

# Tenable Support Portal

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Customer features found in the Support Portal

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# Introduction

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This document describes the functions that are found in the Tenable Support Portal.

Customers who have purchased subscription, enterprise, or training will have access to the [Tenable Support Portal](#).

The Tenable Support Portal allows Tenable customers to:

- Locate Customer ID
- Manage and maintain product activation codes
- Set Hostnames (Enterprise Customers Only)
- Download Tenable software
- Access Tenable University
- Add/Edit/Deactivate Contacts
- Access the Tenable Community

**Note:** Many existing support portal features can now be found in [Tenable Community](#). On Tenable Community, you can chat support, manage support cases, access Tenable University and more. For more information, click [here](#).

# Activate Support Portal

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Once an email address is registered with Tenable, please use the following directions.

To log in to your Tenable Support Portal for the first time:

1. Access [Tenable Support Portal](#)
2. Click **Forgot Password/Activate Account?** under the Main Menu
3. Enter the registered email address
4. Click **Send Confirmation**

## Activate Account / Forgot Password

If you need to activate your account, or you've forgotten your password, enter the email address registered with Tenable Network Security below. You will be sent a confirmation code which will allow you to choose a new password

E-mail Address:

**Send Confirmation**

Tenable support will send you an email with a confirmation code that will allow you to create a new password.

5. Return to the **Activate Account/Forgot Password** page
6. Enter the email address used in the previous step, the confirmation code provided, and enter a new password
7. Click Update **Password**.

## Have a Confirmation Code?

If you received a confirmation code by e-mail, enter it below to choose a new password for your account.

E-mail Address:

Confirmation Code:

**Note:** In your confirmation code, 'O' will always be the letter O, not zero.

New Password:

Confirm Password:

Once you have been notified that the password has been reset, enter the email address and new password to log in.

# Locate Customer ID

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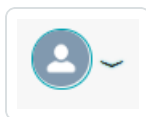
There are two ways to access your customer ID:

1. In the Support Portal
  - a. Log into the [Tenable Support Portal](#).
  - b. In the upper right hand portion of your screen you will see:



OR

2. In the Tenable Community
  - a. Log into the [Tenable Community](#)



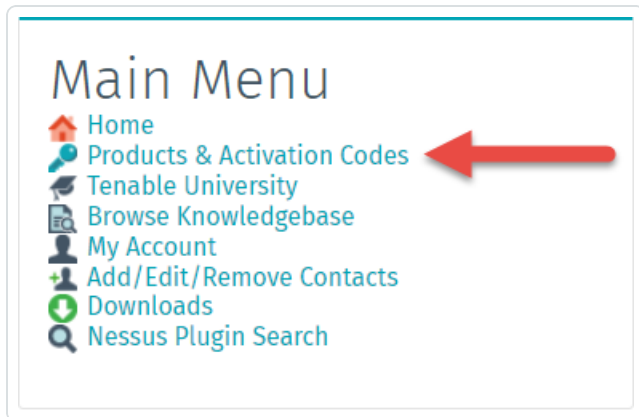
- b. In the upper right hand corner, click to view your profile.

# Manage Activation Codes

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The **Product & Activation Codes** page provides a list of all of your current products and services including expiration dates.

To access your activation code click, **Products & Activation Codes**.



The Identifier field tracks which system the Activation Code is installed. This optional field can be set to any string that is meaningful to you. If the Identifier field needs to be reset and changed, the Activation Code will be reset and then registered again within the product.

## Set Your Hostname (Enterprise Customers Only)

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To set your hostname:

1. Open your Tenable support portal account.
2. Click **Products & Activation Codes** in the Main Menu.
3. Click the **+** next to the product name to display product information.
4. Click **Set** under the Hostname column.
5. On the **Set Hostname and Generate Key** page, enter the exact hostname and email address to receive a product key.
6. Then click, **Preview Request**.

The **Submit Hostname and Generate Product** page appears.

7. Enter your first and last name.
8. Select both check boxes to agree to the terms.
9. Click **Submit**

A confirmation message appears with the set hostname and key.



## Submit Hostname and Generate Product

Customer ID:

Company: Company Name Here

User:

Product: SecurityCenter\_Continuous\_View

Hostname: xxxxx

Please enter your name to submit this request:

First Name

Last Name

☒ I certify that this copy of **SecurityCenter\_Continuous\_View** will only be operated on a single host and continue to be governed by the [Software License Agreement](#)

☒ I certify that I am authorized as a representative of my company to make changes to the account and therefore approve the hostname change and verify the accuracy of the hostname

Submit

Cancel

**Tip:** For additional information on activation codes and product specific key uploads see, <https://www.tenable.com/getting-started>.

# Tenable University

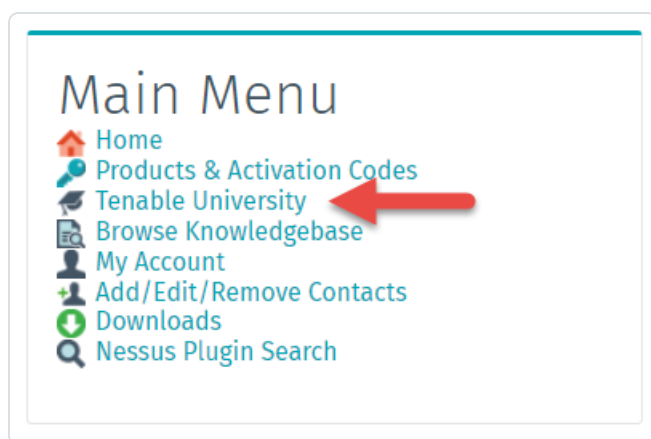
Tenable University contains on demand training for customers to learn how to use tenable products.

To access Tenable University (initial log in):

1. Log into the [Support Portal](#).

**Note:** A user must have access to the support portal to log into Tenable University.

2. In the main menu, click **Tenable University**.



Tenable University opens in a new window.

To access Tenable University (after initial log in):

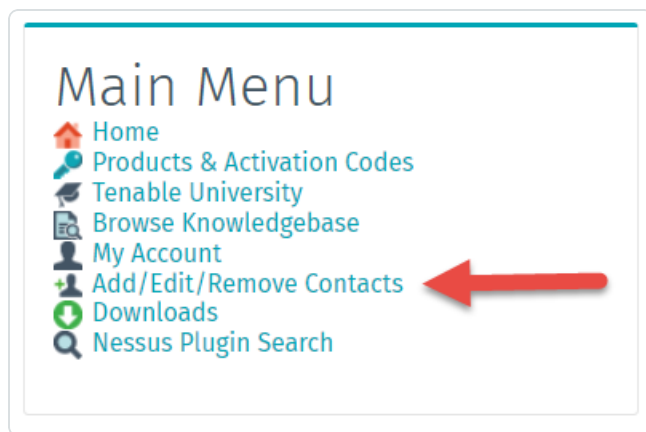
After your initial log into the support portal, you can access Tenable University through <https://university.tenable.com>.

Use your support portal log in credentials.

# Manage Contacts

To manage what access your contacts have within Tenable Support:

1. Log into the [Support Portal](#).
2. Click, **Add/Edit/Remove Contacts** within the support portal.



To add a new contact:

1. Click the **Add a New Contact** button.

**Note:** A new contact must have the same domain name as the primary contact. For all other contacts, please email [support@tenable.com](mailto:support@tenable.com)

2. Enter the new contact's information.
3. After entering the new contact, select:
  - **Primary Contact?:** Allows the existing Primary Contact (PC) to transfer the PC role to a new contact
  - **Add Contacts?:** Allows the PC to give other contacts the ability to add new registered contacts to the Tenable Support Portal
  - **Can view ALL Company Cases:** The contact will have the ability to view the complete case history for the company and email addresses within any particular Customer ID
  - **Can only view cases created by user:** The contact will only have the ability to view cases that were opened by that specific contact

4. Confirm the new contact information is correct.
5. Click, **Submit**.

The new contact will receive an email with instruction on how to register with Tenable Support.

6. Select the product(s) to assign to the new contact.
7. Click, **Assign Products**.

## To edit a contact:

**Note:** Only the primary contact can edit a contact.

1. Within the contact list, select the contact you wish to edit.
2. Click, **Edit Existing Contact**.
3. From here you will have the ability to edit the contact's support information.
4. Click **Submit** when finished.

## To deactivate a contact:

1. Select the contact you wish to deactivate.
2. Click, **Deactivate Account**.

**Note:** Once the contact has been deactivated, it will not be able to access the Tenable Support Portal.

# Tenable Community

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Many of the support portal features can now be found on the [Tenable Community](#).

Customers can:

- Open, manage or close a case with support
- Chat with support
- Search knowledge base (KB) articles, user guides, quick start guides and other documentation
- Download audit content to perform configuration or content audits
- Enroll in on demand training via Tenable University

## Additional Resources

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In addition to the Tenable Support Portal, Tenable also offers a wide variety of discussion groups and online content:

- [Tenable Blog](#) - This blog focuses on major new product functionality announcements, in-depth best practices and extensive content on scanning, configuration auditing, log normalization and network anomaly detection.
- [Tenable RSS Product Feeds](#) - Tenable offers seven different RSS feeds: Tenable news, the Tenable blog, the Tenable podcast, Nessus plugins, Plugins, SecurityCenter Dashboards, and Security Advisories.
- [SecurityCenter Dashboards](#) - Tenable provides dozens of dashboard templates in the SecurityCenter Dashboards section of the Tenable Blog.
- [Tenable Documentation](#) - User guides, How to Guides and product release notes can be found here.