

Rublon

Rublon Deployment Best Practices

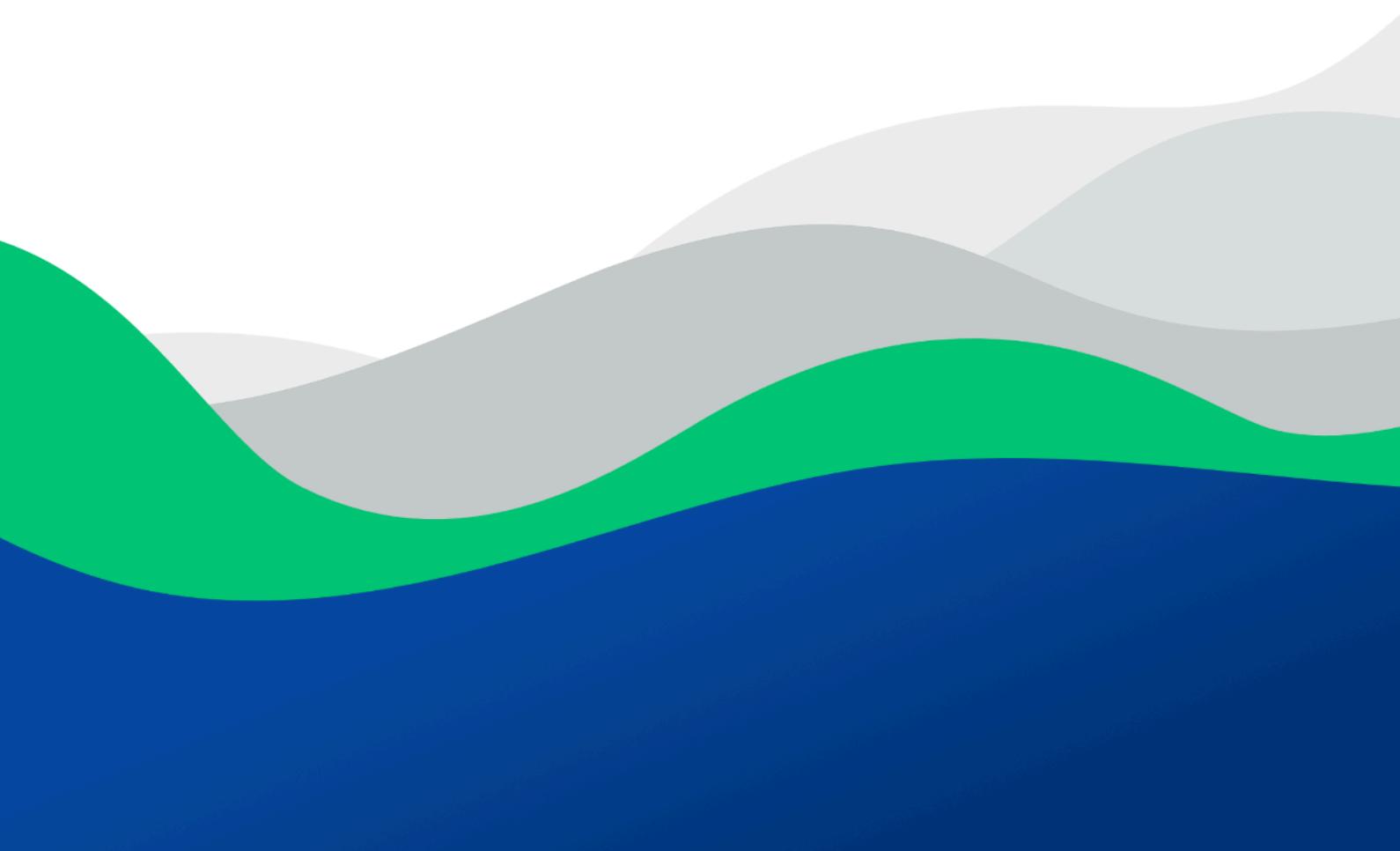


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1. Overview

Rublon MFA is a multi-factor authentication platform that protects your organization's applications, servers, and networks against data breaches by requiring a second factor of verification for user logins. Since compromised passwords are a leading cause of security incidents, deploying Rublon MFA adds a critical layer of defense that significantly reduces the risk of account takeover and unauthorized access. This guide will explain how to plan, implement, and launch Rublon MFA in your environment following best practices at each step.

(Note: This is a best practices guide and not a substitute for Rublon's documentation. For detailed step-by-step docs, refer to [Rublon's official documentation](#).)

Why You Need This Guide:

The purpose of this guide is to empower IT administrators and project teams with a clear roadmap for Rublon MFA deployment.

What Will Be Covered:

We will cover everything from early success planning (preparing your admin environment and enrollment strategy) to configuring applications, setting policies, communicating with end users, training your help desk, and finally going live. We aim to make your deployment as easy and successful as possible.

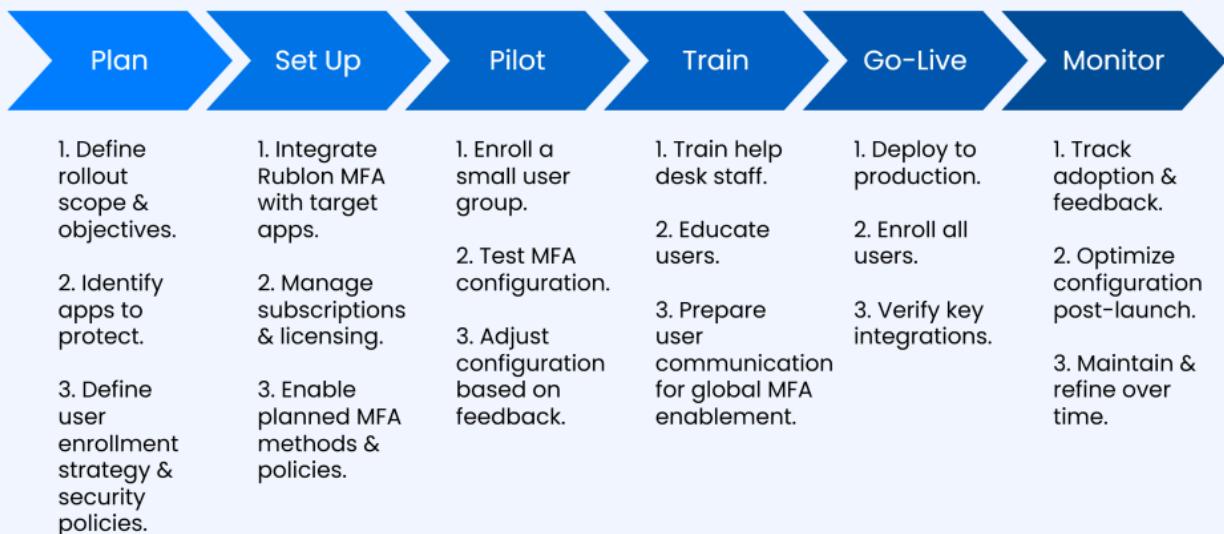
Who Is This Guide For:

This guide is meant for anyone responsible for deploying Rublon in an organization. Whether you are a Security Manager, IT Admin, or project lead responsible for rolling out Rublon, this guide is designed for you.

2. Plan Your Deployment

Successful MFA deployments begin with good planning. In this phase, you will design your Rublon rollout strategy and prepare the administrative foundation for your organization. Key activities include setting up your Rublon Admin Console account, assigning admin roles, managing your Rublon subscription, and choosing how users will enroll in MFA. Planning thoroughly now will save time and prevent issues later. The key is to decide on these ahead of time and document your choices.

Rublon MFA Implementation Outline



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Rublon

2.1. Set Up Your Organization in the Rublon Admin Console

- Begin by registering your organization in the Rublon Admin Console. This involves [signing up for a Rublon account](#) to create your organization's tenant in our cloud console. Make sure to verify your email address and complete any required registration steps.

- After signing up, a new organization will be created in the Rublon Admin Console with an administrator account of type **Owner**.
- Once inside the Admin Console, familiarize yourself with its layout and how to manage applications, users, and policies. Take a look at the [Rublon Admin Console documentation](#) for a comprehensive description of all tabs and features of the console.

2.2. Assign Administrative Roles

- Rublon supports role-based administrative access in the Admin Console, so you can delegate administrative tasks to others while maintaining security.
- Determine who will be responsible for various aspects of the deployment (overall owner, user management, help desk support, etc.) and assign the appropriate [administrator roles in the Rublon Admin Console](#).
- The first account you registered while signing up for the Admin Console will be the **Owner** (super-admin).
- As a best practice, assign at least one additional Owner-level administrator so you have redundancy in case one admin is unavailable. Owner admins can assign roles and manage other admins, so ensure you have the right people designated for those top-level permissions.
- You can create other admin accounts with roles such as **Administrator**, **User Manager**, or **Help Desk** to divide responsibilities. For example, a Help Desk role admin can assist with day-to-day user issues (like resending Enrollment Emails) without full access to all settings.
- Use [Administrative Units](#) to manage access to specific user groups for specific administrators.
- Setting up administrator roles early on will clarify who does what during the rollout and later during maintenance and prevent bottlenecks.

2.3. Manage Subscription and Licensing

- Take inventory of how many user accounts you need to protect and ensure your Rublon subscription will cover them.

- During the Free Trial, you can test all Rublon features with all your users. However, you need to decide on the appropriate Subscription plan (number of protected users and term) before going live. Having licensing sorted out ensures you will not hit user limits or unexpected costs during deployment.
- This is also a good time to review [Rublon's Pricing model](#). Note that SMS messages and phone calls incur additional costs, so you can decide whether you need these authentication methods. If so, take the additional [cost of Phone Credits](#) into account when assessing the overall cost of deployment and maintenance.
- When ready, start your Rublon Business subscription (See: [How do I start a Rublon Business subscription?](#))

2.4. Define the Applications You Want to Protect

Take time to create a list of all the applications and systems you intend to secure with Rublon MFA. This step is essential for planning the scope of your deployment, assigning responsibilities, and making the actual integration process faster and more organized.

Start by reviewing your IT infrastructure and identifying systems that handle sensitive data or provide access to critical business operations. These can include cloud services, VPNs, email platforms, identity providers, remote access solutions, on-premises applications, developer tools, and internal portals.

List all the systems, applications, and login points that you want to secure. For each application you want to secure with Rublon MFA, document the following:

- **Application Name** – e.g., “Outlook Web App (OWA)”, “Fortinet FortiGate SSL VPN”, “Remote Desktop Gateway”.
- **Integration Type** – e.g., decide if you want to integrate with Fortinet FortiGate SSL VPN via RADIUS or LDAP.
- **Rublon MFA Integration Method** – e.g., Rublon Authentication Proxy, dedicated connector, dedicated plugin.
- **Integration Documentation Link** – link to the appropriate Rublon integration documentation (e.g., “<https://rublon.com/doc/fortinet-ldap/>”).

Organizing this information into a simple spreadsheet will give you a clear overview of what needs to be protected and how each integration will be handled.

Tips:

- You do not necessarily need to MFA-protect every single system right away. It is acceptable to start with the most critical or most used systems and expand coverage over time.
- Identify all systems that must be included in the initial rollout due to security policy and compliance requirements (for instance, securing VPN might be mandated by a regulation you must abide by).
- Identify any edge cases that may not support MFA easily (e.g., [legacy systems](#)). You may need a special approach for those, or accept leaving them out initially (but plan to address them later).
- Use the application list you created as a working document throughout the deployment project. As you move into the integration and testing phases, update it with deployment status notes, assigned engineers, and links to internal configuration documentation.
- After deployment, maintain the documentation and update it to include new applications as you decide to protect more with Rublon MFA.

2.5. Select Authentication Methods to Enable

Document the allowed authentication methods and any that are disallowed, with a per-application and per-group distinction if applicable. During the deployment, you will need to configure [Rublon Policies](#) to reflect these choices (e.g., turn off SMS for a specific user group, or enforce FIDO security keys only for a specific critical application, etc.). It is also important to consider user experience: more options can accommodate more scenarios and give greater flexibility. However, critical infrastructure should only be protected with the most secure methods, like FIDO keys.

Rublon MFA supports a variety of [authentication methods](#) – you can decide which methods to enable based on your security requirements and user convenience. In the Rublon Admin Console, you can create Policies where you configure which authentication methods are available in each policy. Then, you can assign these policies to applications or user groups.

During planning, decide what makes sense for your environment:

- **Push vs. OTP:** Push notifications via the [Rublon Authenticator](#) app are user-friendly and secure. TOTP codes (the 6-digit rotating codes) are a good backup for when users are offline. For flexibility, you can enable both push ([Mobile Push](#)) and TOTP ([Passcode](#)).
- **SMS and Phone:**
 - [SMS Link](#) is a convenient method, but it requires an active internet connection.
 - [SMS Passcode](#) can reach users without smartphones or an active internet connection, but it is less secure than push or FIDO security keys.
 - [Phone Call](#) is a great alternative for landline phones.
 - All these methods incur a [Phone Credits](#) cost, so consider enabling them only for users who truly need them.
- **FIDO Authentication:** If you have users with hardware or software passkeys or FIDO2 security keys like YubiKey, Rublon supports these. The [FIDO](#) authentication method comes with the highest level of security, thanks to phishing resistance, but buying FIDO keys for all employees can be costly. A viable alternative includes using phishing-resistant software passkeys saved on the user's computer or phone.
- **Other:** Consider other authentication methods like [QR Code](#) and [Email Link](#).

2.6. Define User Enrollment Strategy

One of the most critical planning decisions is how users will be enrolled in Rublon MFA. Rublon provides a few flexible user enrollment methods. Choose the approach (or combination of approaches) that best fits your organization's size and user base. Rublon's user enrollment methods include:

- **Automatic Enrollment:** When a user first logs into a Rublon-protected application, Rublon automatically adds them to your organization. Automatic enrollment is very convenient as it does not require pre-loading all users into the Rublon Admin Console – users enroll themselves upon first use. This method works well for gradual rollouts and tech-savvy user groups.

- **Approval Enrollment:** In smaller deployments or specific cases, you may want login attempts from users to trigger an email request for approval to administrators. Users will not be enrolled until one of the administrators approves their organization membership.
- **Manual Enrollment (Adding Single Users):** You can manually [add users](#) to Rublon MFA. This option may be enough for pilot testing, but it is usually too burdensome for the enrollment of a large number of users.
- **Manual Enrollment (Importing from CSV):** You can [import users from a CSV file](#). This option ensures faster and more efficient user provisioning, saving time and reducing the likelihood of errors.
- **Manual Bypass “Silent” Enrollment:** You can [set the Enrollment Type to Manual Bypass](#). Thanks to this, the authentication process will remain unchanged from the user's perspective (users won't be prompted for MFA), but users will start to appear in the Users tab of the Admin Console. This is a good “silent” production enrollment alternative to an all-in-one big swoop.
- **Directory Synchronization:** For larger organizations, manually adding users can be cumbersome, while waiting for each user to log in can be infeasible. Rublon offers a Directory Sync feature to automatically import and update users from your existing directories ([Entra ID Sync](#), [Active Directory Sync](#)). This option ensures all your users are synchronized with Rublon MFA and kept in sync with your primary user identity source.

Tips:

- Document the user enrollment methods you will use and in what sequence.
- Plan how to handle late enrollees (e.g., new hires or those who miss the initial onboarding).
- Rublon's flexibility allows adding users at any time, but having a process in place (like including MFA enrollment as part of new employee IT setup) is wise.

2.7. Define User Groups

User groups play a central role in structuring your Rublon deployment, as they allow you to group users into manageable units, manage application access, and assign access policies.

Before rollout, take time to define which user groups should exist in Rublon and how they will be managed.

- **Manual Group Creation:**

- You can manually [add user groups](#) in the Rublon Admin Console. This method gives you full control and is suitable for smaller environments or pilot deployments.
- **Use this method when:** You want to quickly define small, custom groups for testing, or you are not planning to synchronize users from any external directory.

- **Directory-Synced Groups:**

- If you are planning to use [Directory Sync](#), Rublon can import users and their group memberships from your external directory service (e.g., Microsoft Entra ID or Active Directory). These synced groups can be used directly in policy configuration and app assignments.
- **Use this method when:** You want to maintain group membership centrally in your identity provider and avoid manual group management in Rublon.

2.8. Define User Authenticator Enrollment Strategy

After deciding how to enroll users into Rublon MFA, it is a good idea to decide how users will enroll their authenticators.

An authenticator is the means used to verify a user's identity during the second authentication step (typically after entering the password). Authenticators include phone number (either landline or mobile), email address, Rublon Authenticator mobile app, third-party mobile app, and WebAuthn/U2F Security Key. Each authenticator must be enrolled before it can be used.

Pick a strategy that ensures every user registers at least one authenticator by the time MFA is enforced on their account. Rublon offers flexible options for enrolling authenticators, depending on the application integration method and your organization's policies. Note that you can allow both of the following options, e.g., ask the majority of users to self-enroll and send Enrollment Emails only to those users who are not tech-savvy.

- **Authenticator Self-Enrollment via Manage Authenticators:**
 - If your [Rublon-protected application supports the Rublon Prompt](#), users can self-enroll their authenticators directly from the **Manage Authenticators** view.
 - This self-service experience is intuitive and works well in most environments. Users can add the Rublon Authenticator mobile app, register security keys, and manage other authentication methods on their own. (See: [Rublon User Guide - Enrollment](#))
 - You can enable or disable the **Manage Authenticators** view on a per-application basis by editing the application and (un)checking **Let Users Manage Authenticators**.
 - Note that the main limitation of self-enrollment is that users must be able to access at least one application that supports the Rublon Prompt. If you want users to pre-enroll their authenticators before you integrate Rublon with your applications, sending Enrollment Emails is a better option.
- **Authenticator Enrollment via Admin-Sent Enrollment Email:**
 - In environments where self-enrollment is restricted or the Rublon Prompt is unavailable, administrators can [send an Enrollment Email](#) from the Admin Console. The email contains a link that, once opened, guides the user through the authenticator enrollment process.
 - This option is useful when Rublon Prompt is disabled for security or compliance reasons, the integration [does not support the Rublon Prompt](#) (e.g., deployments using Rublon Authentication Proxy), or you want tighter control over who can enroll and when.

2.9. Define Security Policies

Rublon allows you to customize when and how MFA is required, define remembered devices and authorized networks, and otherwise tailor security to your needs. It is a good idea to decide what policies you want for different applications and user groups even before you start creating them in the Admin Console. Documenting policies beforehand helps you craft a comprehensive access control strategy that will be easy to implement and maintain.

Key Resources for Learning About Policies:

- [Rublon Admin Console - Policies](#)
- [Group Policies](#)
- [Authentication Methods Policy](#)
- [Authorized Networks Policy](#)
- [Remembered Devices Policy](#)

Best Practices for Rublon Policies:

- Ensure the Global Policy fits your most basic access control requirements so that there is no need to override it for every single application and user group.
- Each Custom Policy should have a unique and easily identifiable name so that there is no confusion when assigning it to an application or user group.
- Always take note of any false negatives: e.g., a user expected MFA but did not get prompted. Double-check that your policies cover all cases.
- **Authentication Methods Policy Best Practices:**
 - Decide whether you want to enable a Default Authentication Method.
- **Authorized Networks Policy Best Practices:**
 - Only designate truly secure networks.
 - Many organizations are moving away from location-based trust, but it might still make sense in your environment.
 - If you enable this policy, keep the IP list up-to-date. Always test it: ensure a login from a non-authorized IP prompts for MFA, and one from an authorized IP does not.

- **Remembered Devices Policy Best Practices:**
 - Configure the duration according to your security comfort: common values are 2 days, 7 days, and 14 days.
 - Disable the Remembered Devices policy altogether for high-security applications.
 - Instruct admins and helpdesk on how they can [manage users' Remembered Devices](#).

2.10. Define Application-Specific Settings

- Decide on the Fail Mode for each application. (More information: [Rublon Guide to Business Continuity Preparedness](#))
- Learn about [best practices for testing Rublon MFA in a production environment](#) (the advice given is also applicable for test and staging environments during initial deployment).

2.10.1. Rublon Authentication Proxy

Best Practices:

- [Rublon Authentication Proxy Installation and Configuration Best Practices](#)

Key Resources:

- [Rublon Authentication Proxy - Documentation](#)
- [Rublon Help - Rublon Authentication Proxy](#)
- [Configuring the Rublon Authentication Proxy as a RADIUS Proxy Server](#)
- [Configuring the Rublon Authentication Proxy as an LDAP Proxy Server](#)
- [Rublon Authentication Proxy RADIUS Modes Explained](#)

2.10.2. Rublon for Windows

Best Practices:

- Before the first installation, leave at least one active session of a logged-in user (preferably a local session) to prevent a situation where incorrect configuration, lack of required libraries in the system, or additional software interfering with the Rublon for Windows connector leads to loss of access to the machine.
- On the first installation, enable MFA only for RDP connections so that local access without MFA is still possible in case of installation issues.
- Connector installation ends with a system restart, which can interrupt existing Remote Desktop Protocol (RDP) sessions. For that reason, schedule the installation during off-peak hours to minimize disruptions.
- If you have multiple endpoints and need to deploy Rublon for Windows on all of them, use PDQ Deploy, Microsoft System Center Configuration Manager (SCCM), or Intune to automate the deployment.
- Ensure that the firewall on the server on which you have installed Rublon for Windows does not restrict Rublon communication on TCP port 443.
- Enable the Offline Mode to protect user access with Rublon MFA even when they are not connected to the internet.

Key Resources:

- [Rublon MFA for Windows - Documentation](#)
- [Rublon MFA for Windows - FAQ](#)
- [Deploy Rublon MFA for Windows using PDQ Deploy](#)
- [Deploy Rublon MFA for Windows using SCCM](#)
- [Deploy Rublon MFA for Windows using Intune](#)

2.11. Outline a Deployment Timeline & Define Milestones

Having a clear timeline helps coordinate communications and tasks. It also ensures you allocate time for testing and adjusting before everyone is affected. For big enterprises, a phased approach (pilot → broader rollout → enforcement) is recommended rather than a big bang. If possible, use a “staged enrollment” – get a core set of users comfortable with Rublon first, incorporate their feedback, then proceed to larger groups.

The following is an example of a Rublon deployment plan for a large enterprise (20,000+ employees). Note that smaller businesses can do all this in less time; this is just an example.

- **Pilot start:** e.g., “Week 1: Deploy Rublon in test mode to IT admins or a pilot group.”
- **Enrollment period:** e.g., “Week 2-3: Announce to all staff, enroll them into the Admin Console, and have them enroll their authenticators.”
- **Application integration phase:** e.g., “Week 2: Protect a VPN and one critical application with Rublon (for pilot users). Week 4: Extend to all key applications.”
- **Refinements:** e.g., “Week 3: Review initial pilot results and incorporate refinements if needed.”
- **Go-live (enforcement) date:** e.g., “Week 5 Monday: MFA enforcement enabled for all users on all in-scope systems.”
- **Post go-live review:** e.g., “Week 5: Check adoption metrics, handle users who have not yet enrolled, adjust any settings as needed.”

3. Deploy Rublon MFA in Test Mode

After planning is done, it's time to integrate Rublon with your applications and conduct thorough testing. The goal is to make Rublon MFA work seamlessly with your organization's IT landscape without disrupting business operations.

By the end of the testing phase, you should have:

- All your key apps integrated with Rublon MFA.
- A proven login flow for each Rublon-integrated app.
- Confidence that users can enroll and log in successfully.
- A sense of what policies and settings to apply based on pilot feedback.

Throughout testing, keep Rublon documentation handy. If you run into a complex issue, consult the relevant documentation:

- [Rublon Integration Documentation](#)
- [Rublon Downloads](#)
- [Rublon Admin Console - Documentation](#)
- [Rublon User Guide](#)
- [Rublon Help Desk Guide](#)
- [Rublon Business Continuity Preparedness Guide](#)

3.1. Test in a Staging Environment

Before rolling out to production, you can test Rublon integrations in a controlled staging environment. If you do not have staging or test instances of applications, consider a "soft launch" in production for a limited set of users (see the next section).

- Integrate Rublon with the test instance first. Use test user accounts to go through the login flow.

- Simulate both successful MFA and failure scenarios. For example, what happens if a user declines the push or enters the wrong code?
- If a [Rublon connector supports the Fail Mode](#), test that as well.
- Check that user account provisioning is working – e.g., does a new test user get added to the Rublon Admin Console with the correct information? If using Directory Sync, verify the user is present and in the right group.
- Verify that the [Rublon Prompt](#) appears and offers the expected authentication methods. If you disabled certain methods in a policy, ensure they are not selectable in the prompt. If you customized branding or help messages, check those.

3.2. Pilot With a Small User Group

A best practice for any MFA rollout is to pilot with a subset of real users before enforcing it organization-wide. Select tech-savvy users (IT department staff and Help Desk employees are ideal). Enable Rublon MFA for only these users on a few applications:

- In the Rublon Admin Console, create a [Group Policy](#) that targets just these pilot users for MFA on a specific application. For example, the group “IT Department” must use MFA for Windows Logons and RDP connections, while all other users have their status set to **Bypass**.
- Have the pilot users go through enrollment and start using Rublon in their daily routine. Closely gather their feedback: Was enrollment easy? Did they encounter any systems where Rublon wasn’t working? Are there complaints about prompts (too slow, etc.)? This feedback is invaluable for tuning your settings before company-wide deployment.
- During the pilot, simulate common support scenarios with the pilot group: e.g., one user loses their phone – have them try the recovery process (ask them to use a backup authentication method or [issue a Bypass Code](#)). This tests your support readiness, too.

3.3. Refine Configurations Based on Testing

It’s normal to discover minor issues or needed tweaks during testing and piloting. Dedicate some time to refining your deployment:

- Adjust settings in Rublon connectors and the Rublon Admin Console based on the results of your pilot tests.
- Update your user authenticator enrollment strategy if necessary.
- Check the Rublon Admin Console's **Authentication Logs** and **Audit Logs**. These logs can highlight issues (e.g., if a particular user was denied and why) and administrators' behaviors (e.g., if a specific administrator performed an action and whether they should be permitted to do so). Logs also help ensure Rublon is capturing everything that happens in your organization, which can be useful for audits.
- Ensure that all necessary **Fail Mode** mechanisms [are in place](#).

4. Communicate With End Users

Even the best MFA deployment can fail without proper user communication. Clear, timely messaging ensures your users understand what's happening, why it matters, and what they need to do.

Key Resources:

- [Rublon User Guide](#)
- [Rublon Help Desk Guide](#)

Communication Templates:

- [Rublon End-User Communication Templates](#)

End-User Communication Best Practices:

- Keep it simple. Use short, plain-language instructions.
- Start early. Announce the change at least two weeks before go-live.
- Use multiple channels. Email, intranet banners, login messages, chat posts.
- Explain the “why”. Emphasize that MFA protects both the company and the user.
- Include visuals. Screenshots help reduce anxiety and support tickets.
- Reinforce support availability. Let users know where to go if they get stuck.
- Encourage device readiness. Ask users to install the Rublon Authenticator ahead of time.
- Highlight convenience. Mention “Remember this device” where appropriate.

5. Train Help Desk

Your help desk will be the first line of support during the Rublon MFA rollout. Prepare them early to reduce confusion and resolve user issues quickly.

Key Resources:

- [Rublon Help Desk Guide](#)
- [Rublon Help Articles](#)
- [Rublon Admin Console](#)
- [Contact Rublon Support](#)

Core Training Topics:

- **Hands-on Practice:** Enroll support staff early so they can experience Rublon MFA like end users. Let them test each authentication method your organization plans to support (Push, TOTP, SMS, etc.).
- **Admin Console Skills:** Ensure agents know how to:
 - Look up users and view their enrollment status
 - Send and resend enrollment emails
 - Add and remove user devices
 - Generate Bypass Codes
 - Analyze Authentication Logs
- **Issue Diagnosis:** Teach agents to troubleshoot common scenarios such as:
 - Enrollment email not received
 - Lost or replaced phone
 - Push notifications are not working
 - The user is confused by the QR code or the setup flow

- **Use Appropriate Admin Roles:** Level 1 support may have limited access (e.g., Help Desk role), while admins or tier-2 handle escalated tasks with the Application Manager or User Manager role.

Best Practices:

- Train support staff before you enforce Rublon MFA for production.
- Assume help desk staff are new to Rublon MFA just like end users.
- Inform Rublon administrators about the differences between the [administrator account and user account](#). Make it clear that admins need both.
- Provide simple steps for resolving common problems using scripts and checklists.
- Train agents to confirm user identity before issuing Bypass Codes.
- Teach agents when to escalate to Rublon Support if an issue cannot be resolved quickly.
- Expect a spike in tickets during go-live. Assign extra support resources and consider dedicated channels (e.g., “Rublon MFA Help Desk”).

6. Deploy Rublon MFA to Production

Your go-live day is the culmination of all planning and preparation. This section provides a final readiness checklist, guidance for rollout execution, and steps to take post-deployment.

6.1. Go-Live Readiness Checklist

- Applications Tested and Integrated:** Confirm all apps are properly connected to Rublon and MFA is working as expected.
- User Enrollment Near Completion:** Aim for 90%+ enrollment. Identify and follow up with unregistered users.
- Policies Reviewed and Applied:** Ensure all policies are correctly assigned.
- Help Desk Ready:** Confirm that support staff are briefed, accessible, and equipped for go-live.
- Contingency Plan Defined:** Ensure you have studied and implemented advice from the [Rublon Guide to Business Continuity Preparedness](#).
- Stakeholders and Users Informed:** Communicate go-live timing and escalation protocols to leadership. Send a company-wide reminder.
- Rublon Support Contact and Key Resources Available:** Ensure that all information, like Rublon Support contact and Rublon documentation, is easily accessible and can be used quickly when necessary.

6.2. Go-Live Execution

- Enable MFA enforcement:** Switch your applications to require MFA (e.g., at 7:00 AM).
- Monitor activity:** Watch logs for spikes in errors or login failures; investigate trends quickly.
- Stay connected:** Keep a live chat or call open between support leads to share updates in real time.

4. **Assist as needed:** Be ready to help late enrollees. Issue Bypass Codes if necessary and ensure follow-up.
5. **Communicate status:** Update stakeholders midday with progress and any known issues.

6.3. Post-Go-Live Follow-Up

1. **Handle stragglers:** Track and onboard users who missed enrollment (vacation, absence, etc.).
2. **Gather feedback:** Survey users and team leads for rollout feedback and friction points.
3. **Adjust policies if needed:** Tune settings and MFA enforcement scope based on feedback.
4. **Update internal docs:** Refresh your internal documentation and improve user messaging if necessary.
5. **Recognize the team:** Share success and appreciate staff and users for their cooperation.

6.4. Sample Go-Live Timeline

- One week before deployment: Final enrollment push, help desk trained.
- Go-Live Day AM: MFA enforcement begins, support channels open.
- Midday: Monitoring continues, issues triaged, leadership updated.
- End of Day: Team debrief and documentation of lessons learned.
- Post Day 1: Continued support, cleanup, and follow-ups.



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