

Organization	Active Sites	APs	Switches	WAN Edges	Labels	Created	Subscription Status
[MIST CSQA] Mist Office	24	17 / 17 in use	105 / 123 in use	6 / 9 in use		22 Jan 2019	4 Active 3 Expired
[MIST CSQA] Jaison-org-2-jnprID	1	0 / 0 in use	1 / 1 in use	0 / 0 in use	label_1	16 Apr 2020	6 Active 1 Expired
[MIST CSQA] Jaison-OC	1	0 / 0 in use	0 / 0 in use	1 / 1 in use		10 Feb 2021	3 Active 1 Expired
Mist-Office-54	3	0 / 0 in use	19 / 19 in use	0 / 0 in use		19 Aug 2020	1 Active 1 Exceeded 4 Expired
[MIST CSQA] Varun-Staging-AWS	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		28 Dec 2020	3 Active
[MIST CSQA] Nikit's Org Staging	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		11 Dec 2018	1 Active
Healthcare-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	Healthcare	16 Feb 2022	
Retail-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	Retail	16 Feb 2022	
School-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	School	16 Feb 2022	
[MIST CSQA] TrialJaison	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		22 Oct 2021	
JAIISON_TRIAL_ORG	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		20 Oct 2021	
MSP_org_0	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		12 Jan 2022	
School Of Rock	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		16 Feb 2022	

# Juniper NETWORKS MSP Mist Managed Service Provider Guide User Guide

[Home](#) » [JUNIPER NETWORKS](#) » Juniper NETWORKS MSP Mist Managed Service Provider Guide User Guide 

Contents

1 Juniper NETWORKS MSP Mist Managed Service Provider Guide

2 Get Started

2.1 View Information for Organizations, Sites, and Devices (Inventory View)

3 Manage Organizations

3.1 Create an Organization

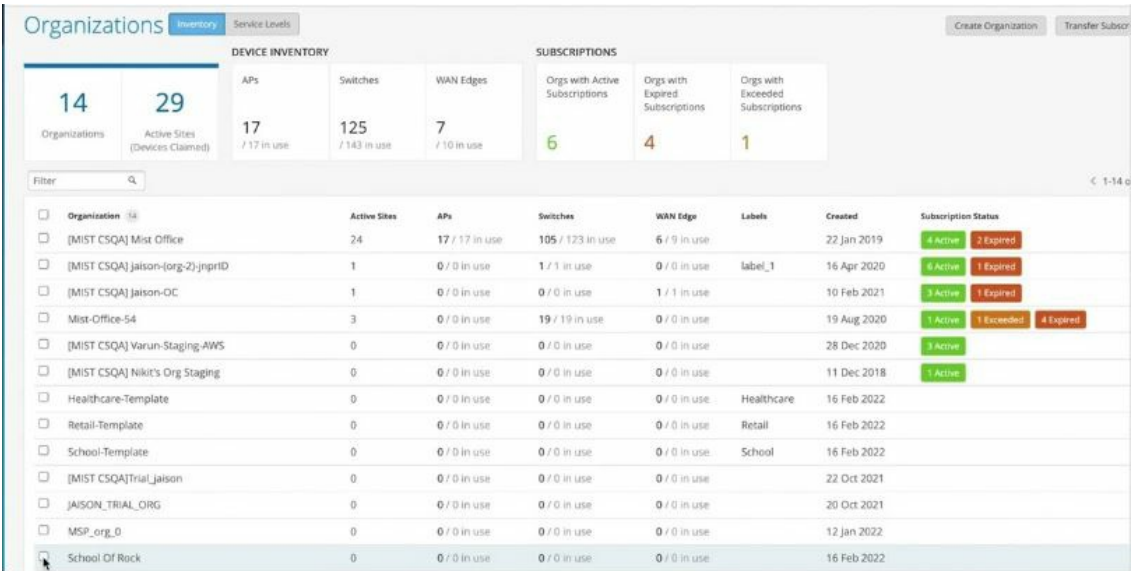
4 Set Up the MSP Portal

5 Documents / Resources

5.1 References



## Juniper NETWORKS MSP Mist Managed Service Provider Guide



Organization	Active Sites	APs	Switches	WAN Edge	Labels	Created	Subscription Status
[MIST CSQA] Mist Office	24	17 / 17 in use	105 / 123 in use	6 / 9 in use		22 Jan 2019	4 Active 3 Expired
[MIST CSQA] Jaison-org-2-jnprID	1	0 / 0 in use	1 / 1 in use	0 / 0 in use	label_1	16 Apr 2020	6 Active 1 Expired
[MIST CSQA] Jaison-OC	1	0 / 0 in use	0 / 0 in use	1 / 1 in use		10 Feb 2021	3 Active 1 Expired
Mist-Office-54	3	0 / 0 in use	19 / 19 in use	0 / 0 in use		19 Aug 2020	1 Active 1 Exceeded 4 Expired
[MIST CSQA] Varun-Staging-AWS	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		28 Dec 2020	3 Active
[MIST CSQA] Nikit's Org Staging	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		11 Dec 2018	1 Active
Healthcare-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	Healthcare	16 Feb 2022	
Retail-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	Retail	16 Feb 2022	
School-Template	0	0 / 0 in use	0 / 0 in use	0 / 0 in use	School	16 Feb 2022	
[MIST CSQA] TrialJaison	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		22 Oct 2021	
JAIISON_TRIAL_ORG	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		20 Oct 2021	
MSP_org_0	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		12 Jan 2022	
School Of Rock	0	0 / 0 in use	0 / 0 in use	0 / 0 in use		16 Feb 2022	

Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice. Mist Managed Service Provider (MSP) Guide Copyright © 2023 Juniper Networks, Inc. All rights reserved. The information in this document is current as of the date on the title page.

## **YEAR 2000 NOTICE**

Juniper Networks hardware and software products are Year 2000 compliant. Junos OS has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

## **END USER LICENSE AGREEMENT**

The Juniper Networks product that is the subject of this technical documentation consists of (or is intended for use with) Juniper Networks software. Use of such software is subject to the terms and conditions of the End User License Agreement ("EULA") posted at <https://support.juniper.net/support/eula/>. By downloading, installing or using such software, you agree to the terms and conditions of that EULA.

## **Get Started**

### **Juniper Mist Managed Service Provider (MSP) Portal Overview**

The Juniper Mist™ Managed Service Provider (MSP) portal simplifies your multitenant operations and provides visibility across all customer organizations and sites. The MSP portal provides one place to manage your entire customer estate. From Day 0 to Day 2+, the portal streamlines your work and provides insight into network operations.

#### **For example:**

- Quickly onboard new customers by using other customer organizations as templates.
- Use a single dashboard to check the status of all customers' subscriptions and devices.
- Monitor real-time performance, and view recommended Marvis Actions.
- Jump from the MSP dashboard to your customers' Juniper Mist portals, where you can perform all administrative tasks.

### **Juniper Mist Managed Service Tiers**

Juniper offers the MSP portal with two tiers of service: basic and advanced. The advanced service includes visibility into service level expectation (SLE) metrics, Marvis Actions, portal branding, and support tickets. The basic tier offers visibility into:

- Sites, applications, switches, gateways, and access points
- Deployment status
- Subscription status and license usage
- Service Level Expectation metrics (SLEs) With the basic tier, you can:
  - Add new organizations from predefined templates.
  - Transfer licenses between organizations. With the advanced tier, you can also:
    - See recommended actions from the Marvis Virtual Network Assistant.
    - Add your logo to the MSP portal and customers' Juniper Mist portals.
    - View customers' support tickets.

## Signing Up

To become a Juniper Mist MSP partner, contact [mistpartners@juniper.net](mailto:mistpartners@juniper.net) and provide these details:

- Preferred MSP name
- MSP cloud region
- MSP administrator name and e-mail address

## RELATED DOCUMENTATION

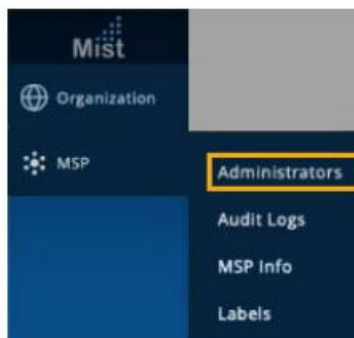
- <https://www.juniper.net/us/en/the-feed/topics/operations/ai-driven-enterprise-for-managedservices-demo.html>
- <https://www.juniper.net/us/en/solutions/managed-services.html>
- <https://www.juniper.net/content/dam/www/assets/solution-briefs/us/en/delivering-the-ai-drivenenterprise-as-a-managed-service.pdf>
- <https://www.juniper.net/content/dam/www/assets/solution-briefs/us/en/cloud-services/simplifymultitenant-operations-with-juniper-mist-managed-services-dashboard.pdf>
- <https://www.juniper.net/content/dam/www/assets/solution-briefs/us/en/network-automation/implementing-branch-networks-for-ai-driven-enterprise-customers.pdf>

## Manage Access to the MSP Portal

To manage access to the Juniper Mist™ Managed Service Provider (MSP) portal, use the Administrators page.

**NOTE:** You must have the Super User role to manage user accounts.

- To manage access to the MSP portal:
- To find the Administrators page, select MSP > Administrators from the left menu of the MSP portal.



- To add an MSP user, click the Invite Administrators button at the top-right corner of the page. Enter the user information and role, and then click Invite. The user will receive an email with a link to complete the process of creating an account.
- When creating or editing an account, you need to assign a role. The role determines the user's access. Select one of following MSP roles:
- Super User—Has full access to the MSP portal and all tenant organizations. This user can manage other administrators.
- Network Admin—Has limited access to the MSP portal. Can be granted access to all organizations or specific

organizations, with access to limited features in the organizations' portals.

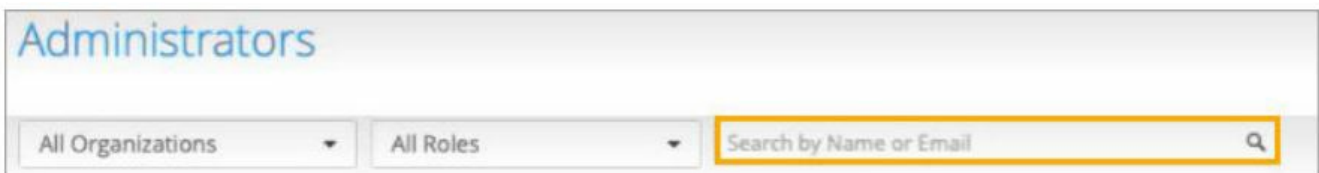
- Observer—Has view-only access to limited features in the MSP portal. Can be granted access to all organizations or specific organizations, with view-only access to limited features in the organizations' portals.
- Installer—Can be granted access to all organizations or specific organizations, with only the ability to install access points for these organizations.
- Helpdesk—Can be granted access to all organizations or specific organizations, with only helpdesk monitoring and workflow capabilities for these organizations.

**NOTE:** If you invite a user who already has an organization-level user account, be aware that the higher role will take precedence. For example, if a user has the Observer role for an organization, and you invite them as a Super User at the MSP level, they will now have Super User access to the organization as well.

- To review administrators' status and access, scroll or search in the user list.
- You can filter the list to specify certain organizations and roles, or to show all organizations and all roles.



- You can search by name or email address.



- The Role column includes the designation MSP or Org. designation if the user's access is limited to individual organizations. Users with an Org role do not have access to the MSP portal.
- **MSP—This** user has access to the MSP portal, with the role shown.
- **Org—This** user has access to one or more organization portals, with the role shown.

## Dashboard Overview (Organizations Page)

### Finding the Juniper Mist MSP Dashboard (Organizations Page)

The Organizations page is the homepage of the Juniper Mist™ Managed Service Provider (MSP) portal. It is often called the MSP dashboard. If you have full access to the portal, you'll see the Organizations page when you log in to Juniper Mist. From any other page in the portal, you can return to the Organizations page by selecting Organization from the left menu.



### Selecting a View

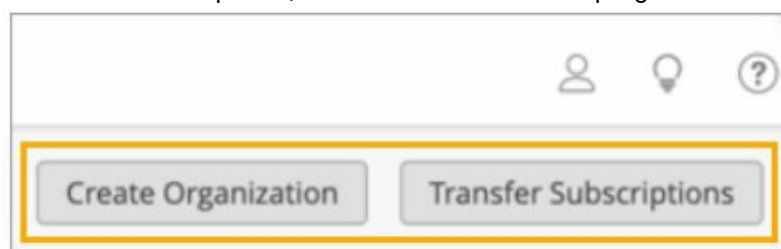
To select a view, use the buttons at the top of the Organizations page.



- Click Inventory for the Inventory view. Here, you can see details such as total organizations and sites, device inventory, labels, and subscription status. For more information, see “View Information for Organizations, Sites, and Devices (Inventory View)” on.
- Click AI Ops for the AI Ops view. Here, you can see details such as Service Level Expectations (SLEs) and Marvis actions. For more information, see “Monitor Service Levels and Marvis Actions (AI Ops View)” on.

## Organizations and Subscriptions

To add organizations and transfer subscriptions, use the buttons at the top-right corner of the Organizations page.



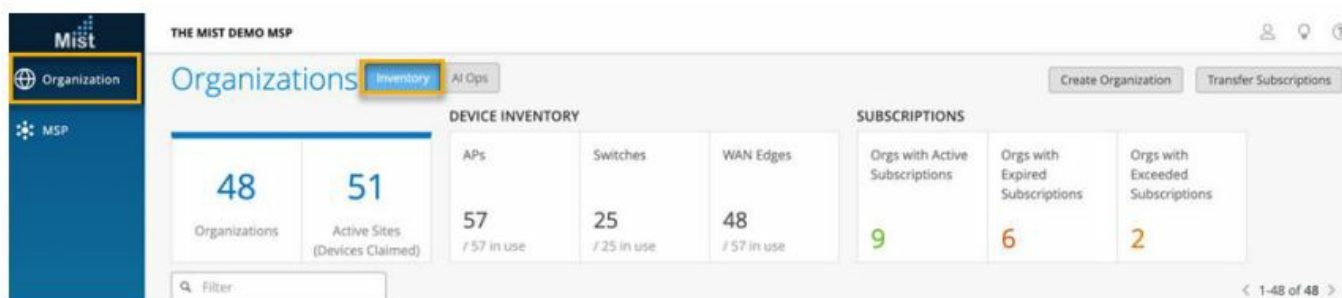
For more information, see:

- “Create an Organization” on
- “Transfer Subscriptions Between Organizations” on

## View Information for Organizations, Sites, and Devices (Inventory View)

### Finding the Inventory View

To find the Inventory view, select Organization from the left menu of the Juniper Mist™ Managed Service Provider portal. The Inventory view is the default view for the Organizations page. If you go to the AI Ops view, you can return to this view by clicking the Inventory button.



## Features of the Inventory View (Video)

### Inventory Tiles

DEVICE INVENTORY			SUBSCRIPTIONS		
48	51		Orgs with Active Subscriptions	Orgs with Expired Subscriptions	Orgs with Exceeded Subscriptions
Organizations	Active Sites (Devices Claimed)		9	6	2
57 / 57 in use	25 / 25 in use	48 / 57 in use			

These tiles display high-level information:

- **Organizations**—The total number of organizations associated with your MSP account.
- **Active Sites**—The total number of sites across all your organizations. A site is active if devices are claimed.
- **Device Inventory**—The total number of access points (APs), switches, and WAN Edges across all your organizations. In smaller type, each tile also indicates the number of devices in use.
- **Subscriptions**—The total number of organizations with active, expired, and exceeded subscriptions.

### Filtering and Sorting Options

Use these options to adjust the information that appears in the table:

- To sort by a column heading, click the heading.
- To filter by an organization name or a label, enter the name in the Filter box.
- To filter by the subscription status, click either the Orgs with Active Subscriptions, Orgs with Expired Subscriptions, or Orgs with Exceeded Subscriptions tile.

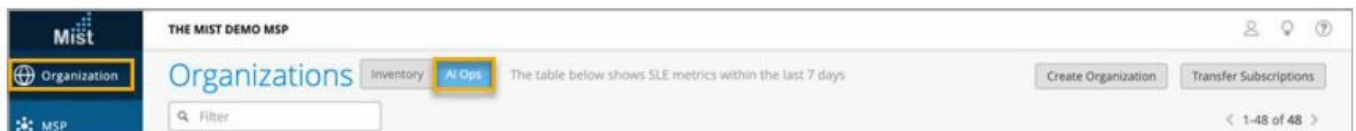
### Check Box Actions

If you select one or more check boxes for organizations, you can perform these tasks:

### Monitor Service Levels and Marvis Actions (AI Ops View)

#### Finding the AI Ops View

To find the AI Ops view, select Organization from the left menu of the Juniper Mist™ Managed Service Provider portal, and then click the AI Ops button at the top of the Organizations page.



### Features of the AI Ops View (Video)

#### Service Level Expectation Metrics (SLEs)

AI Ops view shows the overall health of each organization, as determined by SLEs.

- **Green**—**High** SLE compliance.
- **Yellow**—**Low** SLE compliance.
- **Red**—**Very** low SLE compliance.

Below the Wireless, Wired, and WAN columns, the Overall Service appears. You can click the right-arrow button (>) to show the SLE details in each group. In this example, the Wireless and Wired columns show only the Overall Service. The WAN column is expanded to show SLE details.

WIRELESS >	WIRED >	WAN <			
Overall Service	Overall Service	Overall Service	WAN Edge Health	WAN Link Health	Application Health
88%	76%	97%	97%	96%	98%
0%	99%	69%	7%	100%	100%
98%	100%	100%	100%	100%	--
96%	--	--	--	--	--

To view more information, click a percentage to go to the corresponding page in the customer's portal. For more information about SLEs, see the Juniper Mist Network Monitoring Guide.

### Marvis Actions

This feature is available only with the MSP advanced tier. With the MSP advanced tier, the AI Ops view includes the Marvis Actions column. This column shows the number of Marvis actions that need your attention.

Organization 48	Active Sites	Marvis Actions ⌵	Open Support Tickets
Live Demo >	8	40	1
Marketing-LiveDemo >	5	1	0
JMR Home Office >	1	1	1

- Click the Marvis Actions column heading to change the sort order.
- Click the number in the Marvis Actions column to see a summary, as illustrated in the example below. If you want to investigate further, click the Open Marvis Actions Page button to go to the Marvis Actions page in this customer's Juniper Mist portal.



Marvis Actions

40 Marvis Actions

Connectivity	Count	AP	Count
DHCP Failure	5	Offline	5
Authentication Failure	4	Health Check Failed	1
ARP Failure	3	Insufficient Capacity	1
DNS Failure	3	Coverage Hole	1

	Switch	Count
	Traffic Anomaly	3
	High CPU	1
	Missing VLAN	1
	Negotiation Mismatch	1
	Port Flap	1
	Loop Detected	1

WAN Edge	Count
VPN Path Down	5
Bad WAN Uplink	3

Layer 1	Count
Bad Cable	1

Open Marvis Actions Page

Cancel

For more information about Marvis actions, see the Juniper Mist Marvis Guide.

### Filtering and Sorting Options in the AI Ops View

Use these options to adjust the information that appears in the table.

- To filter by organization name, enter the name in the Filter field.
- To sort by a column heading, click the column heading.

## Audit Logs

### SUMMARY

Use the Audit Logs page to monitor logins and to see what actions were taken by each user.

### Overview

On the Audit Logs page of the Juniper Mist™ Managed Service Provider (MSP) portal, you can see who logged in, when they logged in, and what they did. When you first open this page, it shows all logins for all users and all sites on the current date. You can use the drop-down lists at the top of the page to select the time period, filter by users, filter by sites, or search for certain types of activities.

### Find the Audit Logs Page

From the left menu of the MSP portal, select MSP > Audit Logs.

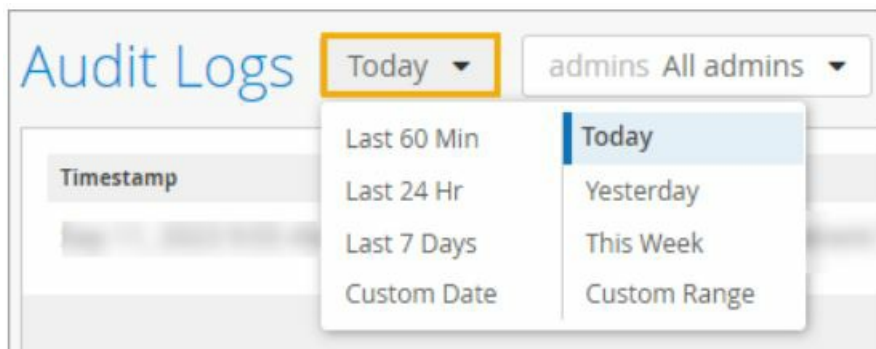




The Audit Logs page appears.

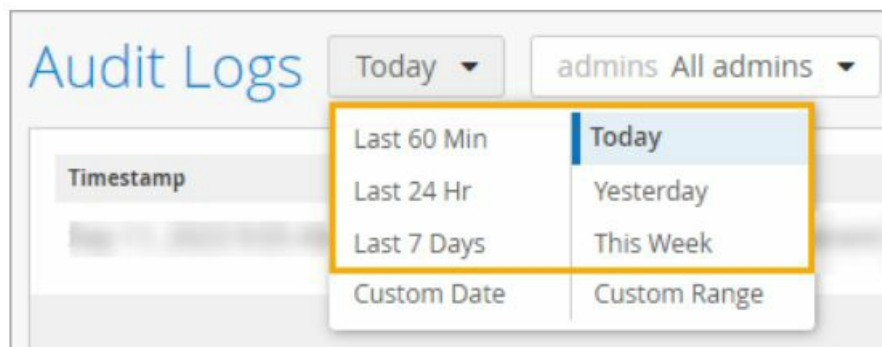
### Select the Time Period

To select the time period: Use the first drop-down menu on the Audit Logs page.



Select preset times and days, select a date, or enter a range of dates.

- Preset Times and Days



- Last 60 Min—From 60 minutes ago to the current time.
- Last 24 Hr—From 24 hours ago to the current time.
- Last 7 Days—From midnight 7 days ago to the current date and time.
- Today—From midnight to the current time today.
- Yesterday—From midnight to 11:59 PM on the previous day.
- This Week—From midnight Sunday to the current date and time.
- Custom Date—Select a date within the past 60 days. The Audit Logs page will show all logins from midnight to 11:59 PM on the selected date.

Custom Date Example

Last 60 Min	Today
Last 24 Hr	Yesterday
Last 7 Days	This Week
<b>Custom Date</b>	Custom Range

Select date:

July 2023

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

APPLY

- Custom Range—Specify a range of dates within the past 60 days. On the left, enter the start time and date. On the right, enter the end time and date.

#### Custom Range Example

Last 60 Min	Today
Last 24 Hr	Yesterday
Last 7 Days	This Week
Custom Date	<b>Custom Range</b>

Select date and time:

8:00 AM	-	5:00 PM
Jul 13	-	Sep 11

APPLY

#### Filter by Organizations

1. Click the orgs drop-down menu at the top of the Audit Logs page.
2. Select the check box for the organization that you want to include. The page reloads, showing the logins for the selected organization.

#### TIP

- To select additional organizations, repeat the previous steps until the page shows all the organizations that you want to see.
- To quickly find an organization, start typing in the Search box. As you type, the drop-down list shows only the organizations that match your search string. Select the check box for the organization that you want to include.
- To deselect an organization, click the orgs drop-down menu, and clear the check box from the organization name.

### **Search by Name or Email**

To search for a particular user, start typing a name or email address in the Search by Admin Name or Email box at the top of the Audit Logs page.

### **Filter by Users' Tasks**

To find records for specific tasks, such as accessing the organization or updating the site settings, use the Search by Message box at the top of the Audit Logs page. To filter by users' tasks:

1. Skim through the records to get familiar with the task descriptions in the Message column. Messages typically consist of a few words. These words might include:
  - An action word such as accessed, update, add, or delete.
  - The name of an organization, site, user, or other entity (such as webhook or API token) that was affected by the action.
  - The name of a feature that the user updated, such as subscription, zone, or site settings.
2. Start typing in the Search by Message box. As you type, the page reloads to show only the messages that contain the specified characters.

### **View Details**

- For certain types of actions, additional details are available.
- If the View details link appears, click it to see more information about the action.
- To close the View details window, click X in the top right corner.

### **Reset the Page to the Defaults**

To reset the Audit Logs page, click the Refresh button in the web browser's toolbar.

## **Manage Organizations**

### **Create an Organization**

#### **Introduction**

Day 0 onboarding is easy with the Juniper Mist™ Managed Service Provider (MSP) portal. When you add a customer, you can use another customer's organization as a template. The cloned organization inherits all organization settings from the source organization. During this process, you also can specify MSP labels. These labels can help you to identify organizations that are similar in certain ways. For example, you might add labels based on the business type, such as retail or healthcare. You might add labels based on the region, such as North, South, East, or West. In the MSP dashboard, you can use labels to filter the organizations.

**TIP:** As a best practice, create sample organizations that you can use as templates. For example, create Retail, Medical, and Education organizations. Use them as templates to quickly onboard similar customers in the future.

## Video Overview

- Video:

**NOTE:** The templates list consists of the organizations that you've added to your MSP dashboard.

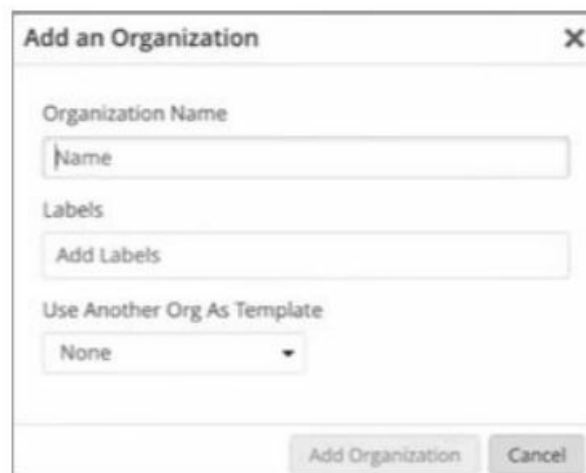
## Instructions

To create an organization:

1. From the left menu of the Juniper Mist™ MSP portal, select Organization.
2. At the top-right corner of the MSP dashboard, click Create Organization.



3. In the Add an Organization window:
  - Enter a name and any organization-level labels that you need for this customer.
  - (Optional) If you want to use another organization as a template, select it from the Use Another Org As Template list. Otherwise, select None.
  - Click Add Organization.



**NOTE:** The list includes all organizations that you've added to your estate in the MSP portal.

## Next Steps

On the Organizations page, click the organization that you added. You'll go to the organization's Juniper Mist portal, where you can configure all the settings.

**NOTE:** For more information about setting up organizations in the Juniper Mist portal, see Create Your Account and Organization in the Juniper Mist Management Guide.

## Assign an Existing Organization to Your MSP Dashboard

You can assign an existing organization to your Juniper Mist™ Managed Service Provider (MSP) portal if these requirements are met.

- You must have an MSP Super User account. This role gives you access to the customer's Juniper Mist portal, where you perform this task.
- The organization must operate on the same Juniper Mist cloud instance as your MSP account.

**TIP:** To identify the cloud instance, look in the URL in the address bar of the Juniper Mist portal. For example, the URL might contain ac1.mist.com or gc1.mist.com. For the full list of URLs and cloud instances, see Juniper Mist Cloud Instances in the Juniper Mist Management Guide.

To assign an existing organization to your MSP portal:

1. Log in to the Juniper Mist portal for the organization that you want to assign to your MSP portal.
2. From the left menu of the Juniper Mist portal, select Organization > Settings.
3. In the Managed Service Provider section, click Assign to an MSP.

4. In the Assign to MSP window:
  - Select the MSP.
  - Click Save at the bottom of the Assign to MSP window.

5. Click Save in the top-right corner of the Organization Settings page.

## Transfer Subscriptions Between Organizations

### Introduction

If you have unused subscriptions, you can easily transfer them between organizations. The Juniper Mist™ Managed Service Provider portal ensures that you do not take subscriptions that an organization needs for its devices.

## Requirements

- You must have the MSP Super User role to transfer subscriptions.
- You can transfer only active subscriptions. You cannot transfer trial, expired, or usage-based subscriptions.
- You cannot transfer subscriptions that were already transferred from their original organization. For example, if Organization A originally claimed a subscription and you later transferred it to Organization B, it is now nontransferable. However, if you transfer the subscription back to Organization A, it is then transferable.

**NOTE:** Some MSPs set up a “staging” organization to store their purchased subscriptions. Then the MSPs can easily transfer subscriptions back and forth from the staging organization to their tenant organizations to adjust the distribution of subscriptions.

## Video Overview

- **Video:**

## Procedure

To transfer subscriptions:

1. From the left menu of the Juniper Mist™ MSP portal, select Organization.
2. Click Transfer Subscriptions at the top-right corner of the Organizations page.



3. In the Transfer Subscriptions window, select the Source Organization and the Destination Organization.

The screenshot shows the 'Transfer Subscriptions' window. It has a title bar 'Transfer Subscriptions'. Below the title bar, there are two sections. The first section is 'Source Organization' with a dropdown menu showing a selection. The second section is 'Destination Organization' with a dropdown menu showing a selection.

**NOTE:** These lists include only the organizations that have been added to your MSP dashboard.

The subscriptions appear in the lower section of the page.

4. (Optional) Use the filtering options above the subscription list:

- Hide non-transferable subscriptions—If you select this check box, the page will show only the transferable subscriptions.
- Filter—If you are looking for a specific subscription, enter the name in the Filter box.

5. In the Quantity field, enter the number of subscriptions that you want to transfer from the source organization to the destination organization.

☐ Hide non-transferable subscriptions

Filter

< 1-11 of 11 >

Subscription Type	Transferable Quantity	Subscription Quantity	Order ID	Claimed Org	Current Org	Subscription ID	Expires	Quantity
Asset Visibility	5	2	000000000	Local-Device	Local-Device	Sub-000000000	1 Nov 2024	0
		14	000000000	Local-Device	Local-Device	Sub-000000000	11 Apr 2025	0
		9	000000000	Local-Device	Local-Device	Sub-000000000	1 Apr 2025	0
Marvis for Wired/EX switches for 12/24/48 ports	3	9	000000000	Local-Device	Local-Device	Sub-000000000	11 Apr 2025	0
Marvis for Wireless	9	2	000000000	Local-Device	Local-Device	Sub-000000000	1 Nov 2024	0
		14	000000000	Local-Device	Local-Device	Sub-000000000	11 Apr 2025	0

## NOTE

- Notice the number in the Transferable Quantity column. If you try to transfer a higher number of subscriptions, an error appears.
- If the subscriptions were already transferred from their original organization, you cannot enter a value in the Quantity column. These subscriptions are nontransferable unless you first transfer the subscriptions back to the organization that originally claimed them. If you want to transfer them back, select the check box. After you complete this procedure, they return to the original organization. You can then repeat this procedure to transfer them if needed.

## Example

Claimed Org	Current Org	Subscription ID	Expiry Date	Quantity
ORG-A	ORG-B	SUB-012345	1 Apr 2024	<input type="checkbox"/> 50 ?

- Click Transfer in the lower-right corner of the Transfer Subscriptions window.

## Delete Organizations

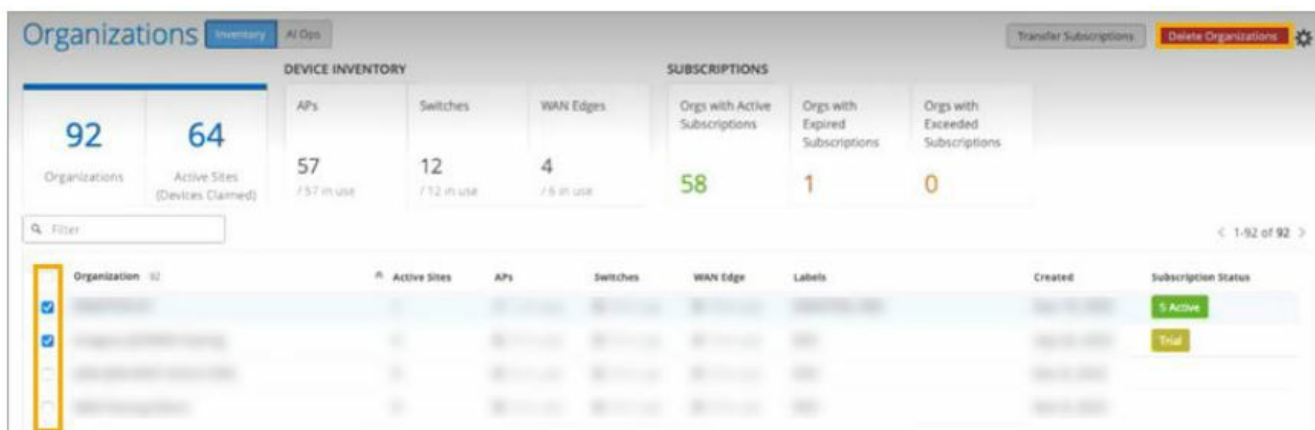
In the Inventory view of the Organizations page, you can delete organizations. This action completely removes the organization from the Juniper Mist™ cloud, including the organization's sites, floor plans, and administrator accounts.

**CAUTION:** This action is permanent, and the data is not recoverable.

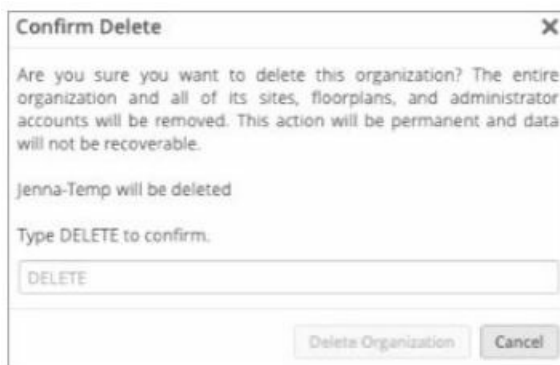
To delete organizations:

1. From the left menu of the Juniper Mist™ Managed Service Provider (MSP) portal, select Organization.
2. Select the check box for each organization that you want to delete.
3. Click Delete Organization at the top-right corner of the page.





4. In the Confirm Delete window, read the on-screen information, and review the list of selected organizations.



5. If you're sure that you want to permanently delete the selected organizations, enter DELETE, and then click Delete Organization.

## Add or Remove MSP Labels

Managed Service Provider (MSP) labels help in grouping organizations (for example, in Single Sign-On policies). You can manage the MSP labels in the Inventory view of the Juniper Mist™ MSP dashboard.

### To add or remove MSP labels:

1. From the left menu of the MSP portal, select Organization. The Organizations page appears, displaying the Inventory view.
2. Select the check box for each organization that you want to modify.
3. Click the Settings button at the top-right corner of the page.



4. Add or remove a label:
  - To remove a label, click X.
  - To add a label, enter it in the Add Labels box.
5. Click OK to save your changes.

## Set Up the MSP Portal

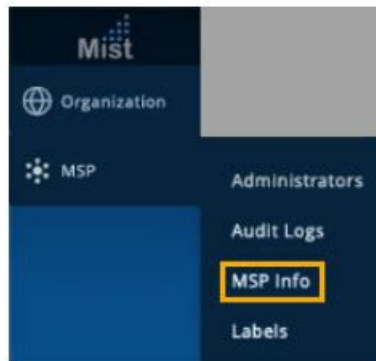
### Set Up Single Sign-On for Your MSP Portal

Setting up Single Sign-On (SSO) for your Juniper Mist™ Managed Service Provider (MSP) portal is similar to setting up SSO for any Juniper Mist organization. First add the Identity Provider (IdP), and then create the roles

for the user accounts.

To set up single sign-on for your MSP portal:

1. From the left menu of the MSP portal, select MSP > MSP Info.



2. In the Single Sign-On section of the MSP Information page, select Add IDP.

A screenshot of the 'MSP Information' page. The page has a light gray header with the title 'MSP Information'. Below the header are several sections: 'MSP Name' with a text input field containing 'Juniper Educational Services MSP'; 'MSP Logo' with a dashed box for uploading an image; 'MSP Logo Homepage' with a text input field; 'Single Sign-on' with a sub-section 'Identity Providers' containing an 'Add IDP' button (highlighted with a yellow box); and 'Roles' with a 'Create Role' button. Below the 'Roles' section is a table with columns 'Name', 'Access', and 'Org Access'.

3. In the Create IdP window, follow the same process that you would use to add an identity provider (IdP) for any Juniper Mist organization. For more information, see Add Identity Providers in the Juniper Mist Management Guide.
4. After you add the IdP, go to the Roles section of the MSP Information page, and click Create Role.

5. In the Create Role window, follow the same process that you would use to add IdP roles for any Juniper Mist organization. For more information, see [Create Custom Roles for Single Sign-On Access in the Juniper Mist Management Guide](#).

### Add Your Logo to the Portals

With the advanced tier of the Juniper Mist™ Managed Service Provider (MSP) portal, you can brand the MSP portal and the tenant portals with your logo. Your logo replaces the Juniper Mist logo in the portals.

**NOTE:** This feature is available only with the advanced tier of the MSP portal.

Requirements: Your image file must be PNG or JPEG.  
To add your logo to the portals:

1. From the left menu of the MSP portal, select MSP > MSP Info.




2. In the MSP Logo section of the MSP Information page, use one of these methods to add your logo:
  - Drag and drop your image file onto the gray box.
  - Click the icon to upload your image.
  - Enter the URL of an image file.

## MSP Information

**MSP Name**

**MSP Logo**



Drag and Drop or Click to Upload Image  
(png, jpeg)

**MSP Logo Homepage**

**Single Sign-on**

**Identity Providers** Add IDP

Name	Type	Issuer	Signing Algorithm	SSO URL	Custom L


**Roles** Create Role

Name	Access	Org Access

- Click Save at the top-right corner of the MSP Information page. Your logo now appears in the top-left corner of the MSP portal and the tenant portals.

---

## Documents / Resources

	<p><a href="#"><b>Juniper NETWORKS MSP Mist Managed Service Provider Guide</b></a> [pdf] User Guide MSP Mist Managed Service Provider Guide, MSP Mist, Managed Service Provider Guide, Service Provider Guide, Provider Guide</p>
-------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## References

- [!\[\]\(83eb2aa26b610eb6a9dca7cf4702d681\_img.jpg\) Juniper Networks – Leader in AI Networking, Cloud, & Connected Security Solutions](#)
- [!\[\]\(94dfacbf937cdd7da4837a6fcd8fc785\_img.jpg\) End User License Agreement - Support - Juniper Networks](#)
- [!\[\]\(dae8c3c5fa7c80febd6526a5e8a853bf\_img.jpg\) Marvis | Mist | Juniper Networks](#)
- [!\[\]\(8f38ab9775d1331a4e1fd6648d0a83f1\_img.jpg\) Juniper Mist Network Monitoring | Mist | Juniper Networks](#)
- [!\[\]\(5e48b3241d711ef916255d822ab3415f\_img.jpg\) Managed Network Services Solutions | Juniper Networks US](#)
- [!\[\]\(c4c3604751fde0df44855086d7798e30\_img.jpg\) AI-Driven Enterprise for Managed Services | Demo | Juniper Networks US](#)
- [User Manual](#)