

# RMS FAQ

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This is the **Frequently Asked Questions (FAQ)** section for Teltonika's Remote Management System (RMS). Some questions that have bothered our clients in the past have already been answered. So if you're having trouble with RMS, try browsing some of these topics:

- **Important**
  - [What IP addresses and ports are used by RMS?](#)
- **RMS Connect**
  - [How to set-up a RMS Connect Remote Desktop Connection?](#)
- **Profiles, users, credits**
  - [How can I create an RMS account?](#)
  - [How to create new RMS companies?](#)
  - [How to add a new user to your RMS profile?](#)
  - [How to delete a user\(s\) from RMS?](#)
  - [How to distribute credits among RMS profiles?](#)
  - [How to activate a resource code?](#)
  - [How to recover access to account with 2FA enabled?](#)
  - [What is the difference between credits, Management packs, Connection data packs, and company data?](#)
- **Device management**
  - [How to add devices to RMS?](#)
  - [How to add a list of devices to RMS?](#)
  - [How can I configure devices from RMS?](#)
  - [How to configure remote access to LAN devices in RMS?](#)
  - [How to reboot devices from RMS?](#)
  - [How to create a tag in RMS?](#)
  - [How to change password\(s\) for device\(s\) in RMS?](#)
- **Firmware, config, files**
  - [How to download a router's event log file from RMS?](#)
  - [How to download a router's troubleshoot file from RMS?](#)
  - [How to download a router's configuration \(backup\) file from RMS?](#)
  - [How to upload a configuration \(backup\) file into a router via RMS?](#)
  - [How to upgrade a router's firmware version via RMS?](#)
- **Monitoring, alerts, reports, events**
  - [How to create custom alerts for devices registered on RMS?](#)
- **RMS API**
  - [How to use the RMS API to manage RMS credit balance?](#)