



# IT Documentation

## NinjaOne & IT Documentation Guide

### IT Documentation



Document, standardize, and use contextual information about the IT environments you manage directly in NinjaOne. Give your technicians the information they need where and when they need it most.

[ninjaone.com/it-documentation](https://ninjaone.com/it-documentation)

#### Document everything

Turn tribal knowledge into explicit knowledge and minimize the impact of key technician turnover by documenting everything in your IT environment. Ninja enables you to document anything and everything your technicians need to know in standardized, structured form that make both collecting and using data easy.

#### Build context

Ninja enables you to easily associated documents with client organizations, locations, and devices as well as upload attachments so you can easily map relationships and provide even more powerful context to your technicians. Policy inheritance

#### Securely store and share credentials

Encrypt and store credentials directly alongside contextual documentation so your technicians can use them efficiently and effectively. Secure fields are secured by multi-factor authentication to further protect passwords from unauthorized access.

#### Get started quickly

Start documenting right away using the many documentation templates Ninja provides out of the box. Templates follow best practices and are easily customized to your needs so you can focus on collecting documentation, not setting up Ninja.

#### Minimize context switching

Unnecessary context switching is a productivity killer. Ninja unifies endpoint management, ticketing, and documentation into a single-pane-of-glass so your technicians get the full context of an incident before attempting to remediate.

#### "The Foundation of Our Operations

The ease of access to all information in a single pane of glass is phenomenal and key to efficiency and operational success! "

**Scott Granger**, Operations Manager, San Diego Technology Group

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ninjaOne

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## Complete IT Management.

The IT management software space has long been dominated by complex, difficult-to-use, and siloed tools that lead to on-going hidden costs, bring technician workflows to a halt, and pose a security risk. NinjaOne replaces these legacy point-solutions with a natively integrated, 100% network- and location-agnostic IT management solution that enables



## The Unified IT Management Platform

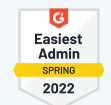
The NinjaOne unified IT management platform gives you everything you need to manage your users and endpoints from a single, centralized console, anywhere in the world.

Unlike siloed solutions, each NinjaOne solution interacts natively with the entire platform, giving a richer, more contextual view into end-user requests, endpoint health, infrastructure, and security.

NinjaOne gives you unparalleled visibility into and control over the entire infrastructure, operations, and support workflows, ensuring technicians are efficient, business users

## Why NinjaOne?

NinjaOne supports over 10,000 MSPs and IT departments around the world, and is consistently ranked #1 for its world-class customer support. NinjaOne has been recognized as the best rated software in its category on G2 and Gartner Digital Markets for the past 3 years.





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Thank you for downloading this NinjaOne Guide! Carahsoft is the distributor for NinjaOne MultiCloud and Education Technology solutions.

To learn how to take the next step toward acquiring NinjaOne's solutions, please check out the following resources and information:



For additional resources:  
[carah.io/NinjaOneResources](https://carah.io/NinjaOneResources)



For additional NinjaOne solutions:  
[carah.io/NinjaOneSolutions](https://carah.io/NinjaOneSolutions)



For additional MultiCloud and Education Technology solutions:  
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To set up a meeting:  
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