



What to expect

Managing your JumpCloud subscription

Once your JumpCloud subscription has been provisioned, you can expect to receive a Welcome email from either JumpCloud or your AppDirect Account Manager. The Welcome email will typically be sent within 24 hours from the time the order was processed.

At the center of the JumpCloud application is the user interface (UI). There are two UIs and experiences for JumpCloud administrators and JumpCloud users.

For more information, please refer to the [Reference Guide](#).



Logging into JumpCloud:

To log in to your account:

[User Login](#)

- If you are prompted to setup MFA by your administrator, please refer to the [MFA guide](#).

[Admin Login](#)

- The Admin Portal is your command center for administering JumpCloud for your organization. For more information, please refer to the [Admin guide](#).

Need help?

Our team is here to assist you with any inquiries related to JumpCloud or the AppDirect Marketplace itself. If you encounter any issues or need assistance of any kind with your purchase, please contact us at: help@appdirect.com

Additional Resources

[Admin Portal Homepage Overview](#)

The Homepage gives you aggregated, actionable directory data at-a-glance to help you accomplish tasks and troubleshoot issues quickly across the users and resources in your organization.

[JumpCloud University: Video Tutorials](#)

Video tutorials that cover a range of topics such as authentication, MFA, end-user tutorials and much more.

