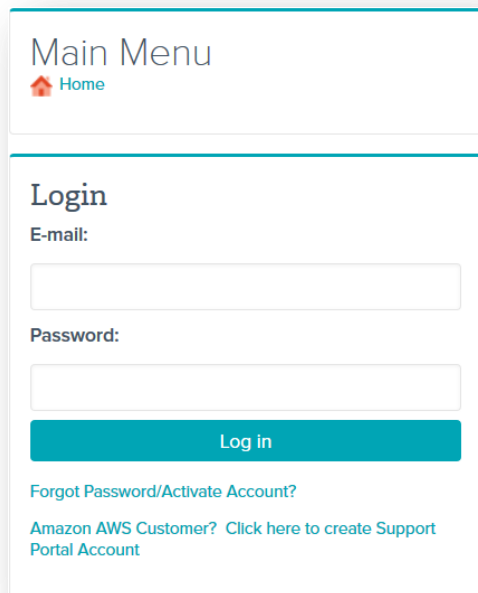


How to Add, Deactivate, or Edit a Contact

Add Contact

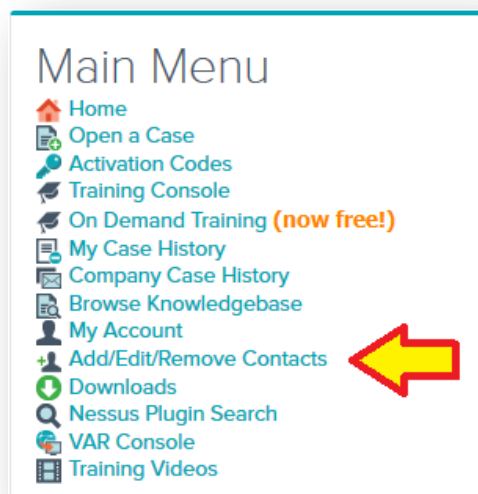
(Add account option only available to the Primary Contact for the account)

1. Log in to the Tenable Support Portal with authorized credentials: <https://support.tenable.com/>



The screenshot shows the 'Main Menu' section of the Tenable Support Portal. It includes a 'Home' link with a house icon. Below this is a 'Login' section with two input fields: 'E-mail:' and 'Password:'. A teal 'Log in' button is positioned below the password field. At the bottom of the login section, there are two links: 'Forgot Password/Activate Account?' and 'Amazon AWS Customer? Click here to create Support Portal Account'.

2. Under the Main Menu, select “Add/Edit/Remove Contacts”.



3. Select "Add New Contact".

Manage Contacts

Current Contacts for Customer ID: 00000

	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	yourname@domainname.com Primary Contact ?	Your Name	✓	✓	✓	✓	✓	✓


Maximum # of Active Contacts Allowed: 50 Existing Active Contacts: 1
Inactive Contacts: 0

Add New Contact Edit Existing Contact Deactivate Contact

Display Inactive Contacts Contact Provisioning Department

Please note that you will only have the ability to add a contact with the same domain name as listed on the page. For all other contacts, please email licenses@tenable.com.

Add New Contact

You may only add email addresses from the same domain name (domainname.com) 

Email:*

First Name:*

4. Provide the contact information for the new contact, select the “**View Support Tickets?**” that you would like for the new contact, and then click “**Preview**”.

Primary Contact?: This field allows the existing Primary Contact(PC) to transfer the PC role to a new contact.

Add Contacts?: This field allows the PC to assign other contacts the ability to add new registered contacts from the assigned Tenable Support Portal account.

Can view ALL Company Tickets: The contact will have the ability to view the complete ticket history for the company and email addresses within any particular Customer ID.

Can only view tickets created by user: The contact will only have the ability to view tickets that were opened by that specific contact.

Add New Contact

You may only add email addresses from the same domain name (domainname.com)

Email:

First Name:

Last Name:

Street Address:

Country:

City:

ZIP/Postal Code:

Work Phone:

Alt Phone:

Primary Contact?

Add Contacts?

View Support Tickets? Can view ALL Company Tickets
 Can only view tickets created by user

- Verify the provided information, and then click **“Submit”**.

Add Contact

Please confirm that the information you have entered is correct:

Email: localname1@domainname.com

First Name: Your

Last Name: Name

Street Address: 123 Main Street

City: Your City

State/Province: MD

ZIP/Postal Code: 21000

Country: USA

Work Phone: 555-867-5309

Add Contacts: User CAN add contacts to account

View Tickets: View only tickets created by user

- Select the product(s) to assign to the new contact, and then select **“Assign Products”**.

New contact has been successfully added!

Assign Products to Contact (localname1@domainname.com)

VIEW = Contact can view products in Support Portal, but cannot make changes.
 OWNER = Contact has full control over product.
You can only assign ownership to products which you are currently the owner

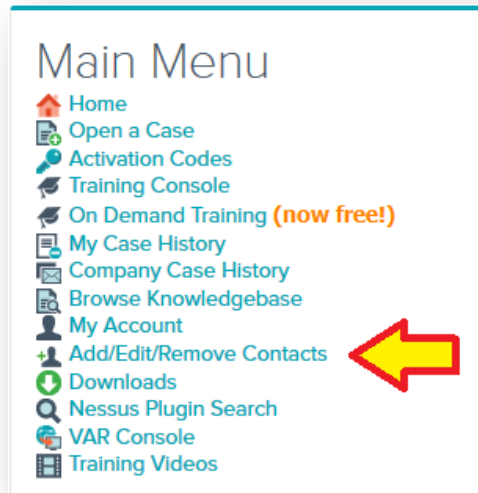
Product	Code	Label	Set Access		
			SELECT ALL	SELECT ALL	SELECT ALL
Nessus	XXXX-XXXX-XXXX-ABCD	No Label Set	None <input checked="" type="radio"/>	View <input type="radio"/>	Owner <input type="radio"/>
Nessus	XXXX-XXXX-XXXX-ABCD	No Label Set	None <input checked="" type="radio"/>	View <input type="radio"/>	Owner <input type="radio"/>

The new contact will then receive an email with instructions on how to activate the Tenable Support Portal account.

Deactivate Contact

(Deactivate account option only available to the Primary Contact for the account)

1. Under the Main Menu, select “Add/Edit/Remove Contacts”.



2. Check the provided space next to the email address for the account to deactivate, and then click “Deactivate Contact”.

The screenshot shows the 'Manage Contacts' interface for Customer ID: 00000. It features a table with columns for Email Address, Name, and Permissions (Support Portal Access, Phone Support, Chat Support, Create Support Tickets, View Support Tickets, Add Contacts). Two contacts are listed: 'yourname@domainname.com Primary Contact' and 'loacname1@domainname.com'. A yellow arrow points to the radio button next to the second contact. Below the table, there are buttons for 'Add New Contact', 'Edit Existing Contact', 'Deactivate Contact', 'Display Inactive Contacts', and 'Contact Provisioning Department'. The 'Deactivate Contact' button is highlighted with a red border.

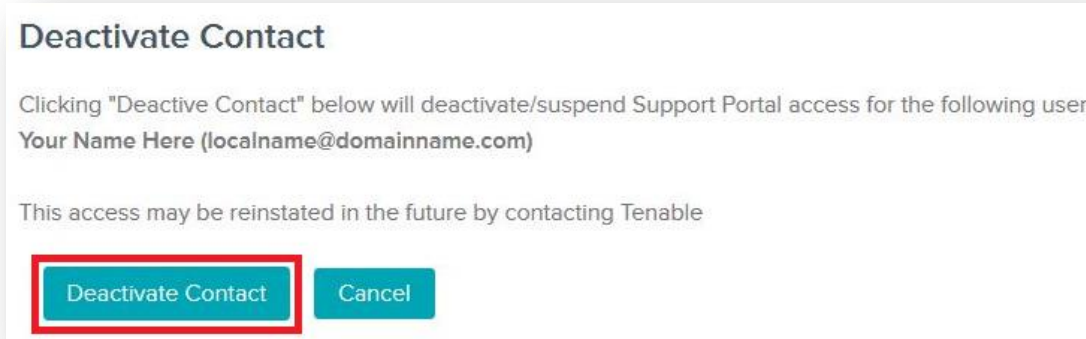
	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	yourname@domainname.com Primary Contact	Your Name	✓	✓	✓	✓	✓	✓
<input checked="" type="radio"/>	loacname1@domainname.com	Your Name	✓	✓	✓	✓	✓	✓

Maximum # of Active Contacts Allowed: 50 Existing Active Contacts: 2 Inactive Contacts: 0

Buttons: Add New Contact, Edit Existing Contact, Deactivate Contact, Display Inactive Contacts, Contact Provisioning Department

3. Verify the information, and then click “**Deactivate Contact**”.

Please note: The account that has been deactivated will no longer have the ability to log in to the Tenable Support Portal or contact Tenable’s support team.

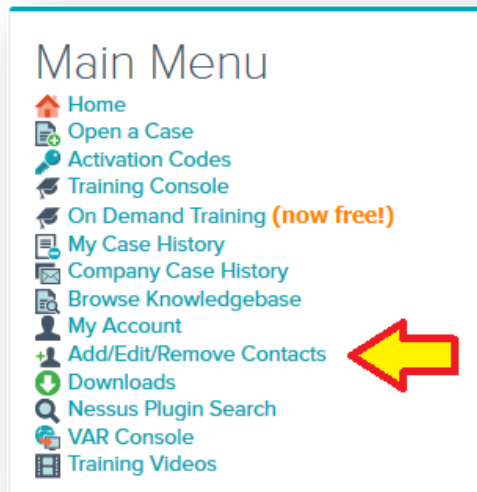


Edit Existing Contact

(Edit account option only available to the Primary Contact for the account)

The Edit Contact option will allow the Primary Contact to update the contact information or change the account settings to allow more or less access to Tenable’s support team.

1. Under the Main Menu, select “**Add/Edit/Remove Contacts**”.



2. Check the provided space next to the email address for the account to edit, and then click “**Edit Existing Contact**”.

	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	yourname@domainname.com Primary Contact ?	Your Name	✓	✓	✓	✓	✓	✓
<input checked="" type="radio"/>	loaclname1@domainname.com	Your Name	✓	✓	✓	✓	✓	✓

Maximum # of Active Contacts Allowed: 50 Existing Active Contacts: 2
Inactive Contacts: 0

3. You will then have the ability to update the contact’s support information.

Add Contacts: This field allows the PC to assign other contacts the ability to add new registered contacts from the assigned Tenable Support Portal account.

Create Tickets: Allows the user the ability to submit support tickets from the Tenable Support Portal.

Can view ALL Company Tickets: The contact will have the ability to view the complete ticket history for the company including all emails assigned to a Customer ID.

Can only view tickets created by user: The contact will only have the ability to view tickets that were opened by that specific contact.

Phone Support: Phone support is currently available for SecurityCenter, SecurityCenter Continuous View, Nessus Manager, and Nessus Cloud customers only.

Chat Support: Allows the user the ability to open a chat session from the Tenable Support Portal.

Edit Contact Information

Primary Contact? ←

Add Contacts? ←

Create Tickets? ←

View Support Tickets? Can view ALL Company Tickets
 Can only view tickets created by user

Phone Support? ←

Chat Support? ←

4. Verify the information, and then click **“Submit”** to complete the update to the account.

Please confirm that the information you have entered is correct:

Primary Contact: Primary Contact

Add Contacts: On

View Tickets: View ALL Company Tickets

Phone Support: On

Chat Support: On

Create Tickets: On

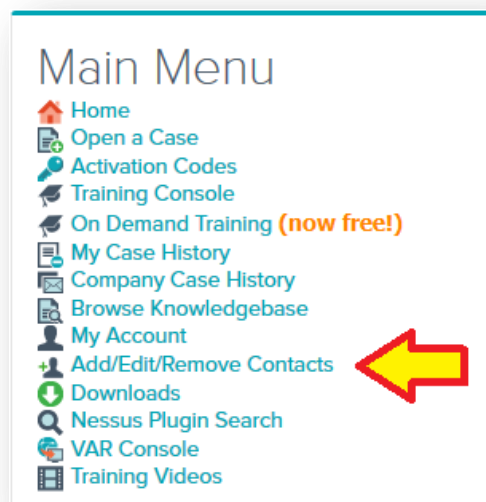
Submit **Cancel**

Display Inactive Contacts

(Display Inactivate Contacts option only available to the Primary Contact for the account)

The Display Inactive Contacts option will allow the Primary Contact to view all inactivate contacts that no longer have access to the assigned Tenable Support Portal account. To reinstate a contact, please contact licenses@tenable.com.

1. Under the Main Menu, select **“Add/Edit/Remove Contacts”**.



- Click "Display Inactivate Contacts".

Manage Contacts

Current Contacts for Customer ID: 000000

	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	yourname@domainname.com	Your Name	?	?	?	?	?	?
<input checked="" type="radio"/>	localname@domainname.com	Your Name Here	✓	X	X	X	✓	✓

Maximum # of Active Contacts Allowed: 50 Existing Active Contacts: 2
Inactive Contacts: 1

- Each disabled contact is greyed out and a red "Disabled" is listed under the email address.

Manage Contacts

Current Contacts for Customer ID: 19110

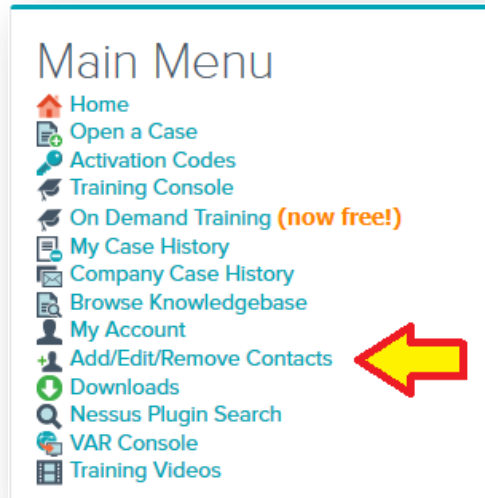
	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	localname1@domainname.com Disabled ? ←	Your Name	X	X	X	X	X	X
<input checked="" type="radio"/>	yourname@domainname.com	Your Name	✓	✓	✓	✓	✓	✓

Contact Provisioning Department

(Contact Provisioning Department option is available to all registered contacts for the account)

The Contact Provisioning Department option will allow the Primary Contact to submit a ticket directly to Provisioning to update permissions or edit contact information.

1. Under the Main Menu, select “Add/Edit/Remove Contacts”.



2. Click “Contact Provisioning Department”.

Manage Contacts

Current Contacts for Customer ID: 0000

	Email Address	Name	Permissions					
			Support Portal Access	Phone Support	Chat Support	Create Support Tickets	View Support Tickets	Add Contacts
<input type="radio"/>	yourname@domainname.com	Your Name	✓	✓	✓	✓	✓	✓
<input type="radio"/>	loaclname1@domainname.com Primary Contact	Your Name	✓	✓	✓	✓	✓	✓

Maximum # of Active Contacts Allowed: 50 Existing Active Contacts: 2
Inactive Contacts: 1

[Add New Contact](#) [Edit Existing Contact](#) [Deactivate Contact](#)

[Display Inactive Contacts](#) [Contact Provisioning Department](#)

3. You will then have the ability to submit a ticket directly to Provisioning to update your account information.

Open a Ticket

Send a Ticket to 'License Support (Product Keys and Account Maintenance)'

Fields marked with an * are required. Max file size for uploads is 4MB. Any files larger than 4MB should be e-mailed directly to support@tenable.com.

IP:

E-mail Address: *

Subject: *

Body: *

Add File Attachment(s)

File attachment #1: No file selected.

File attachment #2: No file selected.

About Tenable Network Security

Tenable Network Security transforms security technology for the business needs of tomorrow through comprehensive solutions that provide continuous visibility and critical context, enabling decisive actions to protect your organization. Tenable eliminates blind spots, prioritizes threats, and reduces exposure and loss. With more than one million users and more than 20,000 enterprise customers worldwide, organizations trust Tenable for proven security innovation. Tenable's customers range from Fortune Global 500 companies, to the U.S. Department of Defense, to mid-sized and small businesses in all sectors, including finance, government, healthcare, higher education, retail, and energy. Transform security with Tenable, the creators of Nessus and leaders in continuous monitoring, by visiting tenable.com.