



Features Guide

Version 1.3 (13 MAY 2021)

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1 Teramind Starter Features Overview

Teramind Starter is Teramind's entry-level employee monitoring solution. It is built on top of Teramind's award-winning UAM and DLP platform and includes powerful features such as real-time activity tracking, video capture, and playback, and a set of productivity optimization tools. While it packs a punch in terms of functionality, it is designed to be super affordable for budget-sensitive start-ups and small businesses looking for entry-level employee monitoring, user session recording, and process optimization capabilities.

2 Activity Monitoring

Teramind Starter monitors user activity for the essential system objects like Website, Applications, Social Media, Instant Messengers, etc. in real-time, for Windows, Mac, Virtual PCs, and Terminal Servers. However, you have complete control over its monitoring and tracking functions. You can track as much or as little as you want based on your organization's needs and alleviate any privacy concerns.

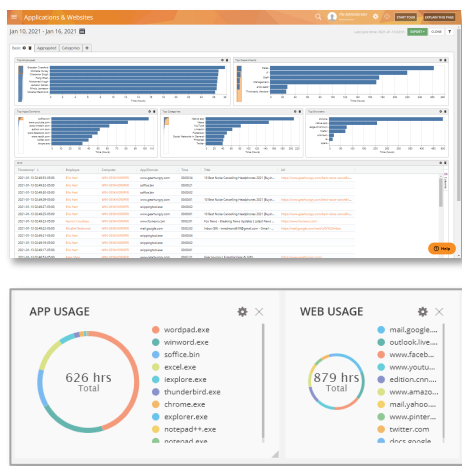
You can create behavioral rules based on the user activities and work schedules and receive real-time alerts and notifications when any rule is violated. Additionally, you can prevent malicious or accidental threats with pre-emptive actions such as warning a user or blocking an action.



Teramind Starter has limited activity monitoring and rule creation capabilities. Upgrade to Teramind UAM or Teramind DLP for full activity monitoring and powerful rules support.

2.1 Applications & Websites

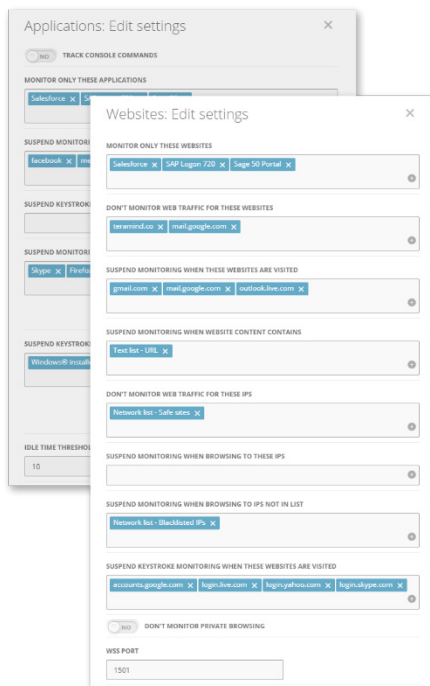
What report can I access for this activity?



- You can view the timestamp, employee, computer, process/URL, usage duration, idle time, active time, app/webpage, title, etc.
- View top employees, departments, app/domain, categories, browsers, security categories, reputations, classification timeline, etc.
- Automatically classify apps and websites based on inCompass® NetSTAR technology.
- View individual items or aggregate and compare them in different ways.
- Filter the report by the employee, department, web/app, productive/unproductive, etc.
- Classify productive vs unproductive websites and applications.
- Print or export the reports as PDF/CSV files.

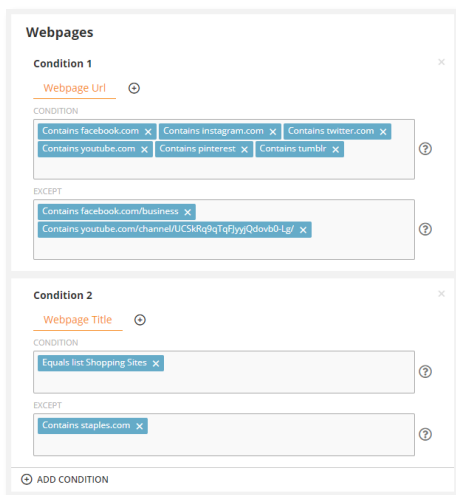
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.

What monitoring & tracking controls do I have?



- Track all websites and applications and console commands. Or, you can configure the settings to monitor only select apps/websites.
- Monitor browser plugins and extensions.
- Suspend monitoring of keystrokes logging for certain applications/websites.
- Dynamically blackout screen recording when certain content is detected on a webpage. For example, when a user visits their bank's website or accesses a login page.
- You can suspend monitoring/keystrokes logging with extra conditions. For example, you can suspend monitoring Internet Explorer while it's used from an approved access control list (ACL).
- Option to monitor secure connections (HTTPS), SSH, and even private browsing sessions.
- Option to disable monitoring for password fields.
- Control the tracking of application idle time.

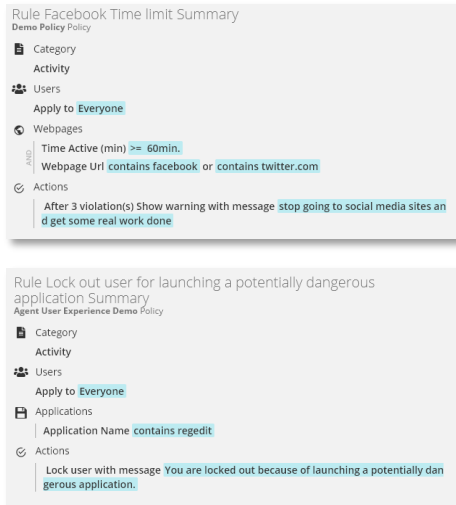
What rule and alert triggers can I use with this activity?



- On Teramind Starter, you can create Activity-based rules for the Websites and Browsers.
- For the Webpages, you can use the Webpage Title, URL, and Query Arguments (URL variables) as inputs for the rule conditions.
- For the Applications, you can use the Application Name, Application Caption, Time Active, Time Idle, etc., and detect if it's launched from a CLI (Command Line Interface).
- For the Browser Plugin, you can use the Plugin Name, Browser (i.e. IE, Firefox), Plugin Permission (i.e. Proxy VPN, Requests, User Data) as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video,

Execute Windows Command, etc., and additionally a Redirect action for webpages.

What are some sample rules using this feature?



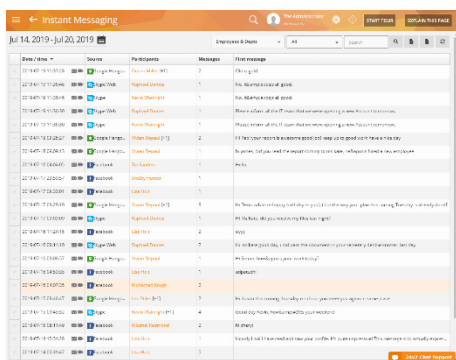
- Restrict access to non-whitelisted/unauthorized applications or websites but allow managers to override if needed.
- Detect and block when a dangerous application (e.g. Windows Registry Editor) is launched.
- Warn users when spending excessive time on social media or entertainment sites such as YouTube.
- Find out potential turnover by checking if employees are searching on job sites. Get notified if the time spent on such sites exceeds a threshold.

What are some useful resources for this feature?

- User Guide: [BI Reports > Applications & Websites](#)
- User Guide: [Monitoring Settings > Applications Settings](#)
- User Guide: [Monitoring Settings > Websites Settings](#)
- Rules Guide: [Activity Rules > Applications](#)
- Rules Guide: [Activity Rules > Webpages](#)

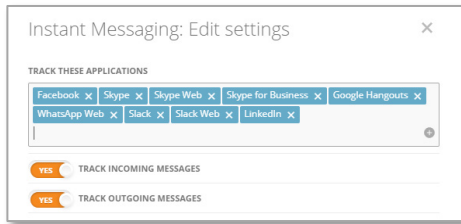
2.2 Instant Messaging

What report can I access for this activity?



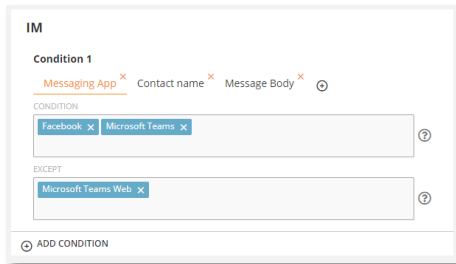
- View all conversations and group chats for popular IMs such as Facebook, Skype, Slack, etc.
- View a copy of the chat.
- View chat attachments (outgoing).
- Filter the report by the employee, computer, chat client.
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.

What monitoring & tracking controls do I have?



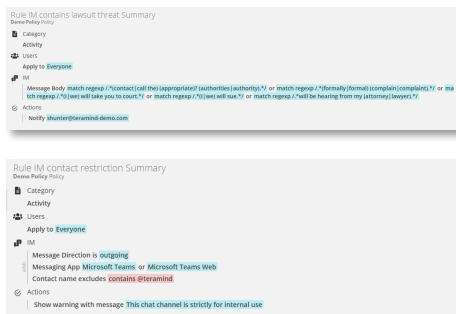
- You can select which messages to capture, incoming/outgoing, or both.
- You can specify which IM clients will be captured. Teramind supports popular clients, such as WhatsApp, Facebook Messenger, LinkedIn, Skype, Slack, Google Hangout, and Microsoft Team - both desktop and web versions.

What rule and alert triggers can I use with this activity?



- On Teramind Starter, you can create Activity-based rules for Instant Messaging.
- You can use the Message Body, Message Direction, Messaging Application, and Contact Name as inputs for the rule conditions.
- You can use the Warn, Block, and Notify actions.

What are some sample rules using this feature?



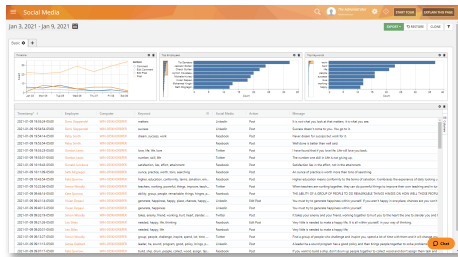
- Restrict messages to/from select contacts.
- Detect if a user is in contact with suspicious people or criminal groups.
- Monitor support chat conversations to improve the quality of customer service and SLA.
- Get notified if the chat body contains specific keywords or sensitive phrases such as lawsuit threats, angry sentiments, sexual harassment, etc.

What are some useful resources for this feature?

- User Guide: [Monitoring Reports > Instant Messaging \(IM\)](#)
- User Guide: [Monitoring Settings > Instant Messaging / IM Settings](#)
- Rules Guide: [Activity Rules > IM - Instant Messaging](#)

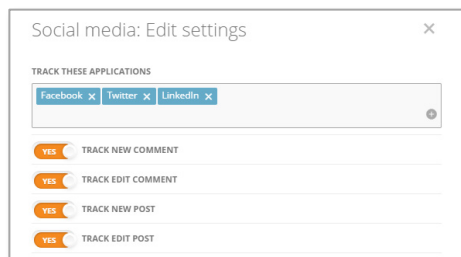
2.3 Social Media

What report can I access for this activity?



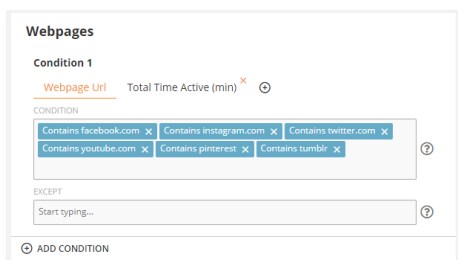
- View the source and action (post, comment, etc.) for the users' social media activities.
- View timeline (shows no. actions for the post, comment, edit post, etc.), top employees (by no. of social media activities), and top keywords, etc.
- See if any attachments are being shared.
- Aggregate or compare activities such as post vs. comments, Facebook vs. Twitter, etc.
- View the actual message.
- Filter the report by the employee, department, computer, platform, etc.
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.

What monitoring & tracking controls do I have?



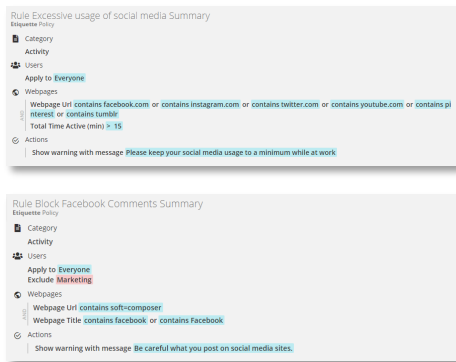
- You can specify which social media platforms to track. Teramind supports the most popular social media platforms, such as Facebook, Twitter, LinkedIn, etc.
- You can track New Comment, Edit Comment, New Post, and Edit Post activities in those applications.

What rule and alert triggers can I use with this activity?



- Social Media does not have a dedicated rules category. However, you can create rules to monitoring social media sites using the Activity-based rules using the Webpages category. You can also create Content-based rules for social media. For example, using the Files category with a Content-based rule to detect sensitive contents and then use the *Upload URL* condition to block uploads of those files to a social media site.

What are some sample rules using this feature?



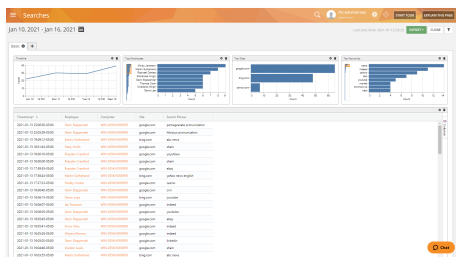
- Warn employees about excessive use of social media that might hamper productivity.
- Block posting of comments on certain social media sites such as Facebook but make an exception for the Marketing department.
- Monitor your corporate social channels. Get notified when any updates, posts, or comments are made on your social media accounts.
- Block uploading / downloading of files to/from social media sites.

What are some useful resources for this feature?

- User Guide: [BI Reports > Social Media](#)
- User Guide: [Monitoring Settings > Social Media Settings](#)
- Rules Guide: [Activity Rules > Webpages](#)

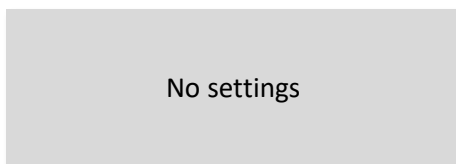
2.4 Searches

What report can I access for this activity?



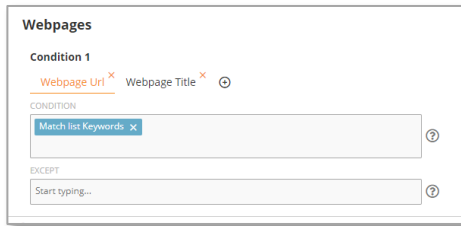
- View all the search phrases by timestamp, site, employee, department, computer, etc.
- Compare or group searches by timeline, top searches by employees, sites, keywords, etc.
- Search for activities or filter the report by the employee, department, computer, etc.
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.

What monitoring & tracking controls do I have?



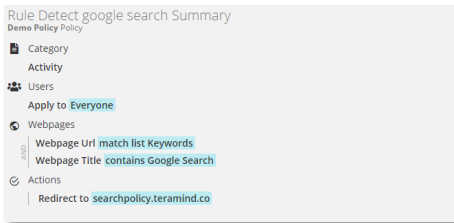
- Search does not have a dedicated settings panel. Search engines are treated like regular websites on Teramind. You can control the website settings from the Websites settings panel. See [Applications & Websites](#) for more information.

What rule and alert triggers can I use with this activity?



- You cannot create any Search-based rules directly. However, in Teramind Starter, you can create Activity-based rules and use the *Website URL* and *Website Title* conditions to detect a search engine and the term(s) a user is searching for.

What are some sample rules using this feature?



- Use the Websites rules to detect when an employee searches for certain keywords.
- Redirect to another URL when a certain search engine is detected. For example, redirect all searches from Bing to Google.

What are some useful resources for this feature?

- User Guide: [BI Reports > Searches](#)
- User Guide: [Monitoring Settings > Websites Settings](#)
- Rules Guide: [Activity Rules > Webpages](#)

2.5 Remote Control

The Remote Control feature allows you to take full control of a user's computer over the internet. Additionally, you can block the user's input or freeze their screen remotely.

Remote Control is available through Teramind's Session Player and is part of Teramind's audit and forensics capabilities. Please check out the [Audit & Forensics](#) section for more information.

2.6 Activity Blocking

Teramind Starter only supports the Warn, Block, Notify actions and a Redirect action for webpages. For other Actions (Lock Out User, Record Video, Execute Command, etc.), you will need to upgrade to Teramind UAM or Teramind DLP.

3 User Behavior Analytics

Teramind Starter comes with the essential User & Entity Behavior Analytics (UEBA) features to identify and alert you about anomalous behavior and potential threats by either a malicious, inadvertent, or compromised employee or third-party entity. Predictive and situational threat information derived from machine learning and regression analysis helps you detect common threats over applications and websites. Additionally, Teramind Starter also comes with workforce optimization and scheduling tools, using which you can measure employee productivity. Use automated rules to enforce company policy and decrease unproductive behavior. Track project costs and eliminate waste for not just regular employees but external consultants, remote employees, and freelance contractors.



Teramind Starter has limited user behavior analytics capabilities. Upgrade to Teramind UAM or Teramind DLP for full UEBA, insider threat detection, and data loss prevention features.

3.1 Insider Threat Detection

In Teramind Starter, insider threat detection works utilizing a combination of monitoring, authentication, and behavioral rule features. For example:

- Establish organization-wide visibility and control for several objects: screen, apps, websites, IMs, and social media.
- Detect activities of all types of insiders: employees, third-party vendors, freelancers, contracts, etc.
- Activity and Agent Schedule-based rules to automatically detect when users violate rules.
- Real-time alerts and notifications immediately warn you about harmful insider activity.
- Use session playback, monitoring reports, and logs to investigate insider incidents and identify what happened, who, and what caused the incidents.

What are some useful resources for this feature?

- Video: [Teramind: Insider Threat Prevention](#)

3.2 Abusive Behavior

These are user behaviors that, while not malicious or particularly dangerous, still can cause your organization loss of productivity and in some cases, other damages. With Teramind Starter, you can create Activity and Agent Schedule-based rules to detect abusive behaviors easily. For example:

- Workers spending too much time on Facebook, watching YouTube videos, or surfing online shopping sites.
- Employees idling too much, coming to work late, frequently absent, etc.
- Spending excess time on personal tasks such as applying for jobs.
- Using applications or sites that are unproductive or unauthorized.

- Not following corporate etiquette policy, for example, visiting gambling sites.
- Using browser's incognito/private mode.
- Contractor submitting invoices that do not match work hours or task completion status.

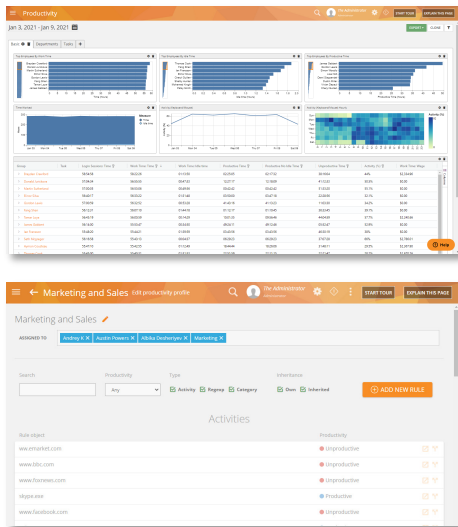
3.3 Malicious Behavior

With Teramind Starter you can create Activity and Agent Schedule-based rules to detect malicious behavior or suspicious intents easily. For example:

- Running network snoopers, registry editors, or other dangerous applications.
- Communicating with competitors.
- Sudden change in schedules or work patterns.

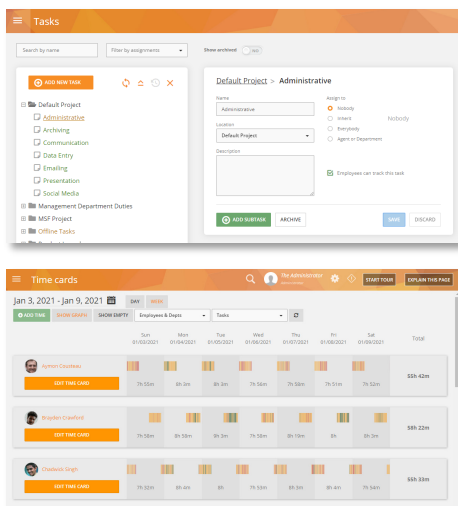
4 Workforce Productivity

4.1 Productivity Analysis & Reporting



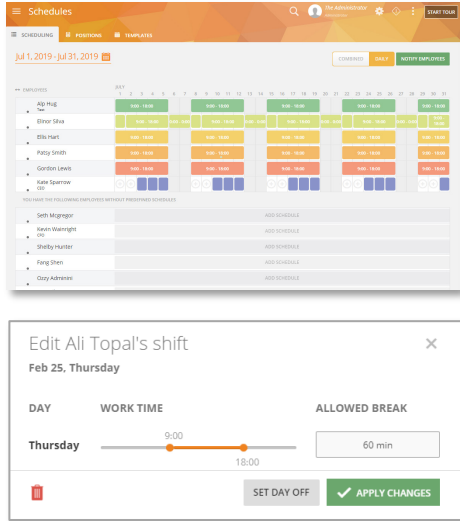
- Productivity reports allow you to track productive, unproductive, active, and idle time and performance KPIs for employees and departments.
- Create Productivity Profiles to classify productive and unproductive applications and websites and assign them to individual employees, groups, or departments.
- You can find out easily top employees by Work Time, Idle Time, Productive Time, Session Time, Activity %, etc.
- Track time spent and wages on different employees, departments, projects, or tasks.
- Understand exactly how shifts are spent through minute-by-minute activity monitoring to best utilize your workers.

4.2 Time Tracking



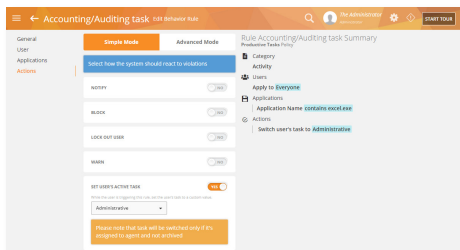
- Automatically assign tasks to employees and track time based on their activity or let them manage their clock-in.
- Comes with Time Tracker, Employee Cost, Task Cost, Time Records, and Time Card reports.
- Add missing time entries and notes such as PTO/time off, accruals, etc. for auditing and compliance purposes.
- Analyze payroll and discover your cost drivers such as unproductive hours and absence.
- View screen snapshots and session records of the selected period.
- Import projects and tasks from PM solutions such as Zendesk, JIRA, etc.

4.3 Template-Based Scheduling



- Create daily and weekly schedules for your employees and contractors.
- Notify employees about their schedule changes automatically.
- Configure worktime, launch breaks, days off, etc.
- See who is late, stays overtime, or leaves early.
- Prevent users from using their computers or access certain apps when they are not scheduled to work.
- Batch-assign schedules to multiple employees at once.
- Create schedule-based rules such as late, absent, early start, late shift, etc.

4.4 Workflow Automation



- Create productivity rules. For example, if an employee is idle for longer than a certain time, send them a warning automatically.
- Train new staff or provide job shadowing support using the Remote Control feature. Develop training materials, demo, tutorials, etc. using the Screen and Audio recording features.
- Provide on-demand feedback and gamify performance reviews utilizing custom alert messages. For example, automatically send a warning when an employee spends too much time on unproductive apps/websites.

5 Policy and Rules Management

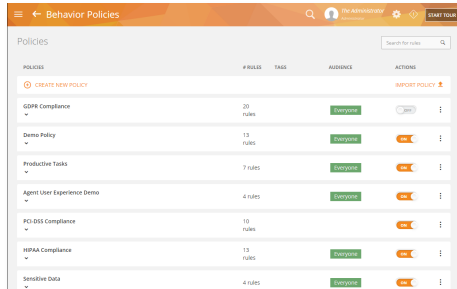
The core of Teramind is its policy and rules engine which can automatically detect malicious, inadvertent, or accidental threats. You can get started right away with hundreds of pre-built rule templates and activity classification lists. Create your own policies and rules with an intuitive, visual rule editor. Use natural English, regular expressions, and sample conditions to easily define your requirements. Create monitoring profiles for individual employees, groups, or departments all from a wizard-like interface.



Teramind Starter has some limitations in terms of what types of rules you can create. For example, you cannot create any rules for objects like Emails, Files, Networks, etc. Or, use rule Actions such as, Lock Out, Auto Task Assignment, Command Executions, etc. You cannot use features such as Shared List, OCR, or Content-sharing either.

Upgrade to Teramind UAM or Teramind DLP for advanced policy and rules management features.

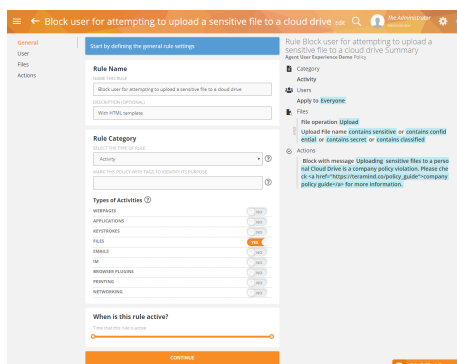
5.1 Policy Manager



Policies help you organize similar rules together or apply a set of rules to some particular users. For example, you can have all your HR-specific rules such as 'Preventing email harassment', 'Limiting social media use' etc. under the 'Business Etiquette' policy.

- You can create as many policies as you want.
- Import or export policies and share rules across them.
- Teramind Starter comes with a sample policy with some rules for you to experiment with.

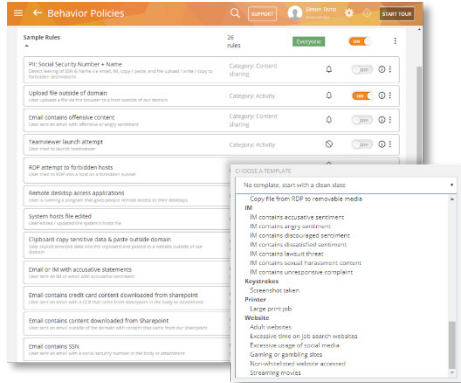
5.2 Visual Rule Editor



The Rules Editor is an intuitive, visual editor where you can create even complex rules easily without going through multiple screens or coding.

- A step-by-step wizard guides you through the entire rule creation process.
- The editor shows an easy-to-read natural language summary of the rule so anyone can follow how it works and what it does.
- Hundreds of built-in templates to choose from.
- Simple and Advanced modes for beginners and experienced users.

5.3 Out-of-the-Box Rule Templates



- Teramind Starter comes with hundreds of pre-defined policies and rules. For example block email containing sensitive keywords, stop the uploading of a confidential document, detect screen capture, prevent the use of external drives, etc.
- Pre-packaged sample rules ready for use.

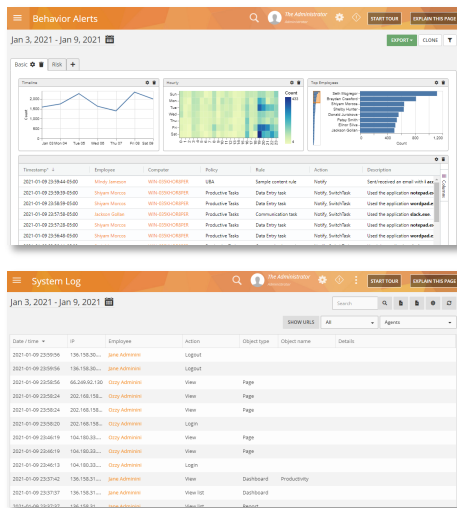


Some of the sample rules require additional features that are not available on Teramind Starter. You will need Teramind UAM or Teramind DLP (for rules that use the *Content sharing* category) to use them.

6 Audit & Forensics

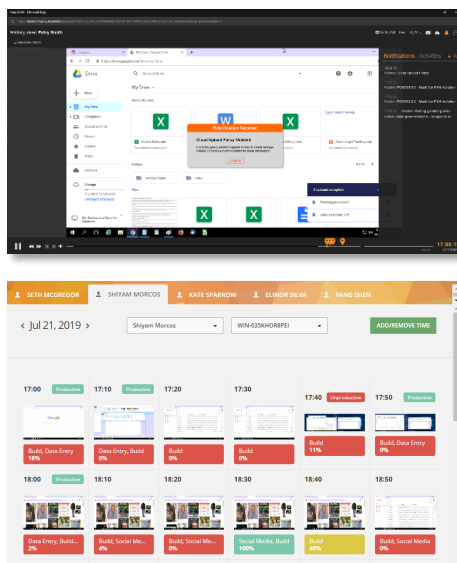
In addition to the monitoring and alert reports, Teramind DLP comes with a Session Player that allows you to access a user's desktop live or view recordings of previous sessions. You can see all the notifications the user received and conduct powerful, on-screen content searches with OCR.

6.1 Real-Time Alerts & Logs



- View all rule violation incidents and alerts, actions taken by the system, alerts trend, and timeline, most violated policy & rules, most risky users, etc.
- Click on an alert to view the session recording or to investigate an employee.
- Prioritize alerts to prevent false alarms.
- Get scheduled alert digest and email notifications.
- Configure alert messages and templates with HTML.
- Immutable system and session logs.
- Export the alerts and logs as CSV or PDF.
- Integrate with SIME and log analytics systems such as Splunk to send alerts and event logs.

6.2 Video Recording of All User Activity



- Teramind visually captures every action that a user makes in real-time.
- Live View or History Playback of the user's desktop.
- Take remote control or freeze input.
- Precisely locate when a rule violation incident occurred and view the user activities leading up to the event.
- Take screenshots or export the recordings as MP4 files.
- Supports multi-screen setups and virtual desktops.
- View user activity at a glance with Live Montage and Screen Snapshots with simple color-coding.
- Access the recordings from the Monitoring Reports, Alerts, and Session Logs for any date/time and activity.

6.3 Audio Recording

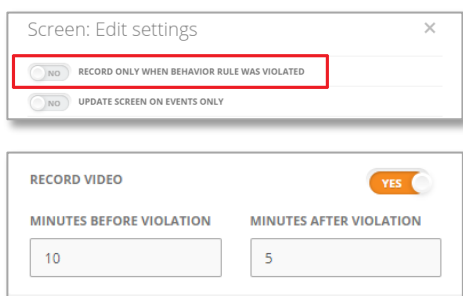
When enabled, Audio Recording captures both input (Microphone, Line-in) and output (Speakers, Line-Out, Application Sounds), etc. The audio recording is available as part of the video recordings and can be

played back with the video player. Please see the [Video Recording of All User Activity](#) section above for more information.

6.4 OCR of Screen Content

Teramind saves all the screen recordings with meta-data and indexes so that you can conduct a high-speed OCR search in the captured recordings. See the [OCR](#) section above for more information on how the OCR feature works.

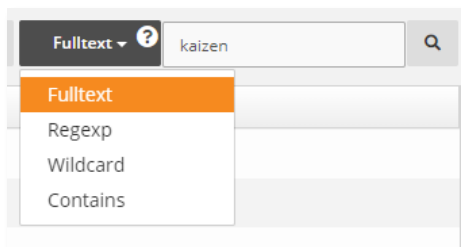
6.5 Option to Record Only During Violation



The screenshot shows two settings windows. The top window, titled 'Screen: Edit settings', has a red box around the 'RECORD ONLY WHEN BEHAVIOR RULE WAS VIOLATED' toggle, which is currently set to 'NO'. Below it is another toggle for 'UPDATE SCREEN ON EVENTS ONLY', also set to 'NO'. The bottom window, titled 'RECORD VIDEO', has a 'YES' toggle for recording. It also features two input fields: 'MINUTES BEFORE VIOLATION' set to '10' and 'MINUTES AFTER VIOLATION' set to '5'.

- Teramind can be configured to record the Screen/Desktop only during a rule violation incident (by default Teramind records for 24/7).
- Additionally, Teramind UAM and Teramind DLP allow dynamic recording on a rule-by-rule basis. You can control how long it will record both before and after the rule violation incident.

6.6 Full-Text Search








The screenshot shows a search interface with a dropdown menu for search types. The dropdown is open, showing options: 'Fulltext' (selected), 'Regexp', 'Wildcard', and 'Contains'. The search input field contains the text 'kaizen' and has a search icon on the right.




In Teramind UAM and Teramind DLP, you can conduct OCR text searches using:

- **Fulltext:** Full-text search with natural language processing (NLP).
- **Regexp:** Regular expressions, e.g. [a-zA-Z]{4}[0-9]{12}.
- **Wildcard:** Use '*' as a wildcard, e.g. *doe will match John doe, jdoe, ddoe, etc.
- **Contains:** Find any phrase that contains the text specified. Same as *term*.

7 Supported Platforms

				
Windows 7 & Up	Citrix XenApp® & XenDesk®	Windows Server 2012 & Up	VMware Horizon	Mac OSX

8 Deployment Options

		
Cloud	On-Premise	Private Cloud
No server maintenance, only install Teramind Agents on the machines you want to monitor and set up your users, policies, and rules and let us take care of the rest.	Control your Teramind implementation in its entirety. Leverage LDAP groups and users to identify which users and groups to apply which policies and rules to.	Use your own secure, scalable private cloud implementation including AWS, Google Cloud, Azure, and more.

9 Support

- Installation assistance
- We set up the host for you (Cloud)
- 24x7 follow-the-sun support
- Option for Enterprise SLA
- Subscription includes software updates