



GUIDE FOR ACCOUNT, CONTACT, AND PRODUCT MANAGEMENT



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I. GENERAL INFORMATION

Self-Registration Steps

1. Navigate to the registration page by visiting <https://community.tenable.com/> and clicking **Self Register** at the top right.
2. Fill out the registration form and make sure the information is accurate. For example, be sure to match the exact Customer ID with the exact name of the company account you are associated with.

Note: If your company has purchased Tenable products, and you do not know your Customer ID, do not complete the form. Please reach out to an existing Primary Contact (PC) within your organization to get the needed information.

3. Once you have completed the registration form, you will receive an email further explaining the registration process. You will be able to create a password and use it to login to the Community.

Note: If you do not receive an email, be sure to check any email spam or junk folders. You can also go back to the Community login page and click the **“Don't remember your password?”** link, which will send another email where you can reset your password and login.

4. Once logged into the Community, you should have a My Contacts link at the top of Community. You may not see My Products or My Cases. With a new account, you will likely need to reach out to your organization's Primary Contact (PC) to give you the proper permissions for these pages.

II. CONTACT MANAGEMENT

Contact Types and Permissions

The following types of contacts can be added to your Tenable Community account:

- Community only contact – can view contacts in your account and can access the Tenable Community to participate in discussions and read articles.
- Support contact – can be granted customized access to contact management, products, and support cases.
 - Primary Contact – has complete access to manage all products and contacts and is listed as a primary contact in your account.

Add a Contact

Required role: Primary Contact or a contact with Manage Contact permissions.
Only a Primary Contact can add another Primary Contact.

See **Contact Types and Permissions** for further information about the types of contacts and their possible permissions.

To add a contact:

1. Login to [Tenable Community](#).
2. Click My **Contacts**.
3. In the upper-right corner, click **Add Contact**.
A pop-up window appears.
4. In the **First Name** box, type the contact's first name.
5. In the **Last Name** box, type the contact's last name.
6. In the **Email Address** box, type the contact's email address.
7. (Optional) Type the contact's **State / Province, Zip / Postal**, and **Country**.
8. To add a **Community Only User**
 1. Click **Community Only User**.

2. Click **Save Contact**.
9. To add a **Support User**
 1. Click **Support User**.
 2. Select the permissions you want this contact to have:
 - To set this contact as your account's Primary Contact, click the **Account Primary Contact** check box.
 - To allow the contact to manage contacts, click the **Can Manage Contact** check box.
 3. Select one of the following levels of support ticket access:
 - To allow the contact to access all support tickets for your company, click **Can manage ALL company tickets**.
 - To allow the contact to access only their own tickets, click **Can only manage their own tickets**.
 - To disallow access to support tickets, click **Has no access to support tickets**.
 4. Click **Save Contact**.

Edit a Contact

Required role: Primary Contact or a contact with Manage Contact permissions.

Editing an existing contact allows you to change the contact's permissions. Contact information cannot be changed once a contact has been created.

To edit permissions for an existing contact:

1. Log in to [Tenable Community](#).
2. Click **My Contacts**.
3. Click the drop-down menu next to **Edit** for the contact you want to edit.
A pop-up window appears.
4. Click **Community Only User** or **Support User** to change the permissions for this contact.
 1. If you choose **Support User**, select any additional permissions.
5. Click **Save Contact**.

Deactivate a Contact

Required role: Primary Contact or a contact with Manage Contact permissions.

Deactivating a contact removes all access to the community, support tickets, and products for that contact. Deactivated users will continue to appear in your account's list of contacts with a note indicating the contact is not active.

To deactivate a user:

1. Log in to [Tenable Community](#).
2. Click **My Contacts**.
3. Click the drop-down menu next to **Edit** for the contact you want to deactivate.
4. Click **Deactivate Contact**.

Reactivate a Contact

Required role: Primary Contact or a contact with Manage Contact permissions.

When a contact is reactivated, their previous permissions will be applied automatically.

To reactivate contact:

1. Login to [Tenable Community](#).
2. Click **My Contacts**.
3. Check the **Show Inactive Contacts** box on the top right.
4. Click the drop-down menu next to **Edit** for the contact you want to reactivate.
5. Click **Activate Contact**.

Manage Product Access by Contact

Required role: Primary Contact or Product Owner.

Managing product access by contact allows you to set the contact's level of access to any of the products in your account.

To set product access for a contact:

1. Login to [Tenable Community](#).
2. Click **My Contacts**.
3. Click the drop-down menu next to **Edit** for the contact you want to update.
4. Click **Set Product Access**.
5. Select the contact's access level for each product in your account.
 - To set the same access level for all products in a product group, click **Set All to No**, **View All**, or **Manage All**.
6. Click **Save Access**.

III. PRODUCT MANAGEMENT

Show/Hide Expired Products

To show/hide expired products you have access to view/manage:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Check/Uncheck the **View Expired Products** box on the top right.

Note: This option is checked by default. Only products which expired within 90 days will be displayed.

Access Product Downloads and Product User Guides

To find downloads for your product:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click the **Download Software** or **User Guide** button.

Set a Label for a License

Note: Primary Contact or Product Owner.

By default, each license is labeled with its activation code. You may want to change the label to something easier to remember.

To set a label for a product license:

1. Login to [Tenable Community](#).
2. Click **My Products**.

3. In the left-hand menu, click the name of the product.
4. In the list of licenses, click **Set Label**.
5. In the **Label Name** box, type the label you want to use for this license.
6. Click **Set Label**.

Check the Status of a License

To check the current status of a product license:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. To the left of each license, check the icon that appears.

	Activated
	Not Activated
	Expiring Soon
	Expired

Find Activation Code

To find the activation code for license:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. In the Product Information section, locate the **Activation Code** for the license.

Reset Activation Code

Required role: Primary Contact or Product Owner.

Resetting an activation code allows the code to be re-used for the registration of a Tenable product on a different IP address.

To reset a product activation code:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Reset Product Activation**.

Set a Hostname

Required role: Primary Contact or Product Owner.

Some Tenable products require a license key to complete activation. Setting a hostname allows you to configure the hostname associated with the license key. Refer to your product's user guide for specific activation instructions.

To set a hostname:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Set Hostname**.
6. In the **Hostname** box, type the hostname for the device where your product is installed.
7. Click **Set Hostname**.

Download a License Key

Required role: Primary Contact or Product Owner.

Tenable.sc Director Note: To ensure existing Tenable.sc consoles can be managed by Tenable.sc Director, customers will need to re-download Tenable.sc license keys. Ensure a hostname has been set for the Tenable.sc Director license, then follow the below instructions to re-download the license keys for each individual Tenable.sc console.

Some Tenable products require a license key to complete activation. Refer to your product's user guide for specific activation instructions, including where to use the license key. Note: Internet Explorer (IE) is an unsupported browser, and while some functions in Community may still work, downloading a License Key will not.

To download a key:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Download Key**.

View IP Count

Some Tenable products can have incremental licenses purchased to meet specific license requirements. The IP count displays your full license count, including incremental licenses.

To view your IP Count:

1. Log in to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. In the Product Information section, locate the **IP Count** for the license.

Set a Product Owner

Required role: Primary Contact or Product Owner.

Product Owners and **Primary Contacts** have complete access to manage their assigned product and licenses.

To set a product owner:

1. Log in to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Set User Access**.
6. Click the **Set New Product Owner** button.
7. Use the **New Owner** drop-down menu to select the name of the new product owner.
8. Use the **Access Level** drop-down menu to select the product access for the previous product owner.
 - To remove the contact's access to this product, click **No Access**.
 - To allow the contact to view the product and activation code(s), but not manage it, click **View Only**.
9. Click **Change Owner**.

Manage Product Access by Product

Required role: Primary Contact or Product Owner.

Managing product access by product allows you to set the level of access to any of the products in your account.

To set product access for a product:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Set User Access**.
6. Select the access level for each contact on your account.
 - To set a new Product Owner, click **Set New Product Owner**. This will replace the current Product Owner.
 - Primary Contacts are listed separately, and regardless if they are the Product Owner or not, they have the same permissions as the Product Owner for all products on your account.
 - To set the same access level for all contacts in a product group, click **Set All to No Access** or **View All**.
7. Click **Save Access**.

IV. ECOMMERCE LICENSE MANAGEMENT

eCommerce tasks are only available for products that can be managed via eCommerce, such as Nessus Professional.

Enable Auto-Renewal

To enable automatic license renewal:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Turn on Automatic Renewal** under Subscription and Billing Information.

Disable Auto-Renewal

To disable automatic license renewal:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Turn off Automatic Renewal** under Subscription and Billing Information.

Request a Quote

To request a quote:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **eCommerce Quote**.
6. In the eCommerce store, fill in the required information, including the number of assets for your quote.
7. Click **Next**.
8. Review your information.
9. Click **Request Price Quote**.

Tenable sends the quote in an email to the email address provided.

Manually Renew an eCommerce License

To manually renew an eCommerce License:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Renew Online**.

The eCommerce store opens in a new tab.

6. Follow purchase instructions.

View Expiration Date

To view the expiration date for a license:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. The **Expiration Date** is displayed.

Update Payment Information

To update your payment information:

1. Login to [Tenable Community](#).
2. Click **My Products**.
3. In the left-hand menu, click the name of the product.
4. Click **Manage Products** to show the product details.
5. Click **Manage Subscriptions**.

The eCommerce store opens in a new tab.

6. In the eCommerce store, click **Edit**.
7. Update your payment details and click **Next**.
8. Click **Update your subscription**.

V. OTHER

Find my Customer Success Manager

If your account is assigned a Customer Success Manager, you can find their name and email address in your Community dashboard.

To quickly find the contact information for your CSM:

1. Login to [Tenable Community](#).
2. Click **My Contacts** or **My Products**.
3. On the left-hand side, locate your CSM's name and email address.

Find my Account Primary Contact(s)

Primary Contact(s) are responsible for the management of your account contacts and products, and have the ability to change various permissions.

To quickly view the Primary Contact(s) associated with your account:

1. Login to [Tenable Community](#).
2. Click **My Contacts** or **My Products**.
3. On the left-hand side, locate your Primary Contacts.

Note: This section will display a maximum of 3 Primary Contacts. If your account has more than 3, click My Contacts to view a complete list.

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For More Information: Please visit community.tenable.com

Having Issues with your Tenable Community Account?: Please email us at community@tenable.com



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