

Welcome to Nerdio!

We're excited to partner with you as you deploy, optimize, and manage your AVD, Windows 365, and Intune environments. This welcome package outlines what to expect, how to get started, and where to find the resources you need!



Welcome to Nerdio!

You have a team of experts ready to support your journey with Nerdio Manager for Enterprise. This section introduces the people who will guide your onboarding, answer questions, and help you get the most value from your AVD, Windows 365, and Intune environments.

TECHNICAL SUPPORT

nme.support@getnerdio.com
or [Submit a Request](#)

Support is available any time through the [Nerdio Help Center](#).

Use the Support Portal to search helpful articles, find answers quickly, and manage your support tickets in one convenient place.

The [Nerdio Manager for Enterprise Scope of Support guide](#) defines the topics and services our team can help you with.

Nerdio Customer Success team

customersuccess@getnerdio.com

Your Nerdio CS team is here to guide you through onboarding and provide guidance on advanced use cases while directing you to appropriate resources when needed.

Join our CS team each month at Office Hours where you can expect a live, interactive session that reviews new features, provides demos of upcoming capabilities, and serves as your opportunity to ask questions directly to the experts who support and shape Nerdio.

Nerdio training team

<https://university.getnerdio.com>

Nerdio University is your hub for structured learning, hands-on practice, and ongoing skill development. The training team delivers a mix of self-paced and instructor-led experiences designed to help you master Nerdio Manager and the Microsoft ecosystem.

You'll get:

- eLearning courses and certifications that build foundational and advanced skills.
- Instructor-led [Training Camps](#) and deep-dive workshops.
- A continually expanding catalog aligned to AVD, Windows 365, and Intune.
- A full catalog of [ILT sessions](#) you can register for directly in the University.

Your foundation starts here

1. Get familiar with the [Nerdio Help Center](#) to:

- Access our searchable directory of knowledge base articles and documentation to navigate your environment.
- Create and manage your [help desk tickets](#) all in one place.
- Add an upcoming [Office Hours session](#) to your calendar and learn from your Nerdio Customer Success experts and peers.

2. [Enroll](#) in the Nerdio University.

3. Join the Nerdio [Community](#).

4. Subscribe to [Release Notes](#) to stay up to date with the latest with Nerdio Manager.

Optimizing your experience

Build your workspace foundation with Auto-Scale, FSLogix, and Intune.

Understand how the environment automatically adjusts capacity to meet demand, ensuring performance and cost efficiency.

- Overview of [Auto-scale features](#) and host-pool behavior
- Configure [dynamic scaling rules](#), time zones, and baseline behavior

Learn how user profiles are stored, optimized, and delivered consistently across sessions for a smooth, reliable experience.

- [FSLogix settings](#) and configurations
- Storage options and [sizing best practices](#)

Get introduced to device compliance, configuration policies, and application deployment to keep your workspace secure and managed.

- [Configuring Intune](#) in Nerdio
- [Deployment](#) and policy for Intune



More Nerdio Resources

Technical Forums: Support, troubleshooting, ideas

Get answers to your technical issues in the [Technical Forum](#). This section offers quick access to answers for many frequently asked technical issues.

Got a [feature idea](#)? Share your suggestions or vote on others directly in the forums!

Nerdio Community: Connect, learn, share

The Nerdio [Community](#) brings end-user computing professionals together with peers and experts to share practical tips, proven best practices, and insider guidance. Join to become a member and access exclusive event invites, curated tech tips, direct access to Nerdio Valued Professional experts, and more.

Get started by exploring our communities, resources, and discovering opportunities to learn from and share with your peers.

Become a member

[Join the Community](#) to connect with end-user computing professionals, share insights, and gain access to exclusive events and curated resources.

Membership benefits:

- A space to learn, share, and connect with peers
- Monthly tech tips delivered to your inbox
- Exclusive and early invites to events and meetups
- Insider updates and community news
- Direct access to Nerdio Valued Professionals

Ongoing optimization resources

Learn how to [update the Nerdio Manager](#) application and the various deployment options

- We recommend method 1!

Level up your AVD, Windows 365, & Intune skills—subscribe to our [YouTube channel](#)!

- Looking for expert tips, time-saving tricks, and the latest best practices for managing your cloud desktop environments? Our YouTube channel is your go-to resource for everything Azure Virtual Desktop, Windows 365, and Intune.

Check out this [blog](#) to learn more about optimizing your environment for better performance and efficiency.

For more information on how to get the most from the **Nerdio Customer Success program**, contact customersuccess@getnerdio.com.