Parallels logo, 'My Account', and navigation links for 'Dashboard', 'Register Key', and a user profile icon. The breadcrumb trail shows 'Dashboard > Business Profile', and there are tabs for 'General' and 'Users (2)'.

Click the **Edit** button to open the **Edit Company Information** dialog.

Edit Company Information

Company Name *	<input type="text" value="Any Company, Inc"/>
Street	<input type="text" value="123 Main Street"/>
City	<input type="text" value="New York"/>
Country *	<input type="text" value="United States"/>
State *	<input type="text" value="New York"/>
ZIP *	<input type="text" value="10006"/>
Phone *	<input type="text" value="1(800)123-4567"/>

You can modify any information on this page. When done, click **Save**.

The **Membership** area of the **Business Profile** page displays your role (e.g. Account Administrator) and the date your account membership began.

The **Leave This Business Account** button allows you to terminate your business account membership. Please note that if you are the only administrator on this account, you must invite at least one more user to be an account administrator before you can leave the account (see below for more info).

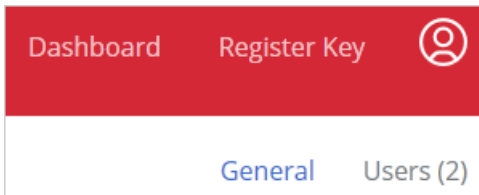
Inviting Users to Join a Business Account

As the administrator of a business account, you can invite other users to join it, so they can help you manage your subscriptions and licenses.

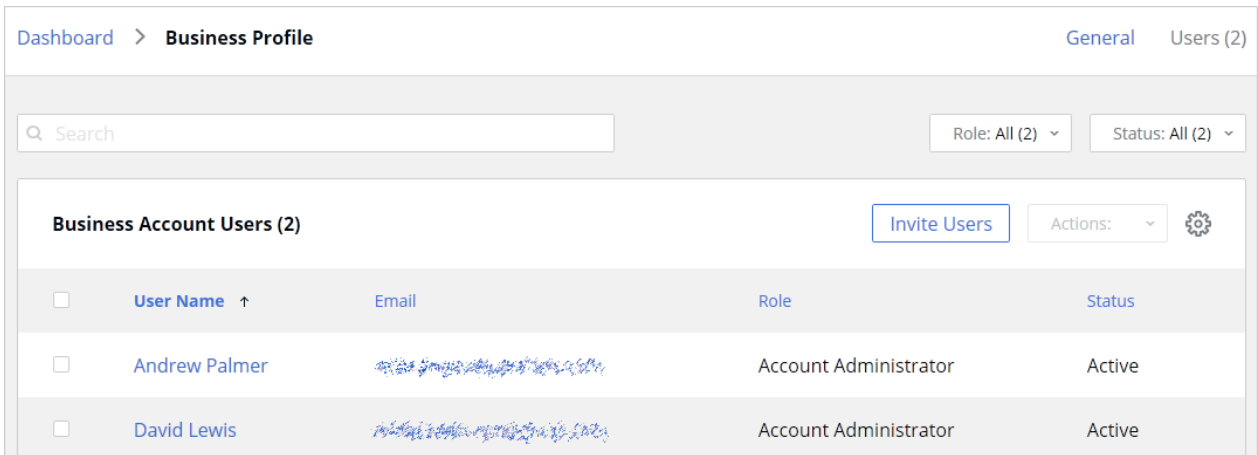
To invite a user to join the business account:

- 1 On the **Dashboard**, click **Business Profile** in the upper right.

- Click **Users** (also in the upper right).



- The **Business Account Users** list is displayed:



- Click **Invite Users**. In the dialog that opens, type the email address of a user and click **Add**. You can invite more than one user at the same time. Once the list of users is complete, click the **Send Invitations** button.

When a user receives the email, it will contain instructions and a link to join the business account. Clicking on the link will open the following Parallels My Account page in a web browser:

Join Any Company, Inc

Email

Name

Password

[Join account](#)

If the user already has a Parallels personal account, he/she needs to enter their password. If the user doesn't have an account, they must choose and type a password to create an account.

After the user clicks **Join account**, the Parallels My Account page opens and the user is logged on.

Types of business account membership

There are two types of business account membership:

- **Regular Member.** When a user accepts the invitation, they are initially granted privileges of a regular member. A regular member cannot manage any of the subscriptions or licenses and must be promoted to the account administrator.
- **Account Administrator.** An account administrator has full privileges to administer all of the available subscriptions and licenses.

To promote a user to the administrator of the business account, you need to do the following:

- 1 Open the **Business Account Users** list (see above) and click the user name you want to promote.
- 2 The dialog displaying the user membership information opens.

The screenshot shows a user profile for Andrew Palmer. At the top, the name "Andrew Palmer" is displayed. Below the name, the status "Active" is shown in green text, and a red "Block" button is located to the right. The "Email" field is visible but obscured by a broken image icon. The "Role" field is currently set to "Regular Member", and a dropdown menu is open, showing "Regular Member" and "Account Administrator" as options. Below the role field is a "Notes" text area. At the bottom of the dialog, there are three buttons: "Delete" (red), "Cancel" (blue), and "Save" (blue).

- 3 Click the **Role** drop-down menu and select **Account Administrator**.
- 4 Use the **Notes** box to enter a note if desired and click **Save** to save the information.

The user needs to log off and then log on again for the new role to take effect.

Blocking and Removing Users from a Business Account

You can block or remove a user from the business account:

- When you block a user, the user's access to the account is revoked, but the user remains a member of the account and can be unblocked. You can use this functionality to temporarily block users when you need to perform maintenance of the account or some other global task.
- When you remove a user, he/she is completely removed from the business account. You can later invite the user to join the business account again if you wish.

To block or remove a user from the business account:

- 1** Make sure your business account is selected on the **Dashboard** and click **Business Profile** in the upper right.
- 2** Click **Users** in the upper right.
- 3** Click on a user name.
- 4** In the dialog that opens, click **Block** or **Delete**.
- 5** Click **Save**.

The user will receive an email with a message that their business account membership has been blocked or canceled. If you wish to unblock a user, repeat the steps above and click **Unblock**.

CHAPTER 7

Support and Downloads

As a Parallels business customer, you get 24/7 business-class technical support with your Parallels Mac Management subscription. If you have an issue with deploying or using Parallels Mac Management, contact Parallels Support at any time either by phone or online.

To contact Parallels Support:

- 1** In Parallels My Account, click **Dashboard** and then click **Support** inside the **Parallels Mac Management** box. This will open the support web page.
- 2** Scroll down to the **Contact Support** section.

To see the available Parallels Mac Management downloads:

- 1** On the **Dashboard**, click the **Active Subscription** row inside the **Parallels Mac Management** box.
- 2** Click **Download** at the top of the page. This will open the page from where you can download additional Parallels Mac Management software and documentation. The version selector at the top (a drop-down menu) allows you to select a Parallels Mac Management version for which you would like to see the available downloads.