

Custom Branding your Watchman Monitoring account

Watchman Monitoring is a service that helps IT Professionals provide Proactive Support to their end users. Custom Branding allows the IT staff to streamline their support offering with a unified brand, and provides a single point of contact when their end users wish to reach out.

Each Watchman Monitoring subscription starts out with our white-label "Monitoring Client" title and "Bubbles" theme. The process below will detail how you can update the name and icons to match your own brand.

The Watchman Monitoring Branding Kit is available for download [at this link](#).

A branding checklist is available [at this link](#).

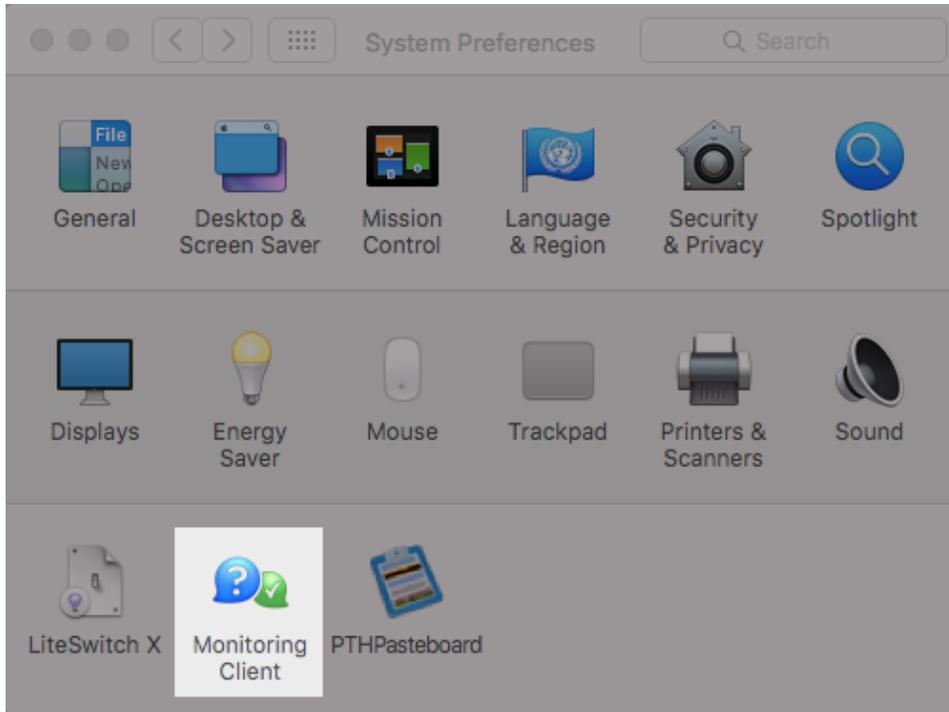
When you are ready to submit your custom branding package, visit the Custom Branding page at:

<https://www.watchmanmonitoring.com/branding>

If you have already secured Custom Branding, you are welcome to re-submit the form with changes at any time. There is no charge for requesting changes to your branding. When submitting a change, it is only necessary to include the parts you want to update.

 We will change the Introduction and Summary RTF files Installer.app uses to your local language free of charge. Just submit the Introduction and Summary files in your local language as a free adjustment, and we will add them to your installer.

Your Brand in System Preferences



The phrase “Monitoring Client” is the default white label title. The Custom Branding process replaces *Monitoring Client* with a title of your choosing. The main PreferencePane view allows for two lines of text, each up to about 12 characters.

The white label brand also includes our “Bubbles” theme. This can be replaced with a square version of your logo. The Preference Pane requires a 512 x 512 pixel image which can be full color.

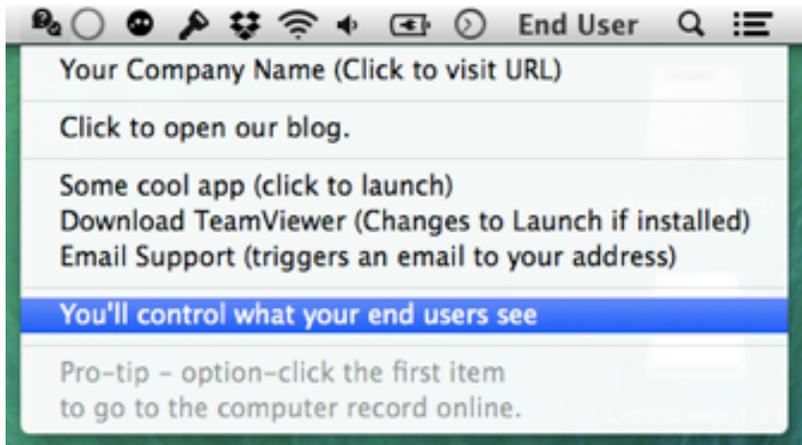
Recommended:

- Choose a name for your monitoring software in one or two lines up to 12 characters each.
- A square version of your logo (512 x 512 pixels). png is preferred, but we can work with most image formats.

Option:

- For greater control of the Custom Branding process, you can build your own .icns file with 512, 128, 32, and 16 pixel square logo.

Display Your Logo in Your End Users' Menu Bars

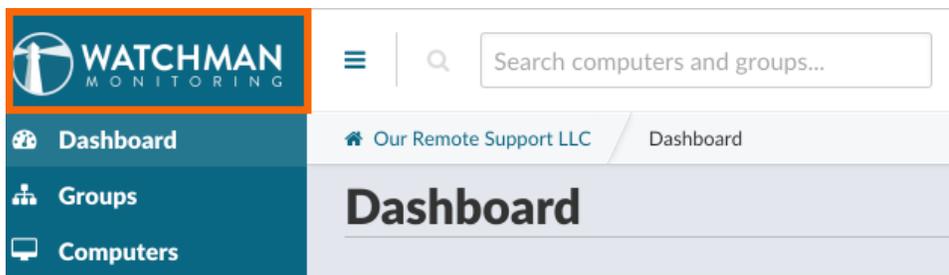


Adding your logo to the menu bar provides a consistent place to keep your brand in front of your end-users. The Watchman Monitoring Contact Menu provides a great place to direct users to your website, support email, or links to launch apps. Visit [this article](#) for information on how to set up the contact menu.

Recommended:

- A 32x32 and 16x16 pixel square version of your logo
- The icon should be colorless with a transparent background (all black, shades of gray are also OK)
- Full color logos are discouraged per Apple's UI guidelines.

Display Your Company's Logo on Your Login Page and Dashboard



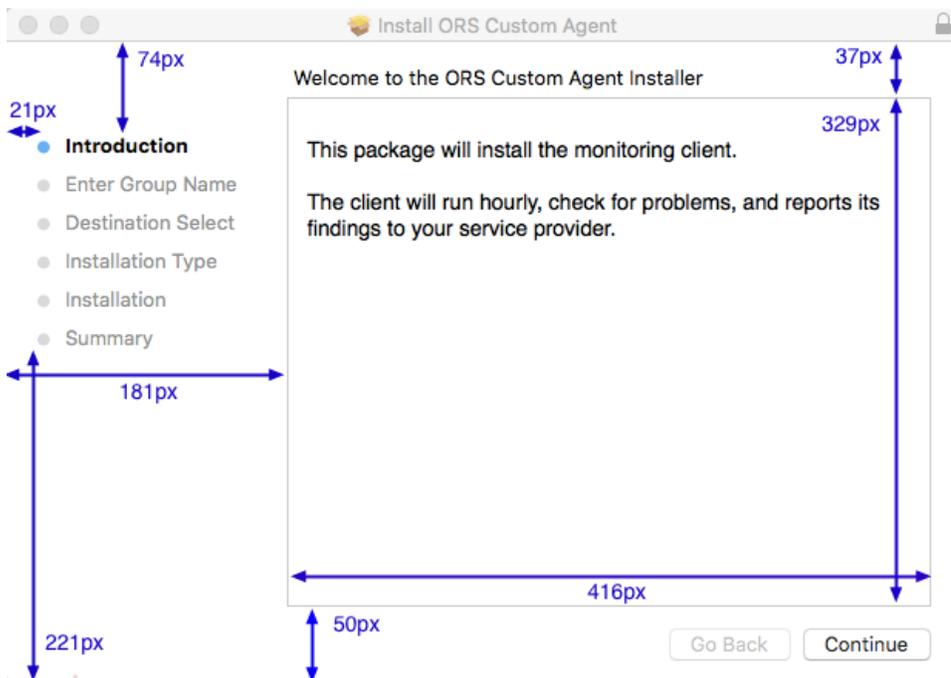
Adding your logo to the Dashboard and login screen helps keep your brand in front of your Managed Accounts.

Recommended:

- A 360 x 80 version of your logo
- Left-justified for the best visual balance.
- Light with a transparent background - or - dark with a white background
- Ready to be up against a blue background, specifically blue [#096783](#)

Installation Package Customization

Installer.app Package Background



! Newer versions of OSX force a white background behind the 416x329 text area, any images behind the text box will be covered.

The installer's background would be seen in Installer.app and can lend extra credibility to your product offering. Your custom background would be seen in cases where an end user is sent a group-specific installer, or is redeeming an enrollment code. View what other subscribers have created in our [Community Forum Resources Page](#).

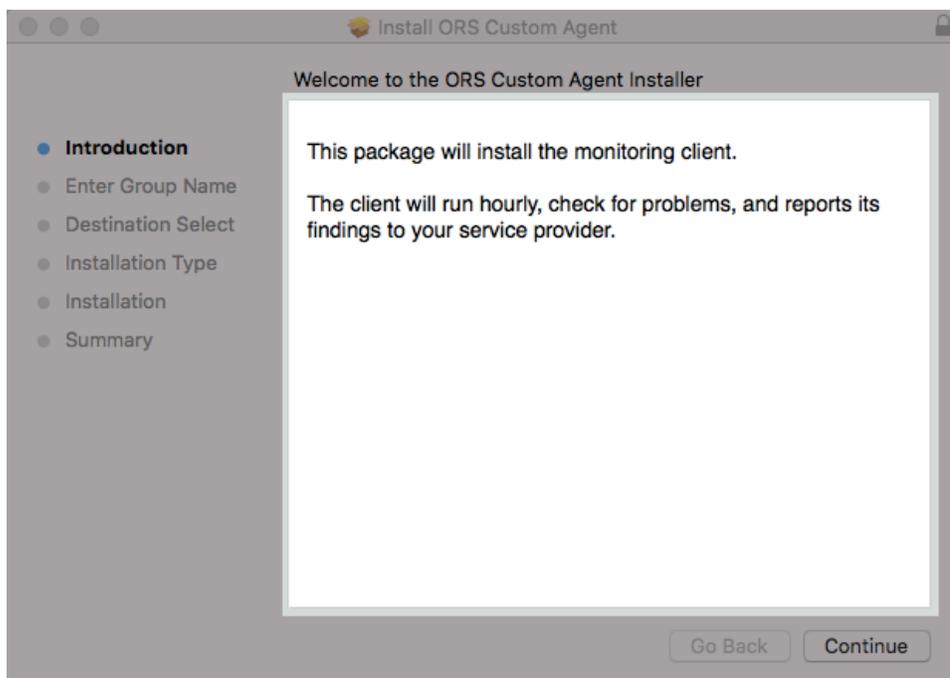
Recommended:

- *.png formatted image, 620 pixels wide, 418 pixels tall*

or

- *Simplify your branding by placing your logo in the lower-left hand corner, and submitting a single 620x418 background image for the disc image and installer pkg*

Installer.app Welcome Message



The Welcome Message is an opportunity to deliver your message to your end users. Sample rich text (.rtf) files are included in our [Watchman Monitoring Branding Kit](#).

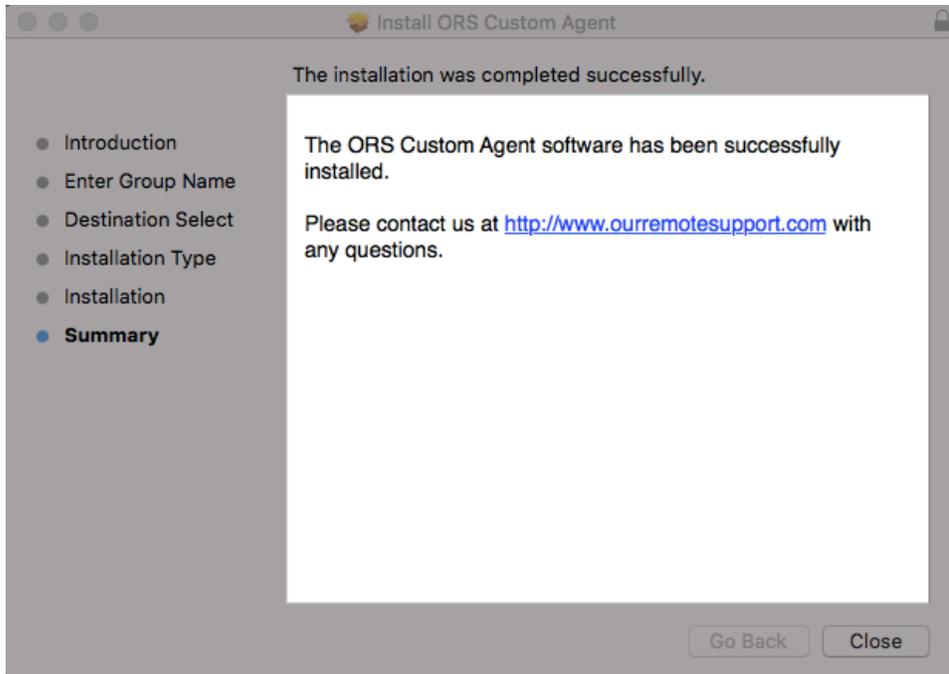
Recommended:

- *Use TextEdit to customize the words in the included .rtf files.*

Option:

- *Use styled text and clickable URLs to give let your end-user know what's next.*

Installer.app Summary Text



The Summary shows after the package has been installed and is an opportunity to direct end-users to your site with questions.

Sample rich text (.rtf) files are included the [Watchman Monitoring Branding Kit](#).

Recommended:

- *Use TextEdit to customize the words in the included .rtf files.*

Option:

- *Use styled text and clickable URLs to give let your end-user know what's next.*

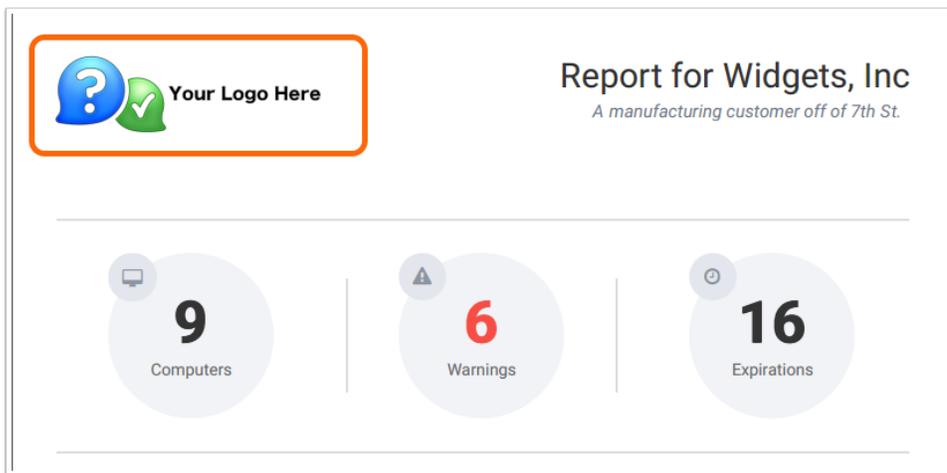
PDF Report Branding

Group Status and Computer Overview PDF Reports can include Custom Branding.

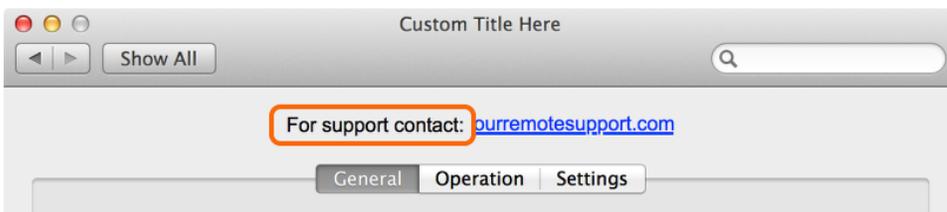
Recommended:

- A print-ready .png file at least 130 pixels tall or 450 pixels wide for PDF Report Branding. Images which are larger will be scaled down proportionally.
-

Learn more about [PDF Report Settings](#).



Custom PreferencePane Greeting



Watchman Monitoring's custom branding allows you to customize the PreferencePane's greeting "For support, contact:"

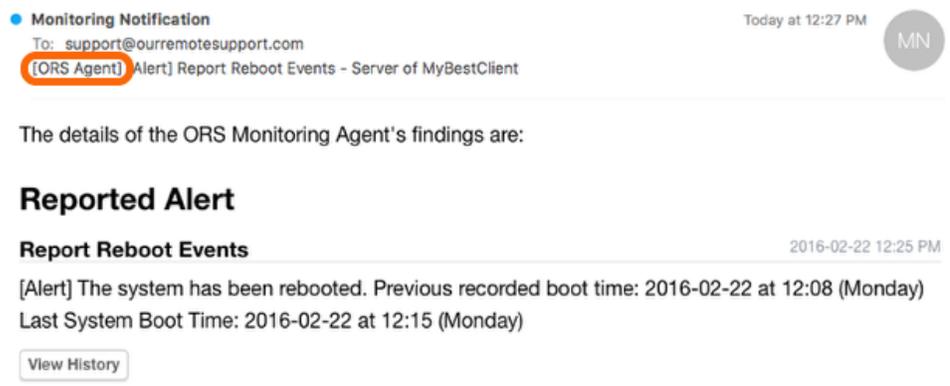
This is the "Support URL Prefix Text" on the custom branding submission page.

Email Branding

Custom Branding also allows for the adjustments to the email subject line and the addition of a simple customer-facing phrase on all warning emails.

- Change the subject line [Prefix] of emails Watchman Monitoring sends you.
- Add a brief note introducing the "Details" section of warning emails.

Subject Line Prefix



Monitoring Notification Today at 12:27 PM

To: support@ourremotesupport.com

[ORS Agent] Alert] Report Reboot Events - Server of MyBestClient

The details of the ORS Monitoring Agent's findings are:

Reported Alert

Report Reboot Events 2016-02-22 12:25 PM

[Alert] The system has been rebooted. Previous recorded boot time: 2016-02-22 at 12:08 (Monday)
Last System Boot Time: 2016-02-22 at 12:15 (Monday)

[View History](#)

Custom Branding allows you to customize the default [Monitoring Client] subject line prefix for all emails sent by Watchman Monitoring.

A customized subject line prefix is useful for email sorting and filtering, and helps promote your brand.

Details Introduction

● **Monitoring Notification**

To: support@ourremotesupport.com

[ORS Agent] [Alert] Report Reboot Events - Server of MyBestClient

Today at 12:27 PM

MN

The details of the ORS Monitoring Agent's findings are:

Reported Alert

Report Reboot Events

2016-02-22 12:25 PM

[Alert] The system has been rebooted. Previous recorded boot time: 2016-02-22 at 12:08 (Monday)

Last System Boot Time: 2016-02-22 at 12:15 (Monday)

[View History](#)

Introduce the "details" section of emails with a line of your own such as:

"The details of the ORS Monitoring Agent's findings are:"