

Project A – MDM Enrollment Instructions

Remote Laptop Roll-out & Onboarding Experience

Platform: JumpCloud

Version: 1.0

Date: November 2025

Prepared by: IT Operations Team

OVERVIEW.

The following document provides comprehensive instructions and steps that the team is supposed to follow through when enrolling windows, MacOS, and Linux laptops into the company's **Jump cloud Mobile Device Management** system as part of the **remote onboarding process** for new employees.

Objectives.

- Ensure all devices are enrolled in the MDM.
- Enable automatic configuration of the company's security policies and software.
- Provide a seamless and secure onboarding experience for new employees.
- Facilitate centralized monitoring and remote support.

Prerequisites.

1. Network access: The device must be connected to the internet.
2. Credentials: Jumpcloud username and password provided via the welcome email.
3. Permissions: Administrative rights to install software or profiles.
4. Assigned image: Windows, MacOS or Linux that is pre-installed.
5. Support access: Zoom or google meet for remote assistance.

Jumpcloud Enrollment Procedures.

4.1 Windows enrollment via jumpcloud agent.

Step 1. Download and install the jumpcloud agent.

- i. Open a browser and visit: <https://console.jumpcloud.com>
- ii. Log in with your JumpCloud credentials.
- iii. Navigate to **Devices → Add Device**.
- iv. Select **Windows** and download the **JumpCloud-Windows-Agent.msi** installer.
- v. Open **PowerShell** as Administrator.
- vi. Run the following command:
- vii. `msiexec /i "C:\Path\ToJumpCloud-Windows-Agent.msi" /qn`

Step 2. Verify enrollment.

- i. Open the JumpCloud Admin Console.
- ii. Navigate to **Devices** → **Windows** and confirm your device appears as **Active**.
- iii. Reboot the computer to finalize the configuration.

Step 3. Troubleshooting.

Issue	Cause	Resolution
Device not visible	Agent service not running	Run “services.msc” → Restart “JumpCloud Agent”.
Installation failure	Insufficient privileges	Run the MSI as Administrator.
Policy not applying	Delay in sync	Run jcagent service restart in PowerShell.

4.2 Linux Enrollment. (Ubuntu/Debian).

Step 1. Download and install jumpcloud agent.

- 1) Open the terminal.
- 2) Run the following command:

```
curl --tlsv1.2 --silent --show-error --header 'x-connect-key: <YOUR_CONNECT_KEY>' \  
https://kickstart.jumpcloud.com/Kickstart | sudo bash
```

NB- Replace <YOUR_CONNECT_KEY> with the one from JumpCloud → Devices → Add Device

Step 2. Confirm Agent Status.

```
sudo systemctl status jumpcloud-agent
```

Expected result:

Active: active (running)

Step 3 – Verify in Console

- In the JumpCloud Console, navigate to **Devices** → **Linux**.
- Confirm your device hostname appears and status shows as **Active**.

5.Security Configuration.

Once a device is enrolled, the following policies and security measures are automatically enforced:

Policy	Description
Disk Encryption	BitLocker (Windows), FileVault (macOS), or LUKS (Linux) enabled automatically.
Password Policy	Strong password enforcement and periodic rotation.
App Deployment	Required software and security tools installed automatically.
VPN Configuration	Company VPN settings pushed to device.
Endpoint Protection	Antivirus/EDR software installed via policy.

6. Post-Enrollment Checklist

<u>Task</u>	<u>Completed (✓/?)</u>
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JumpCloud Agent Installed

Device Visible in JumpCloud Console

Security Policies Applied

Disk Encryption Active

Onboarding KB Reviewed

Test Login via JumpCloud SSO

Support and Escalation

If you encounter any issues during or after enrollment:

1. Open a Help Desk Ticket under the category “*Device Enrollment.*”
2. Include logs or screenshots where applicable.
 - Windows: Event Viewer → JumpCloud Logs

- macOS/Linux: /var/log/jcagent.log

3. Attend the scheduled onboarding call for live troubleshooting.

Escalation Contacts

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8. Revision History

Version	Date	Author	Description
1.0	Nov 2025	IT Ops	Initial version of MDM Enrollment Document