FOR ADMINS

You have bought Carmen for your team. Here is what to do next.

Five steps, about half an hour the first time, then a few minutes per person.

The five steps

01 **Create your admin account.** After checkout you get an email from Backgrounder. Click the link, set your password, sign in. This is the company account. You are its first admin.

02 **Approve Carmen Email for the company, once.** Microsoft 365: sign in to the Microsoft Entra admin centre as a Global Administrator, find Backgrounder Carmen under Enterprise applications, and click Grant admin consent for your organisation. Google Workspace: usually nothing to do. If your Workspace restricts third party apps, add Backgrounder as a trusted app under Security, API controls. After this, your people connect their mailbox in one click with no permissions screen.

03 **Decide how the extension gets installed.** Let people install it themselves from the Chrome Web Store (the invite email tells them how). Or, on managed Chrome, force install it from the Google Admin console: Devices, Chrome, Apps and extensions, add the Carmen extension, set to Force install and pin.

Steps 4 and 5 are on the next page.

What every seat includes

Automatic screening on the browser, the inbox and the phone, included and never counted.

650 credits a month per seat, pooled across the company, for the checks people ask for:

CHECK	CREDITS
Quick check	5
Deep analysis	25
Advanced analysis	250
Full report	500

$9.99 a seat a month, no minimum, add or remove seats any time.

WHAT YOU CAN AND CANNOT SEE

You cannot read anyone's mail or messages.

You see who is connected and how many checks each person has run. You see what Carmen flagged for the team, with the reasons.

The five steps, continued

04 **Invite your people.** People, Invite by email, or Upload a CSV. Each person gets an invite with four steps: accept, add the extension, connect their mailbox, put the Carmen app on their phone. Invite yourself first and do the four steps, so you know what they see.

05 **Watch them connect, then set your alerts.** The People page shows who has accepted, who has the extension, who has a mailbox connected, who has the app, and who has not started. Under Settings set the address that gets every High risk alert (your ticket system works). Credit alerts go to the billing contact at 75 percent and again as you approach 100 percent.

Help

Full guides at backgrounder.com/docs. Support: support@backgrounder.com.

If it did not work

- **Grant admin consent is greyed out.** You are not a Global Administrator.
- **People still see a permissions prompt.** Consent was granted for you only; repeat and choose for the organisation.
- **Google says the app is blocked.** Add Backgrounder to trusted apps.
- **Invite not received.** Check spam, resend from People.
- **Extension missing on managed Chrome.** Check the extension ID on the allow list, wait for the next policy sync.