

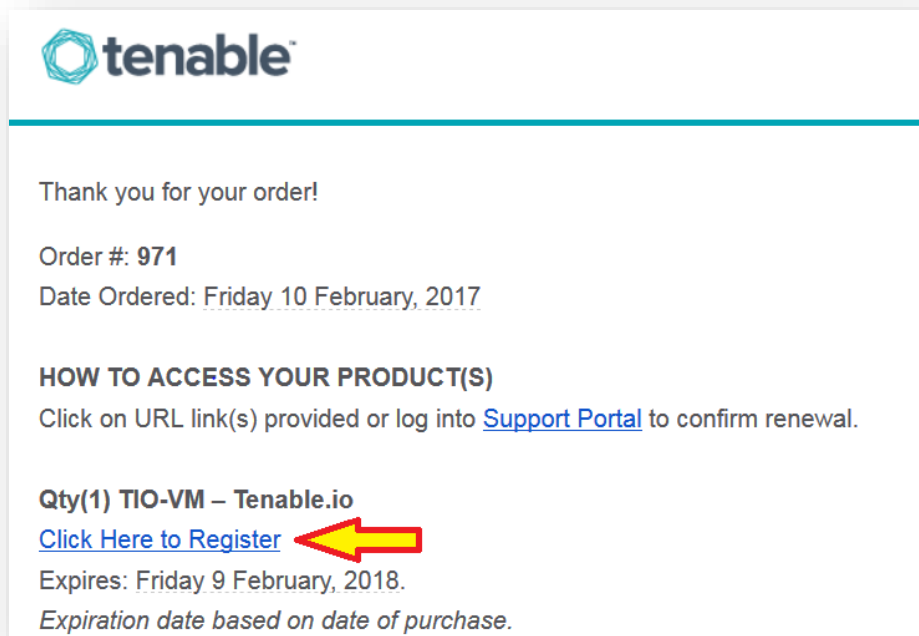


Tenable.io User Registration

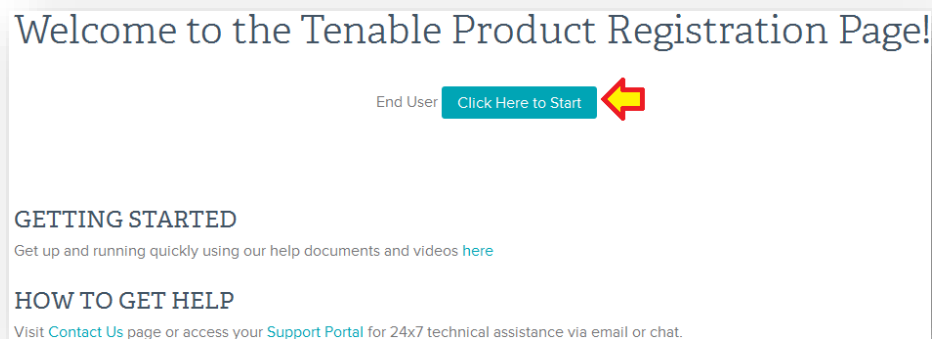
Create Your Tenable Tenable.io™ Account

1. Click on the provided URL to create your account. If the link does not work, please cut and paste the entire URL into your browser.

Customers must agree to the Scanning Service Agreement in order to complete the activation process.



2. The End User will need to click “**Click Here to Start**”.



- If you do not already have a Tenable Community account (this is not the same as a Tenable Store account, which is for purchasing only and not providing support services), click on **“New Customer”**.

Were you a Tenable customer with a Tenable Support Portal account before this purchase?

Please note that an account with the Online Store is not a Tenable Support Portal account.

Existing Customer

Utilize an existing Tenable Support Portal account.



New Customer

Create a new Tenable Support Portal account.

- Fill in the requested information with a valid corporate email address that will be used for the login to the Tenable Community.

The screenshot shows the Tenable registration form. At the top left is the Tenable logo. At the top right are navigation links: Products, Try, Buy, Partners, Support, Careers, Company. The main heading is "Please complete form with End User information:". Below this are several input fields: Work Email* (with a help icon), First Name*, Last Name*, Company Name*, Address*, City*, Country* (with a dropdown menu showing "Select Country"), State/Province, Postal Code*, Phone Number*, Fax Number, and End User* (with a help icon and a checkbox). At the bottom right, there is a modal window titled "End User" with a close button (X). The modal contains the text: "Please verify that you are the end user for this purchase. If someone else in your organization will be managing your subscription/product, please forward the confirmation email to them so they can register directly with us." At the bottom of the form are "Back" and "Submit" buttons.

- If you already have an account on Tenable Community, you still need to click on the URL to merge the new Activation Code with your existing account by selecting **“Existing Customer”**.

Were you a Tenable customer with a Tenable Support Portal account before this purchase?
Please note that an account with the Online Store is not a Tenable Support Portal account.

 Utilize an existing Tenable Support Portal account.

Create a new Tenable Support Portal account.


- Provide your Customer ID, Registered Email Address and Tenable Community account password, then click **“Search”**.

If you have an existing Tenable Support Portal account, please log into the portal, get your Customer ID, enter it here and click search. If you cannot find the contact you would like to assign this product to, contact support and have the contact added:

Customer ID:

Your Email:

Your Password:




- From the drop-down list, select the contact you would like to assign the product to and then click **“Submit”**.

Your Email:

Your Password:

Contact:

- Select Contact-
- Your Name - yourname@domainname.com
- Your Name Here - localname@domainname.com



- After verifying your information, you will receive a product activation confirmation page that includes your URL, Expiration Date and directions to access your product.



Thank you for registering your Tenable product!

Tenable.io Information

Customer ID:

Registered Contact:

URL: <https://cloud.tenable.com>

Expires: 20 October, 2020

GETTING STARTED

What to do now? Copy and paste the Activation Code into your instance or click on URL to log in to service.

Get up and running quickly using our help documents and videos [here](#).

ACCOUNT MANAGEMENT

Log into your [Tenable Community](#) account using the email address above to download product.

Locate the relevant product within the Tenable Community under **'My Products'** then copy and paste the applicable Activation Code into your instance.

See how to view tickets, access to 24x7 technical support via email or chat, manage licenses and add contacts from within the Tenable Community [here](#).

If you do not remember your Tenable.io password, please [click here](#) to reset your password.

Tenable Network Security

7021 Columbia Gateway Drive, Suite 500, Columbia MD 21046

[Contact Us](#)

Sign into your account on Tenable Community and click on **“Activation Codes”** to confirm the expiration date of your service and to view documentation. The Tenable Community can be directly accessed here: <https://community.tenable.com/>

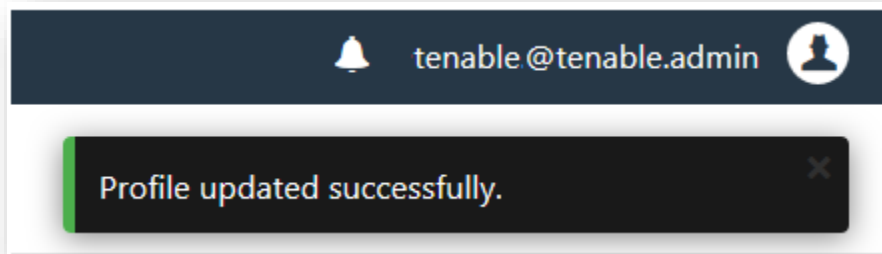
Log in to Tenable.io

Use the URL for your scanner that is provided in your “Tenable.io: Account Information” email or in the Tenable Support Portal under “Activation Codes” and “Tenable.io”. Use the email address and password that was set up when the account was created. If you have forgotten the password for Tenable.io, you can click on the “Forgot your password?” link to have a password reset URL sent to your email address.

If you need to change your Tenable.io password, click on your email address in the upper right-hand side of the scanner screen and select the “My Account” option in the drop-down list.



Once the new password has been submitted, the following confirmation will appear. The Tenable.io password can only be changed when logged in to the service. The Tenable Community does not control this feature and can have a different password.



For More Information

Tenable.io documentation can be found here:

<https://docs.tenable.com/>

More information about the Tenable Community features can be found here:

<http://www.tenable.com/whitepapers/tenable-network-security-community-portal>

If you experience any problems with the registration process, please contact licenses@tenable.com.

For technical support with Tenable.io, you may login to the Tenable Community to generate a support ticket.