Common Identity

LogMeIn is standardizing the sign in process across all products, including Bold360.

What Does This Mean?

LogMeIn is beginning a gradual process to migrate all customers to using a unique email address to sign in to all LogMeIn products, including Bold360.

Why Are We Making This Change?

This change modernizes our sign in process and simplifies it for users: you no longer have a separate username and email address.

Having a common identity across LogMeIn products makes it easier for you to use our suite of solutions.

When Will This Happen?

This process will happen in several phases throughout the rest of 2019 and into early 2020. For more information, please visit Bold360 Support or contact your Customer Success Manager.

Phase 1: No Action Required
August 26, 2019

> Who is Impacted?
> Administrators of Bold360 who use admin.bold360.com

At this time, no changes are required for existing users.

However, starting on August 26th, when an administrator adds a new user, or modifies an existing one, the user profile will now require a *unique* email address for that user. Email addresses that are common to other users will no longer be accepted.

August 26

Starting August 26, setting up or modifying a user, will require a unique email address for that user.

Phase 2: Set Up Unique Email Addresses
October 8, 2019 – February 21, 2020

> Who is Impacted?
> IT teams who support Administrators of Bold360
> Administrators of Bold360 who use admin.bold360.com

Oct 8 – Feb 21

During this phase, administrators can assign unique email addresses to all users in the system.
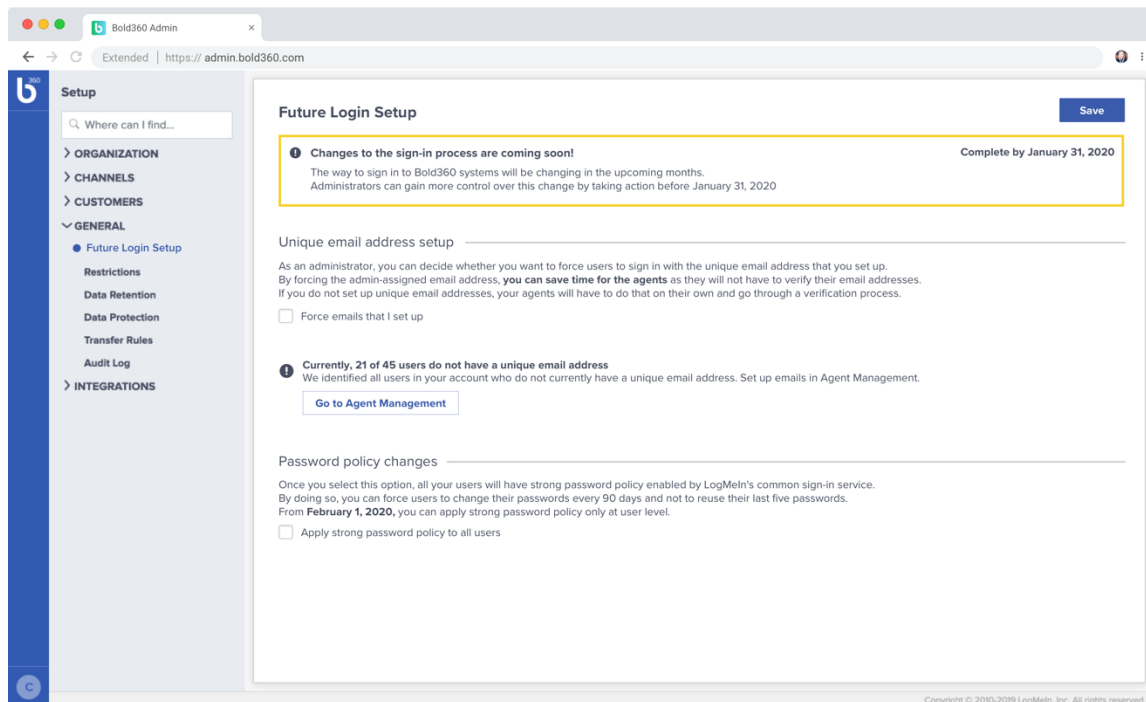
However, users should continue to sign in using

In this phase, administrators should decide if they want to assign unique email addresses for all of their users or allow each user to enter their own email address in the next phase.

We recommend that administrators visit the Bold360 Admin Center "Future Login Setup" page and enter unique email addresses in the system for all users.

Administrators should also decide whether they want to force users to sign in with the unique email address that are set up in the system or to allow users to modify that email address. By forcing to use the admin-assigned email address, an admin can save precious time for operators as they will not have to verify their email addresses.
During this phase all users should continue to sign in with their existing user IDs and passwords.

Important:
By January 31, 2020 your IT team must whitelist these URLs to allow access to authentication.logmeininc.com and auth.bold360.com.

Figure 1 - Newly introduced menu to start your email setup process

Phase 3: Start using unique email address to sign in
March 16 – April 20, 2020

> Who is Impacted?
> All users of Bold360

In this phase, when users sign in, they are prompted to verify their unique email address:

- o If the administrator has already assigned a unique email address in the system for a user, the user can choose to accept it, or change it to a different email address.
- o If the administrator has already assigned a unique email address in the system for a user, AND the administrator has chosen to force all users to accept it, then users will not have the option to change their email address during sign in. (In this case, users will *not* receive an email asking them to verify their email address.)
- o If the administrator has not assigned a unique email address in the system for a user, that user will have to enter their own email address. When signing in for the first time with this email address, users will receive a verification email at their unique email address.

Mar 16 – Apr 20

In this phase, users will start logging in with their unique email address.

Goodbye username, hello email.

At this time, users of multiple LogMeIn products with different passwords will also need to create a new single password for all products.

April 6, 2020

From this date forward, all users will be required to sign in using their unique email address and password. **Prior credentials will be retired and no longer work.**
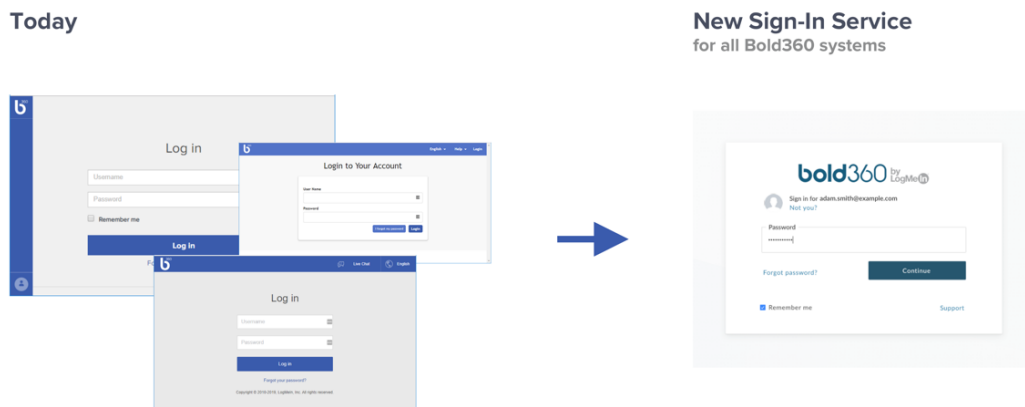

Figure 2 - New Sign-In Service from April 6, 2020