



# **Teramind Agent**



# Teramind Agent

The Teramind Agent is the application that runs natively on Windows and Mac and tracks the users' activities. It must be installed on every machine that you want to track. It's the application that generates all the data needed for every use case of the Teramind platform.



The Agent is capable of monitoring and recording even when the user is offline. This way, the Agent will keep a recording buffer on the user's machine and upload it when the user goes online. In such 'asynchronized' update, the Agent will automatically prioritize the upload tasks so that the user doesn't suffer any bandwidth issues.



In addition to monitoring and tracking, the Agent also enforces the Policies and Rules on a user's computer set by the administrator.



You can configure all the monitoring and tracking functionalities of the Agent from the Teramind Dashboard.

There are several versions of the Teramind Agent available. The managers should choose the ones that suit their needs, depending on how they want to monitor their users and if they want them to be aware of the fact that they are being monitored.



On request, we can deliver our software with a special key that allows your organization to implement Teramind without specific features, such as keystroke logging. With customized versions, administrators have no option to implement features that go against your organization's monitoring policies.

# Teramind Hidden Agent

No user interface



Monitors a computer full-time or on a scheduled basis without the knowledge of the user.



Users are monitored as soon as they are logged on, either on the domain or local machine.

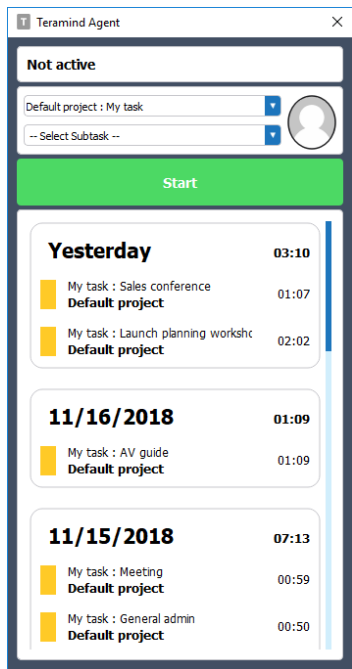


You can set up tasks that get assigned automatically based on the user's application / website usage.

The Hidden/Stealth Agent tracks computers, so the data that comes from the Agent will be linked to a computer and not a user. The computers tracked appear automatically in the dashboard. Only activities are tracked for the computers and not the hours worked or the payroll. Computer names must be unique. If you are trying to monitor multiple computers with the same computer name, only the first one will be monitored. The names are taken directly from the registered machines. If a computer is renamed, Teramind will auto-update.

The Hidden Agent is useful when you do not want your users to know that they are being monitored.

# Teramind Revealed Agent



Monitors employee productivity non-obtrusively and transparently.



Users are monitored only when they sign in into the Teramind Agent and clicks the Start button.



Users can create new tasks and sub-tasks and set the active task as they switch between different tasks.



Ideal for tracking consultant / remote employee hours.

The Revealed Agent tracks users and computers but only when the user is logged-in on the Agent. When a user launches a Revealed Agent, they have to login using an account created in the Teramind Dashboard by an administrator. All the activities tracked will be linked to this account. The user's account can have other information like the position of the user in the company, contact information etc.

Since the hours they work are clearly defined by the clock-in and clock-out times from the Revealed Teramind Agent, the payroll can be calculated and tasks can be assigned to the users. This Agent is the perfect choice for monitoring contractors, vendors and freelancers.

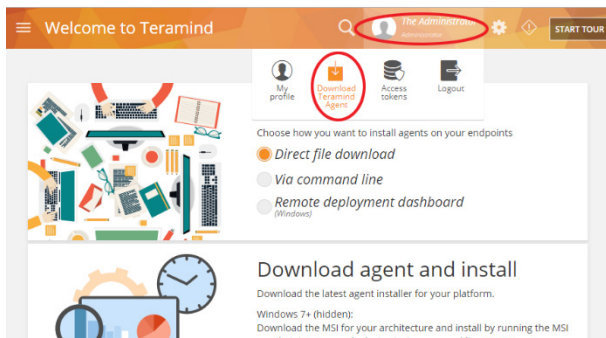
# Downloading and Installing the Teramind Agent

There are several places from where you can download and install the Agent:



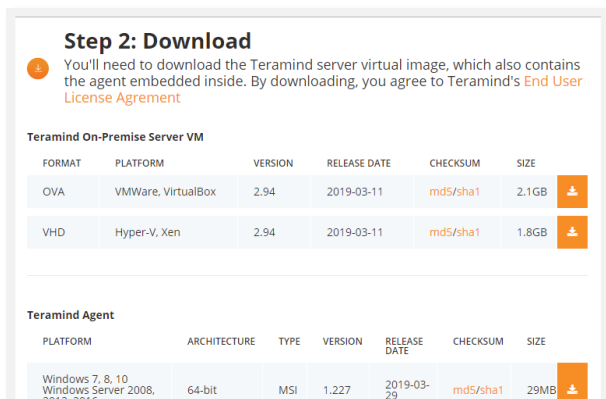
## From the Onboarding Screen

The onboarding is the first screen you will see when you enter the dashboard for the first time. It provides all the installation links for the Agents.



## From the Dashboard

Click your user name on top of the dashboard. Select Download Teramind Agent from the pop-up menu. You will see links for various type of Agents and the installation instructions.



## From the Self-Hosted Portal

You can download the agent for On-Premise/Private Cloud deployments under the Download section of the [Self-Hosted Portal](#).



Check out this tutorial video to learn [how to download and install Teramind's Hidden Agent](#)

# Teramid Agent: Technical Specification

<b>Supported Platforms</b>	<ul style="list-style-type: none"><li>• Microsoft Windows 7, 8, and 10 (32 &amp; 64-bit)</li><li>• Microsoft Windows Server 2008, 2012, and 2016</li><li>• Mac OS X 10.7 and later</li></ul>
<b>Sessions</b>	<ul style="list-style-type: none"><li>• Stand-alone computer</li><li>• Terminal Server</li><li>• Application / Session Server</li><li>• Citrix</li><li>• VDI</li><li>• RDS</li></ul>
<b>Load</b>	<ul style="list-style-type: none"><li>• Approximately 30 MB memory and 1-3% CPU utilization, depending on user activity</li></ul>
<b>Visibility</b>	<ul style="list-style-type: none"><li>• Hidden or revealed desktop agents available</li></ul>
<b>Deployment</b>	<ul style="list-style-type: none"><li>• Manual installation (.msi)</li><li>• Group policy</li><li>• Remote installation</li><li>• Silent install option</li></ul>
<b>Bandwidth</b>	<ul style="list-style-type: none"><li>• Approximately 10 Kbps upstream depending on user activity level &amp; number of screens</li></ul>
<b>Offline Storage</b>	<ul style="list-style-type: none"><li>• Approximately 1 GB per 160 hours of data per screen at full quality &amp; color recording, or 350 hours of black &amp; white at 70% scale</li></ul>

Questions? Contact us at [hello@teramind.co](mailto:hello@teramind.co)