



Addigy Identity

MSP Deployment Kit





Win-Win

Addigy Identity is a great way to maximize your team's productivity. Your IT team gets out-of-the-box Mac authentication and user creation—great for a Zero Touch workflow! Your Mac users get the convenience and security of using their email password to log in to their Mac—everybody wins!

Improve Security, Efficiency, and The End-User Experience

Addigy Identity allows MSPs to provide their clients with a more secure and streamlined Mac login experience by presenting the client's established identity provider for authentication at the Mac login screen — even with a brand-new, shrink-wrapped Mac!

Addigy Identity secures Macs with Single Sign On, makes it easy for users to log in to their Macs, allows for customization across multiple organizations, simplifies onboarding with just-in-time account creation, and enables the collection of user attributes for advanced device lifecycle management.

This kit is designed to support your Addigy Identity deployment plan. You'll find guidance, customizable templates, and reference materials to help you build your program, communicate details, and support your clients throughout the process.

What is Addigy Identity?

Addigy Identity integrates seamlessly with your client's identity providers (IdPs) to ensure that only authenticated users can access sensitive company resources while providing a secure and user-friendly way for users to log in to their Macs using their email password.

Addigy Identity supports a variety of authentication methods: Okta, Google, Microsoft, or any other SAML provider — and fully supports the multi-factor authentication (MFA) of each IdP.

NEW: User Attributes provide another powerful way to manage devices with a user-centric approach that can reduce a lot of admin time and simplify workflows. Once an end-user signs into their Mac using Addigy Identity, data returned from the identity provider is available within Addigy as Device Facts. Data such as Employee Department, Hire Date, Employee Type, etc., are very useful for automating Addigy in response to changes in your organization.

Key Benefits

- Simplifies user access to macOS devices.
- Enhances security with centralized authentication.
- Improves IT efficiency by reducing password-related support issues and just-in-time account creation on new Macs.
- Option to collect User Attributes for advanced workflow customization.

Planning > Communication > Resources





Eat Your Own Cooking

We recommend implementing this entire plan internally with your own Apple device users so you feel comfortable talking about it with your clients.

Planning

Before rolling out Addigy Identity to your clients, it's best to familiarize yourself with how Addigy Identity works and perform several tests within your own organization. You can also use virtual machines to test Addigy Identity with identity providers before real-world testing on physical hardware.

Google, Okta, or Microsoft

The first step is to determine which clients are using which directory service and [configure Addigy Identity](#) appropriately within Addigy. Addigy Identity works with Google, Okta, or Microsoft.

Multi-Factor Authentication

Note which customers currently require multi-factor authentication for their directory, as this will also be required for their Mac login with Identity. If customers don't require multi-factor authentication, now is an excellent time to provide direction and inform them about the potential security risks that multi-factor authentication can help mitigate.

Identity with Automated Device Enrollment

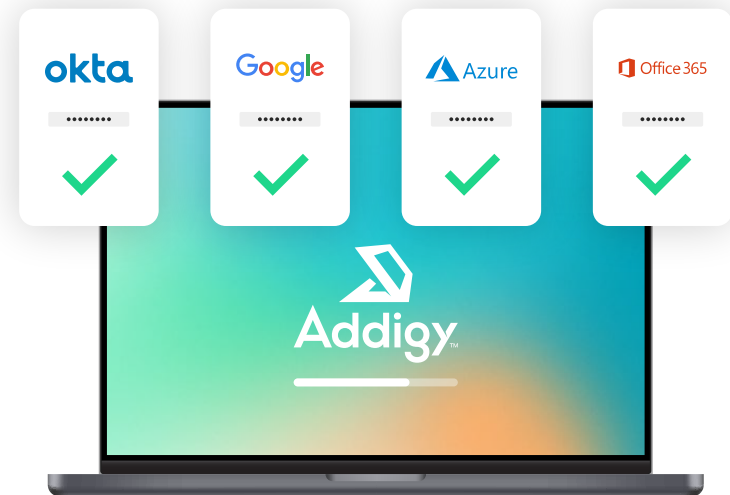
Using Addigy Identity with Automated Device Enrollment (ADE) allows Mac users to authenticate with their directory credentials and create a local user account without requiring any involvement from the IT team. A new—or newly erased—Mac enrolled in ADE will automatically pick up the Addigy enrollment and Identity configuration during the initial out-of-the-box setup. The end user is only required to know their directory credentials to set up and log in to a new Mac!

Local User Account Password Syncing

Addigy Identity can also be deployed to existing Macs with local user accounts that may have usernames and passwords that are different from their directory account. With existing accounts users will be prompted at the first login after deployment to sync their local Mac user account with their directory account.

Just in Time User Creation

If a local user account does not exist for the user who authenticates at the Addigy Identity window, they will be prompted to create a new local user account.





Clear Communication

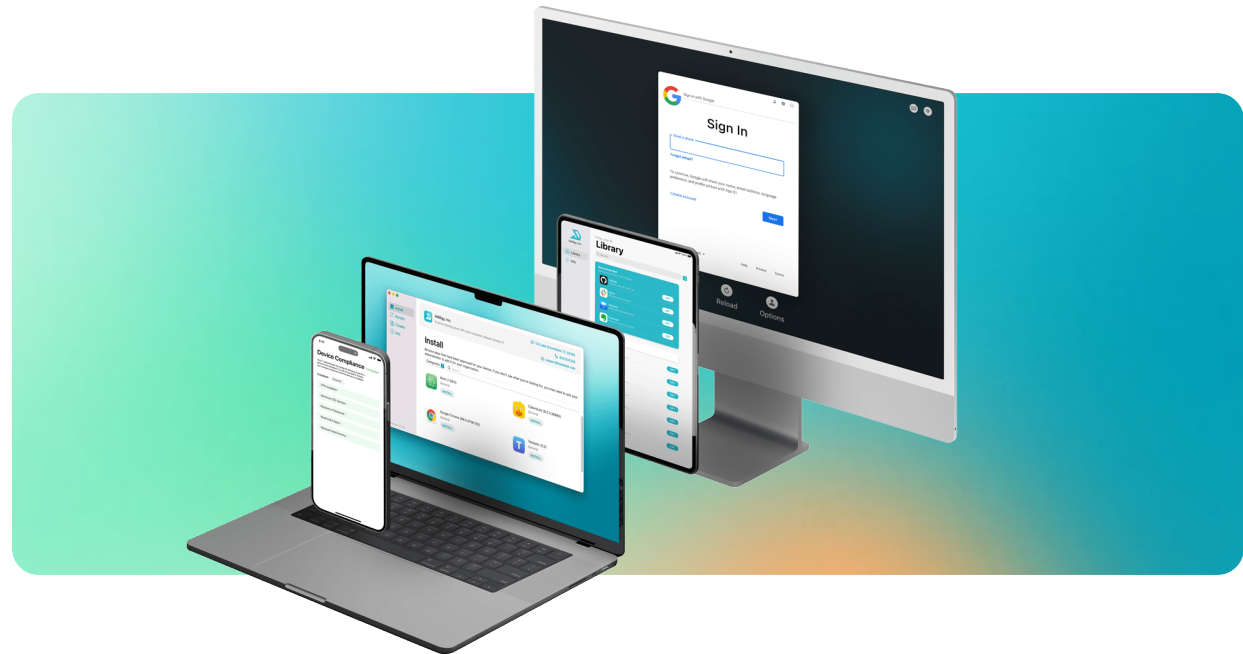
Clear communication will set you apart from your competition. Leverage multiple channels (emails, meetings, videos, PDFs, and so forth) to reach the widest audience. And don't be afraid to repeat your message.

Listening is also essential. We love hearing from our customers, and we rely on you to share feedback from your clients.

[Please send us feedback.](#)

User Attributes

You have the option to collect user attributes and store them as device facts. You can also choose to enable this feature after you've successfully deployed Addigy Identity.



Communication

Communication at key phases is critical to your success. Clear Communication will help create interest, support a successful deployment, and encourage engagement. In the following pages, you'll find templates for communication throughout these phases.

IMPORTANT: In addition to email communication, we recommend hosting a Lunch & Learn event to discuss and demonstrate the changes. This is especially important for existing Mac users because they will need to authenticate twice (once for FileVault and again for the Identity Provider). In addition, the first time they use Identity, they must sync their existing user account.



Pre-Sales One

Subject: Improve security and onboarding with a new Mac login experience that matches your email

Hi, [CLIENT],

Did you know we can improve your team's security by allowing everyone to log in to their Macs using their [IDENTITY PROVIDER] credentials?

This means everyone only needs to remember one password to log in on their Mac and company email. This is great for new hires and is appreciated by existing employees.

I'd love to discuss this solution in more detail. Please use my online calendar to book a time.

Thanks,
[SIGNATURE]

Pre-Sales Two

Subject: Mac login experience that matches your email

Hi, [CLIENT],

Thanks for your time today discussing our newly developed Mac login authentication plan. With your approval [Attach quote or link to quote here], we can schedule a time to start the rollout process, which will look like this:

- 1- Define a few Mac users for the Addigy Identity Pilot Program.
- 2- Set the Pilot Program Date and share the Communication Plan.
- 3- Review the success of the Pilot Program and make any necessary changes to the Communication Plan.
- 4- Set a full Full Deployment date and share the latest Communication Plan.
- 5- Full Deployment and review of the project.

Thanks,
[SIGNATURE]





Client Communication: Pre-Launch | Build Awareness

No one likes surprises, so help your clients feel comfortable by providing them with transparent and open messaging for their team. Ask them to let everyone know that changes are coming and they are essential. Use this with your Pilot Program Members, then refine it for the Full Deployment.

Subject: New Mac Login Authentication Coming Next Week

Hi Team,

Next Tuesday (INSERT DATE and MORNING TIME), we'll roll out our new Mac login authentication initiative for company-owned Macs. This deployment will ensure that our devices are secure and help us increase our security posture.

This will change the login experience on your device and prompt you to sign in with your [IDP name] credentials — the same password you use to access your company email account. See [details here](#).

Next Tuesday we recommend you restart your Mac during your lunch break. Here's what to expect:

Restart: Restart your Mac to confirm the new login experience works as expected. Do not wait until the weekend!

Decrypt: You will need to unlock FileVault immediately after the restart before the [IDP] window appears.

Sync to a user account: The first time you sign in, you must select your existing Mac user account for Addigy Identity to sync your email address and password in the future.

Done: Your Mac credentials are your company email address and password.

If you experience any disruptions or inability to log in, please contact (INSERT MSP NAME) for assistance: MSP CONTACT INFO.

Thanks,
[SIGNATURE]

Client Communication: Post-Launch | Reminder

Ask your client to remind their team of the changes and value you provide. Use this with your Addigy Identity Pilot Program Members, then refine it for Full Deployment.





Got Questions?



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& Growth Advisor
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Book a Meeting

calendly.com/ben-addigy/30min

Resources

- [Addigy Identity Overview](#)
- [Addigy Identity KB Articles](#)
- [>sudo \[talks\]: Identity Management for Mac](#)

Subject: New Mac Login Authentication is Here

Hi Team,

This is a reminder that we've completed the deployment of our new Mac Login Authentication initiative. This initiative syncs your Mac password with your company email password.

This changes the login experience for your Mac device. See [details here](#).

Please restart your Mac now to complete the process:

Restart: Restart your Mac to confirm the new login experience works as expected.

Decrypt: You will need to unlock FileVault immediately after the restart before the [IdP] window appears.

Sync to a user account: The first time you sign in, you must select your existing Mac user account for Addigy Identity to sync your email address and password in the future.

Done: Your Mac credentials are your company email address and password.

If you experience any issues logging in, please contact (MSP NAME) immediately for assistance: MSP CONTACT INFO.

Thanks,
[SIGNATURE]

