Tenable Account Management User Guide

Last Revised: July 15, 2025

Table of Contents

Welcome to the Tenable Account Management Portal **4**

Log in to the Tenable Account Management Portal 4

Navigate the Tenable Account Management Portal 4

Use the Left Navigation Menu 5

Access the User Account Menu 5

Profile 6

Log out of the Tenable Account Management Portal 10

Home **11**

Profile Details 12

Account Details 12

Resources 13

System Status 13

Contacts **14**

Products **19**

Product Details 25

Product Overview 26

Billing and Subscription 27

Consoles (Tenable Vulnerability Management, Tenable Security Center, Tenable Security Center+, Tenable Enclave Security Only) 30

Assigned Contacts 38

Child Products 42

On-Prem Agent Managers (Consoles Only) 44

Parent Product (Child Products Only) 46

Sites (Tenable OT Security Only) ... 47

Trials ... **51**

Trial Details ... 52

Services ... **55**

Training ... **57**

Training Details ... 58

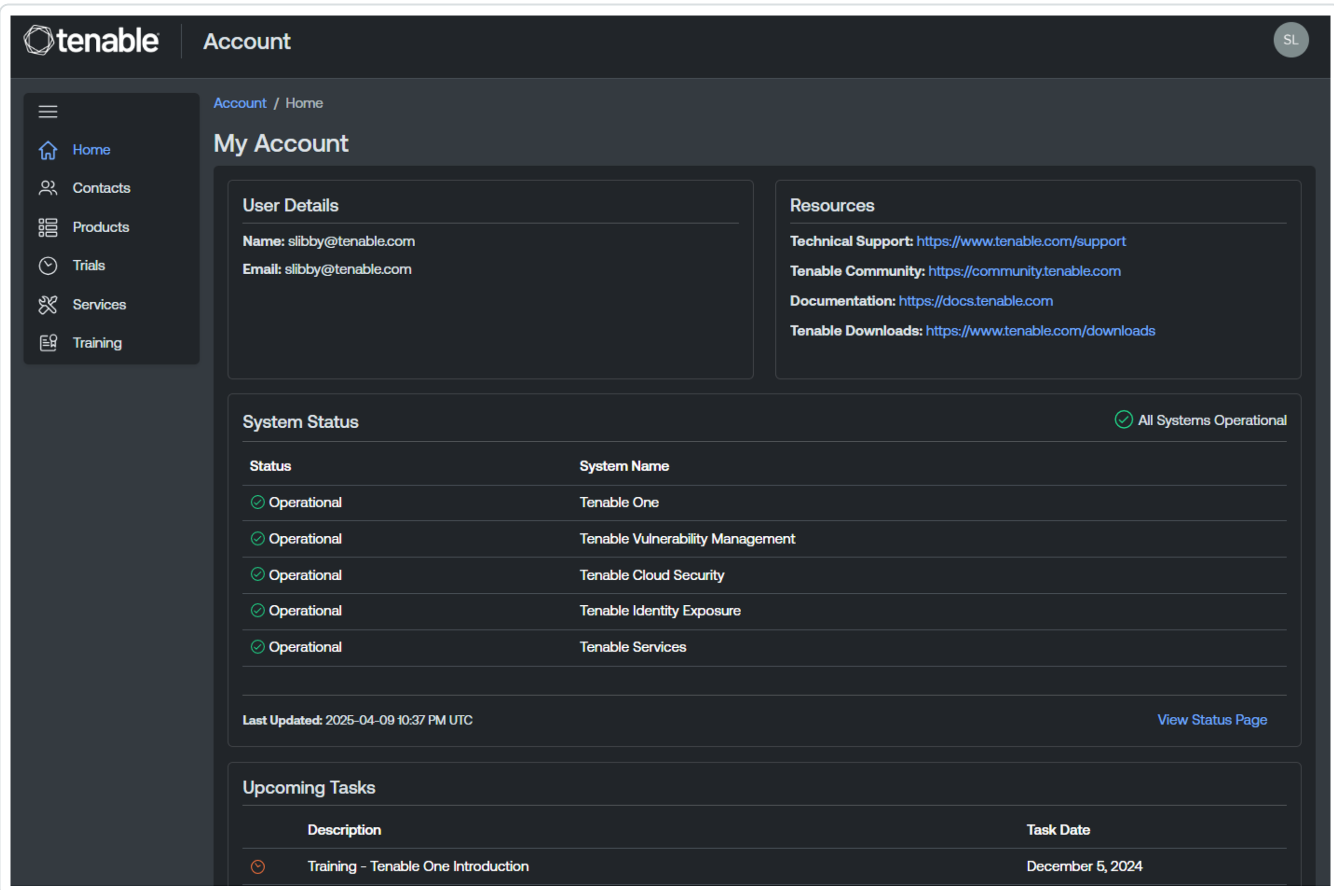
Welcome to the Tenable Account Management Portal

Log in to the Tenable Account Management Portal

To log in to the Tenable Account Management portal:

1. In a supported browser, navigate to https://account.tenable.com/. The login page appears.
2. Type your **Username** and **Password** credentials.
3. Click **Login**.

   The **Home** page appears.

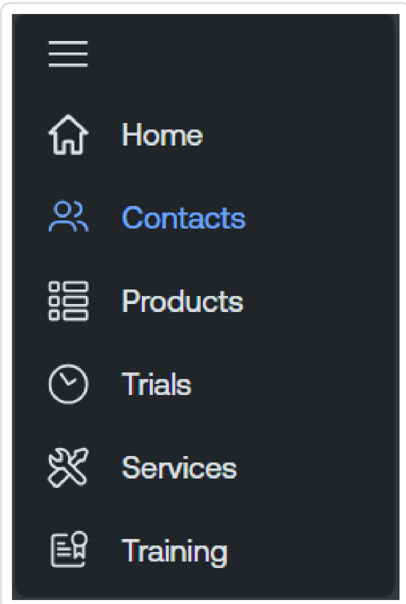


Navigate the Tenable Account Management Portal

You can navigate the Tenable Account Management portal by doing the following:

Use the Left Navigation Menu

On the left side of any page within the Tenable Account Management portal, you can use the navigation menu to quickly switch between pages.



Click the button to expand/collapse the menu.

Access the User Account Menu

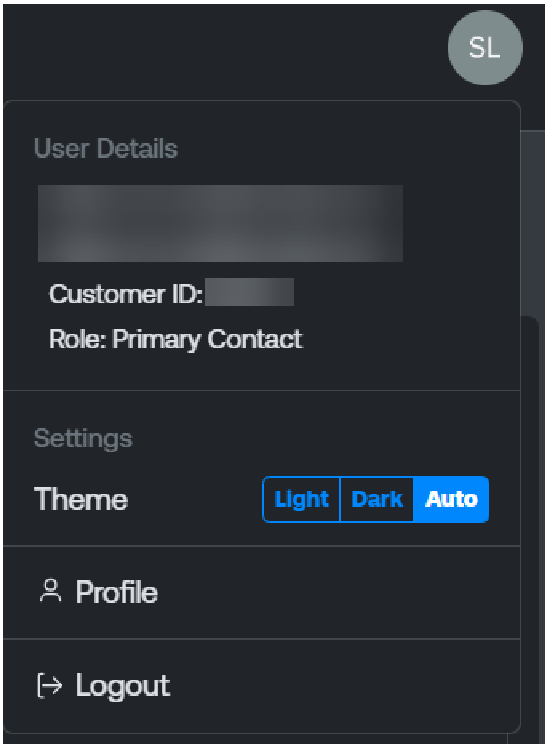
The user account menu includes information your account and several configuration options for how you view the Tenable Account Management portal.

> **Note:** The options within the user account menu vary depending on the permissions assigned to your account.

To access the user account menu:

1. In the upper-right corner of any page within the Tenable Account Management portal, click the gray user circle.

A menu appears.



In the user account menu, you can do any of the following:

- In the **User Details** section, view specific details about your user account.
- In the **Settings** section, select the lighting theme in which you want the Tenable Account Management portal to appear.
- Click **Profile** to navigate directly to the Profile page for your user account. For more information, see Profile.
- Click **Logout** to log out of the Tenable Account Management portal.

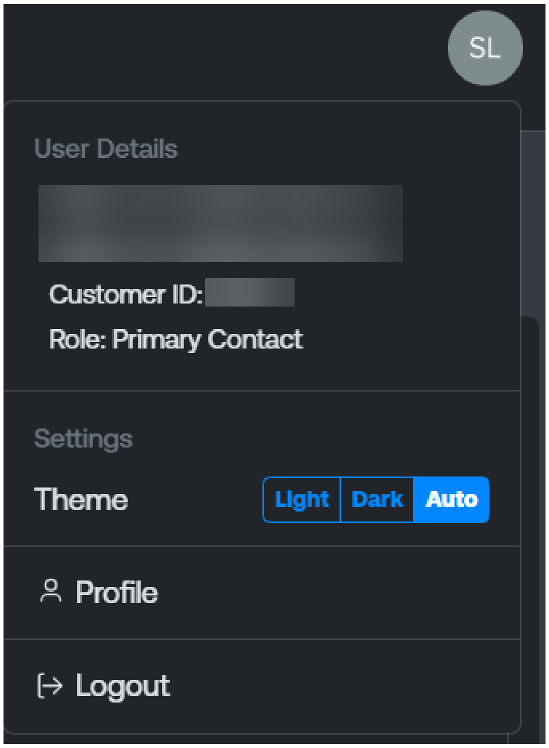
Profile

The **Profile** page within the Tenable Account Management portal highlights important information about your user account.

To access the Profile page:

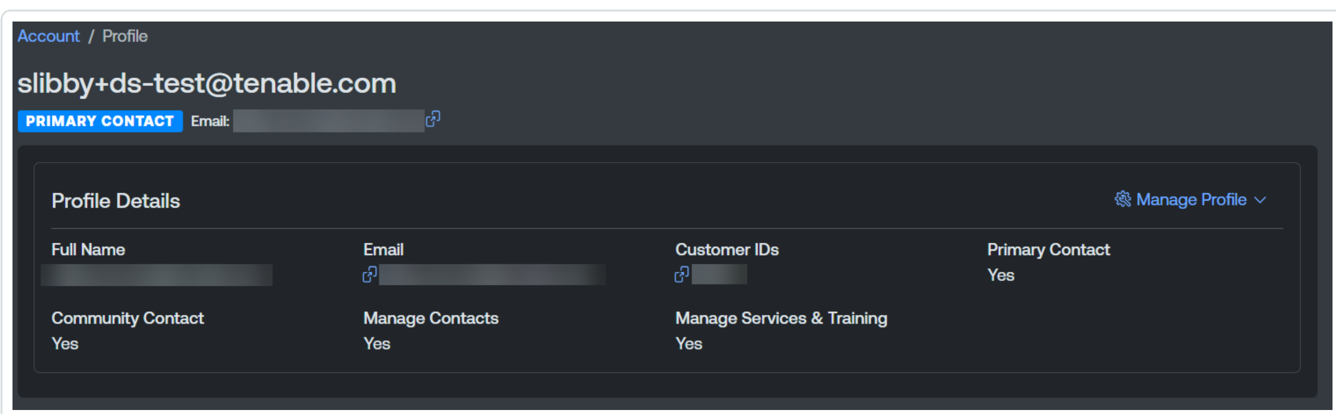
1. In the upper-right corner of any page within the Tenable Account Management portal, click the gray user circle.

   A menu appears.

2. Click **Profile**.

   The **Profile** page appears.

The **Profile** page includes the following information:

- **Full Name** — The full name associated with your user profile.
- **Email** — The email address associated with your user profile.

> **Tip:** Click the button to copy the email directly to your clipboard.

- **Customer IDs** — The customer ID associated with your user profile.

> **Tip:** Click the button to copy the ID directly to your clipboard.

- **Primary Contact** — Indicates whether or not you are a primary contact.
- **Community Contact** — Indicates whether or not you are a community contact.
- **Manage Contacts** — Indicates whether or not you can manage other contacts within the Tenable Account Management portal.
- **Manage Services & Training** — Indicates whether or not you can manage services and trainings within Tenable Professional Services.

You can also manage your profile in the following ways:

Change Password

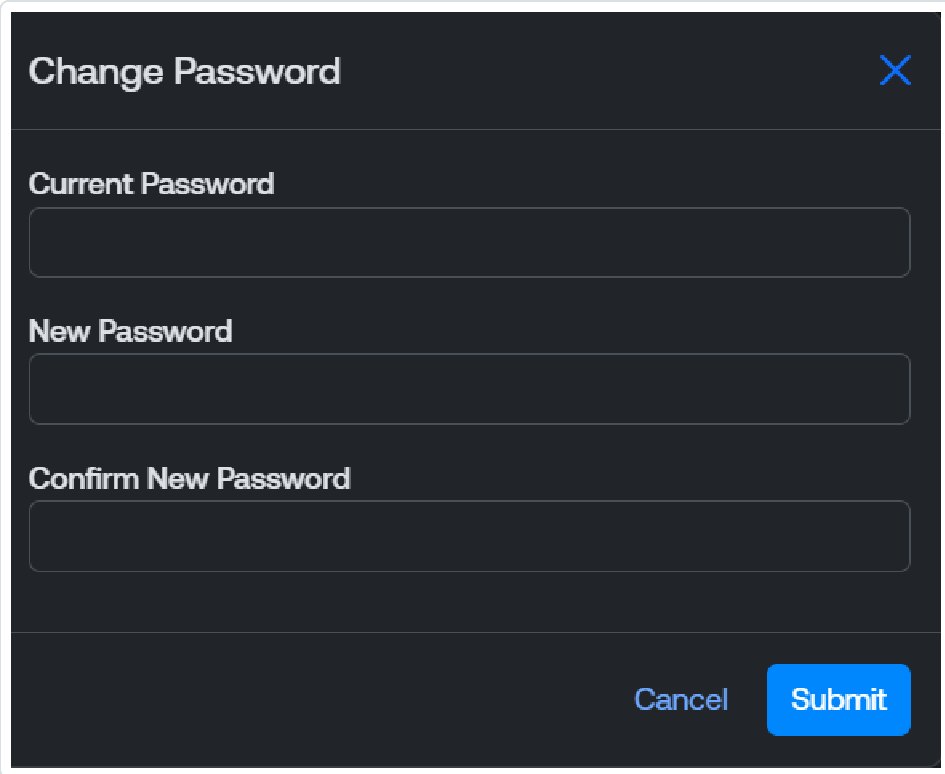
To change your own password:

1. In the upper-right corner of the **Profile** page, click **Manage Profile**.

   A menu appears.

2. Click **Change Password**.

   The **Change Password** window appears.



3. In the **Current Password** text box, type your current password.
4. In the **New Password** text box, type the new password to which you want to change.
5. In the **Confirm New Password** text box, re-type the new password.
6. Click **Submit**.

   The Tenable Account Management portal saves your changes.

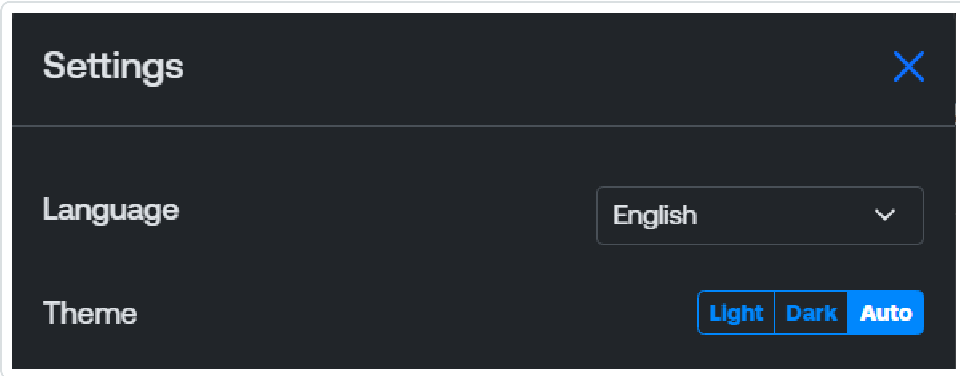
Settings

To manage your application settings:

1. In the upper-right corner of the **Profile** page, click **Manage Profile**.

   A menu appears.
2. Click **Settings**.

   The **Settings** window appears.



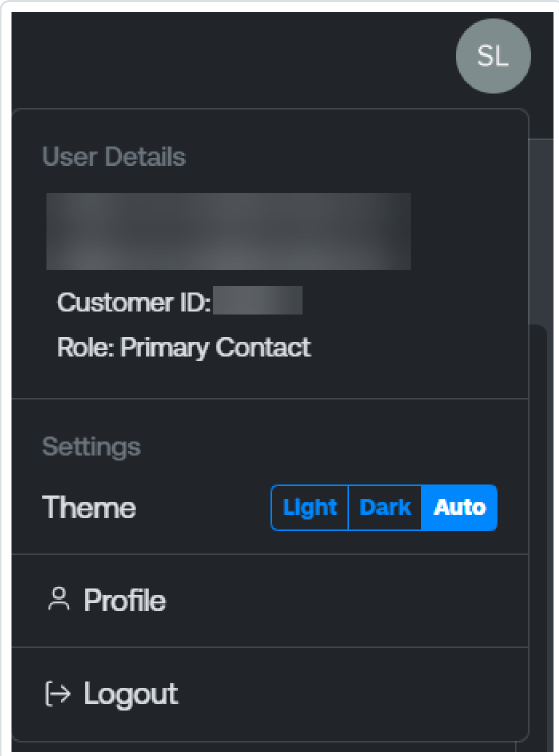
3. Do any of the following:

    - From the **Language** drop-down, select the language in which you want the text on the Tenable Account Management portal to appear.
    - In the **Theme** section, select the lighting theme in which you want the Tenable Account Management portal to appear.

Log out of the Tenable Account Management Portal

To log out of the Tenable Account Management portal:

1. In the upper right corner of any page, access the user account menu.



2. Click **Logout**.

   You return to the the Tenable Account Management portal login screen.

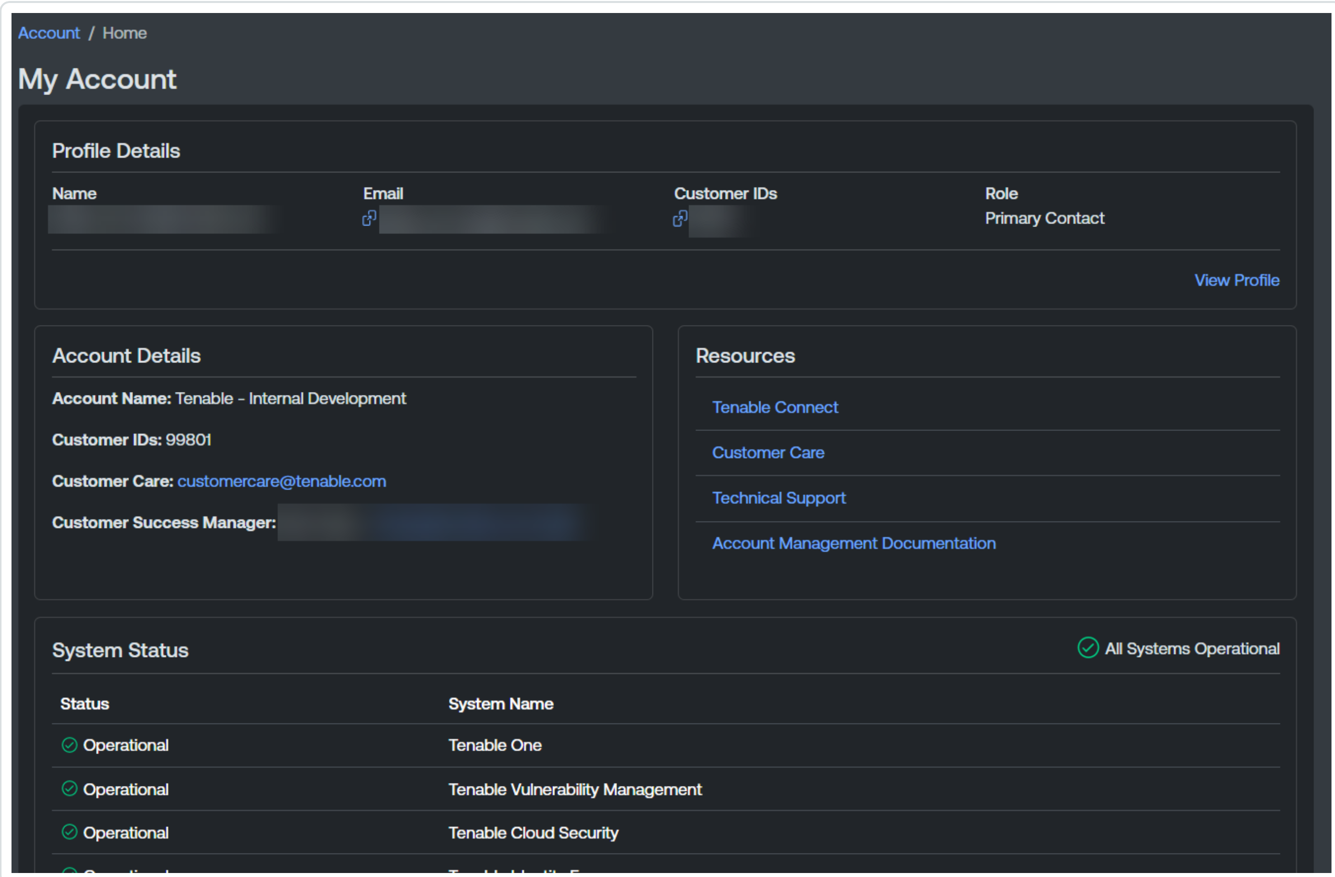
Home

The **Home** page within the Tenable Account Management portal includes an overview of your most important account information.

To access the **Home** page:

1. In the left navigation menu, click **Home**.

   The **Home** page appears.



The **Home** page includes the following sections:

Profile Details

The **Profile Details** section includes basic information about your user profile, including:

- **Name** — The username assigned to the profile.
- **Email** — The email associated with the profile.
- **Customer IDs** — The customer ID numbers assigned to the profile.
- **Role** — The role assigned to the profile, for example **Primary Contact**.

Account Details

The **Account Details** section includes basic information about your user account, including:

- **Name** — The name of the account.
- **Customer IDs** — The customer ID numbers assigned to the account.
- **Customer Care** — The email address for **Tenable Customer Care**.
- **Customer Success Manager** — The name and email address of your Tenable Customer Success manager.

Resources

The Resources section lists several helpful resources for using and managing Tenable products:

- Tenable Connect
- Customer Care
- Technical Support
- Account Management Documentation (this guide)

System Status

The **System Status** section shows the current status of each Tenable application to which you are assigned (for example, **Tenable One**, or **Tenable Services**).

> **Tip:** In the upper-right corner of this section, you can view a status message that indicates the overall performance of your systems: All Systems Operational

This list includes the following information:

- **Status** — The status of the system, for example, **Operational**.
- **System Name** — The name of the system for which a status is reported.
- **Last Updated** — The date and time at which Tenable last updated the status of your system(s).

In the lower-right corner, click **View Status Page** to navigate directly to the **Tenable Status** page where you can view additional information about the operation status of your systems.

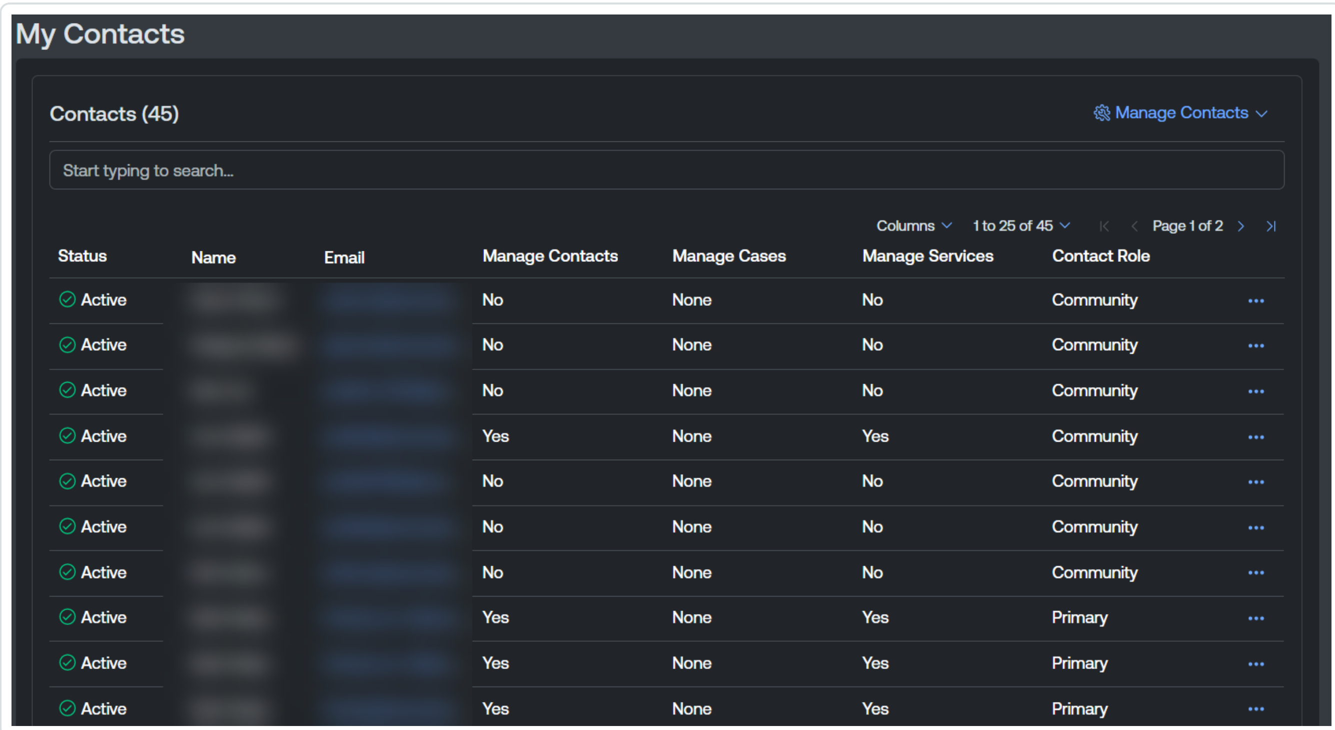
Contacts

The **Contacts** page in the Tenable Account Management portal lists all of the Tenable contacts associated with your account. This page includes active and inactive contact information.

To access the **Contacts** page:

1. In the left navigation menu, click **Contacts**.

   The **My Contacts** page appears.



Tip: Use the search bar at the top of the page to filter the list and search for specific contacts.

The **Contacts** list includes the following information:

- **Status** — The status of the contact, for example **Active** or **Disabled**.
- **Name** — The full name of the contact.
- **Email** — The email address associated with the contact.
- **Manage Contacts** — Indicates whether or not the contact can manage other contacts within the Tenable Appliance portal.

- **Manage Cases** — Indicates whether or not the contact can manage customer support cases, including their own.
- **Manage Services** — Indicates whether or not the contact can manage services and trainings within Tenable Professional Services.
- **Contact Role** — The role associated with the contact, for example **Primary** or **Community**.

> **Note:** In this context, **Primary** means primary contact.

On the **Contacts** page, you can manage contacts in the following ways:

Add a Contact

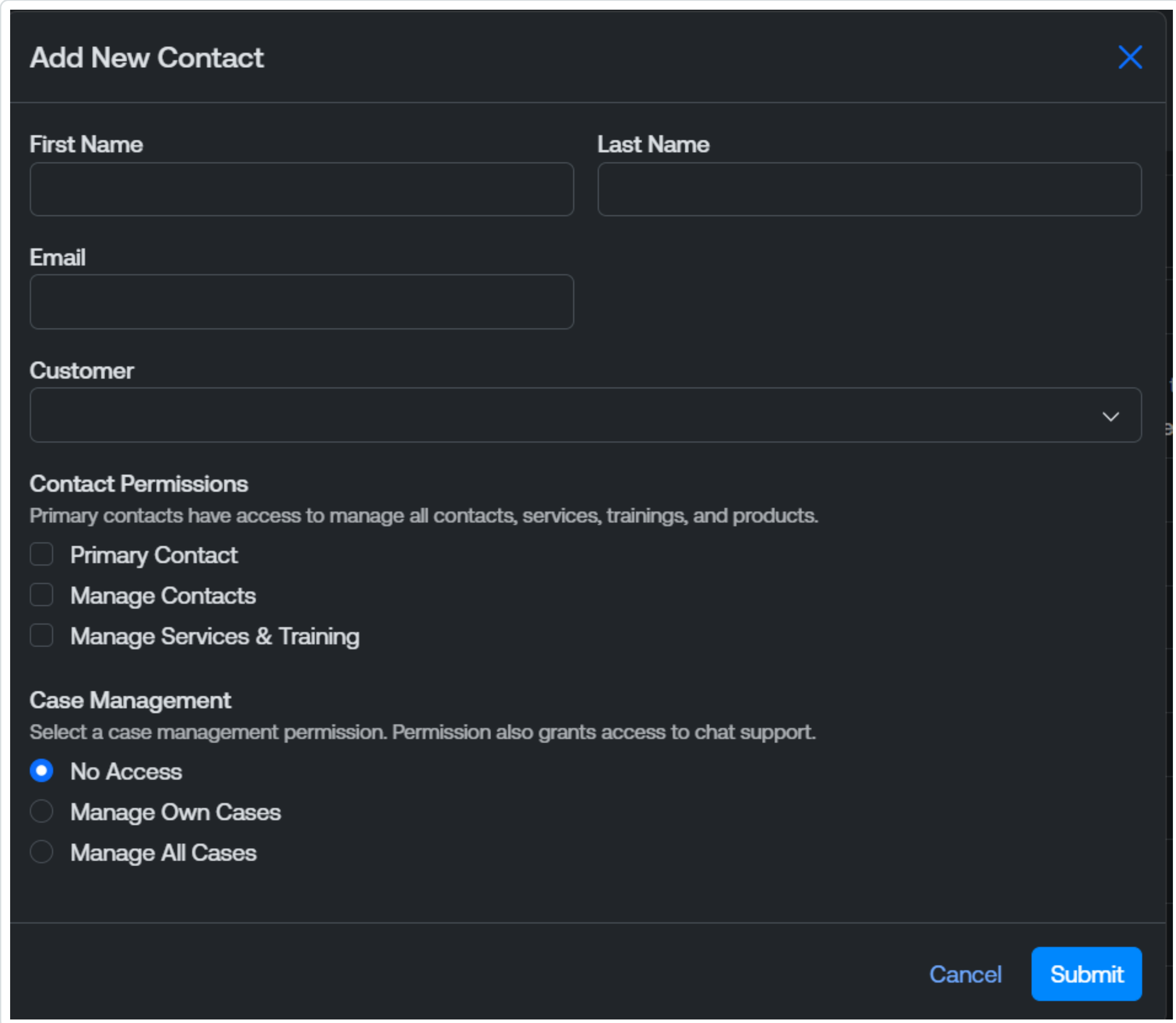
To add a new contact:

1. In the upper-right corner of the **My Contacts** page, click **Manage Contacts**.

   A menu appears.

2. Click ⊕ **Add Contact**.

   The **Add New Contact** window appears.



3. In the **First Name** text box, type the first name of the contact.
4. In the **Last Name** text box, type the last name of the contact.
5. In the **Email** text box, type the email address associated with the customer.
6. From the **Customer** drop-down, select the customer to which you want to assign this contact. The list auto populates with available customers.
7. In the **Contact Permissions** section, select the contact permissions you want to assign the new contact:

- **Primary Contact** — This contact a the primary contact for the customer account. They have all access to the account, including the ability to manage contacts, services, trainings, and products.
- **Manage Contacts** — This contact can manage other contacts within the Tenable Account Management portal.
- **Manage Services & Training** — This contact can manage Tenable Professional Services and Trainings.

8. In the **Case Management** section, select the case management permissions you want to assign the new contact:

    - **No Access** — This contact cannot access or manage any customer support cases.
    - **Manage Own Cases** — This contact can access and manage their own customer support cases.
    - **Manage All Cases** — This contact can access and manage all customer support cases.

    Note: These permissions also grant access to chat support functionality.

9. Click **Submit**.

    The Tenable Account Management portal saves your changes, and the contact appears in the list on the **My Contacts** page.

Edit a Contact

You can edit a contact to change its permissions, as well as to deactivate it.

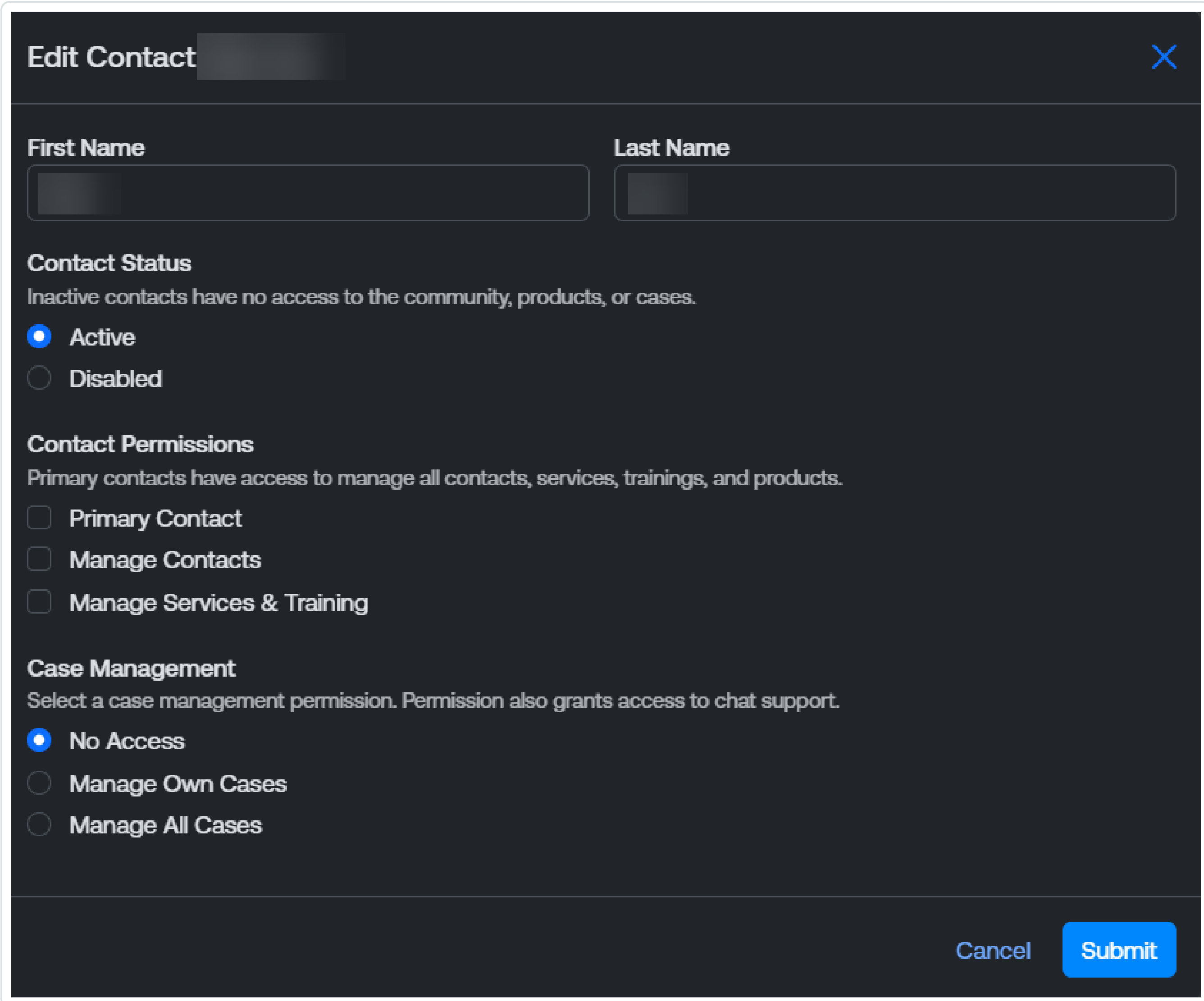
To edit a contact:

1. In the **Contacts** list, in the row for the contact you want to edit, click the ··· button.

    A menu appears.

2. Click **Edit Contact**.

    The **Edit Contact** window appears.



3. Make any desired updates to the contact configuration. For more information on these settings, see Add a Contact.

4. Click **Submit**.

   The Tenable Account Management portal saves your changes to the contact.

Products

The **Products** page within the Tenable Account Management portal allows you to view and manage your Tenable products:

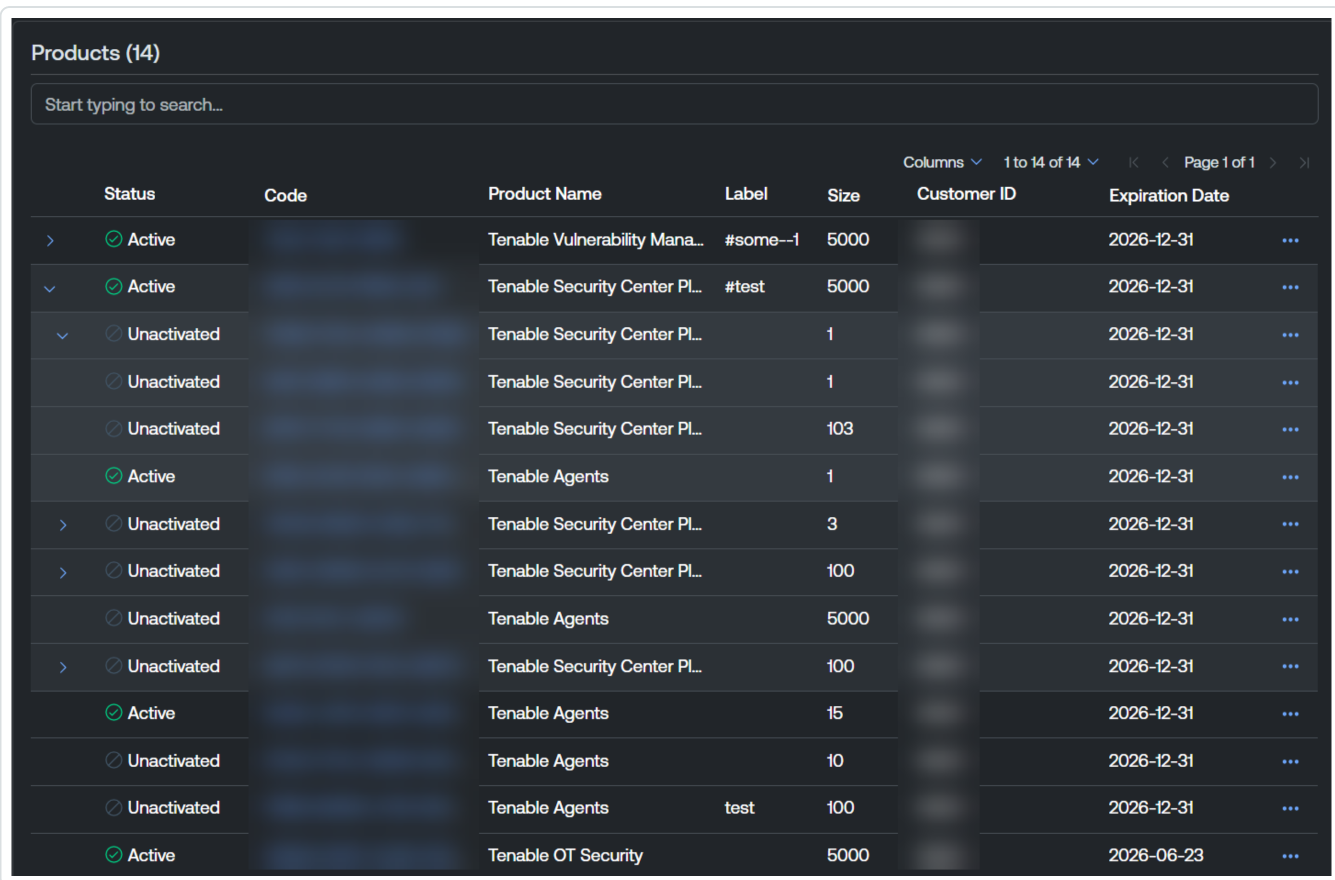
- Primary Contacts — See products available for all contacts on your account.
- Non-primary contacts — Only see products assigned to you.

To access the **Products** page:

1. In the left navigation menu, click **Products**.

   The **My Products** page appears. In the **Products** list, you can view information about all of your Tenable Products.

   The table view groups products under their respective parent product, if applicable. This includes products that support consoles, agent managers, and Tenable One. Click the › button to expand and view the details for an item.



Tip: Use the search bar at the top of the page to filter the list and search for specific products.

The **Products** list includes the following information:

- **Status** — The status of the product, for example **Active** or **Expired**.
- **Code** — The product code associated with the product. Click the product code to navigate directly to the Product Details page.
- **Product Name** — The name of the product.
- **Label** — Where applicable, a descriptive label applied to the product during configuration.
- **Size** — The licensing size associated with the product.
- **Customer ID** — The customer ID of the product owner assigned to the product.
- **Expiration Date** — The date on which the product expires.

You can manage your products in the following ways:

Note: The following options depend on the type of product you're managing.

Set Label

You can set an optional label on any product, which appears in the **Label** column in the **Products** list.

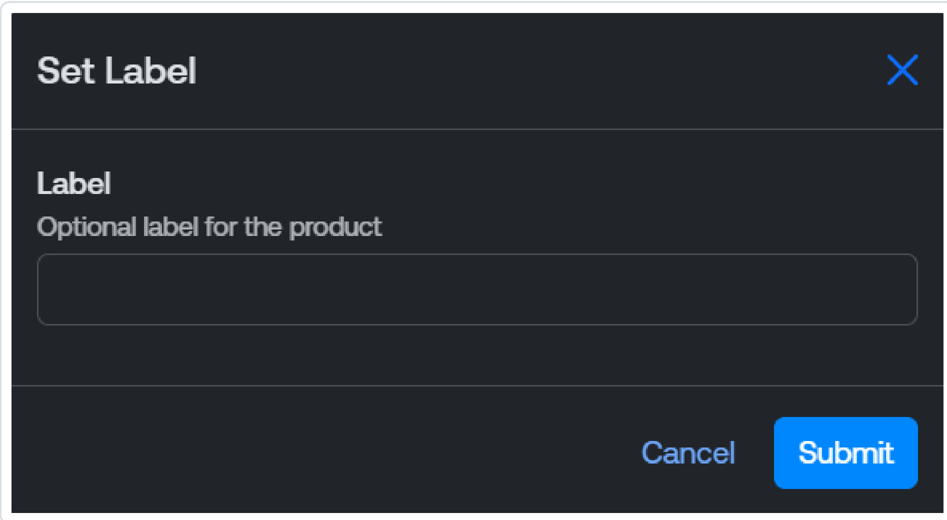
To set a label on a product:

1. In the **Products** list, in the row for the product you want to label, click the ··· button.

   A menu appears.

2. Click **Set Label**.

   The **Set Label** window appears.



3. In the **Label** text box, type a label for the product.

4. Click **Submit**.

   The Tenable Account Management portal saves your changes and displays the label in the **Products** list.

Reset Activation

For some Tenable products, including Tenable Nessus and Tenable Agents, you can reset the activation for the product. Because an activation code can only be registered on one host, this option allows you to register it again, either on the same host or another host.

To reset the activation for a product:

1. In the **Products** list, in the row for the product whose activation you want to reset, click the ··· button.

   A menu appears.

2. Click **Reset Activation**.

   A confirmation message appears.

3. Click **Submit**.

   The Tenable Account Management portal resets the activation for the specified product.

Set Cluster ID

For Tenable Enclave Security products, you can set a cluster ID.

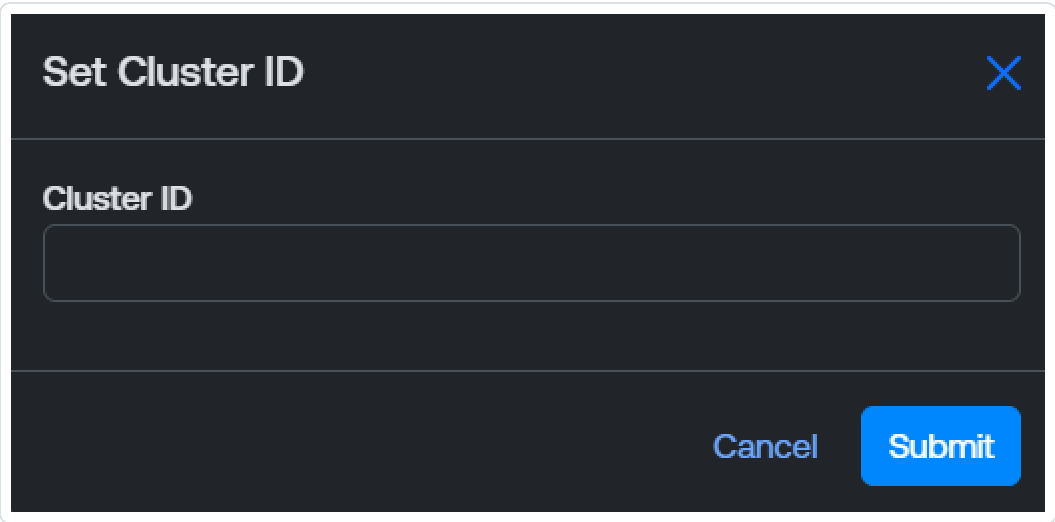
To set a Tenable Enclave Security cluster ID:

1. In the **Products** list, in the row for the Tenable Enclave Security instance for which you want to set a cluster ID, click the ··· button.

   A menu appears.

2. Click **Set Cluster ID**.

   The **Set Cluster ID** window appears.

3. In the **Cluster ID** text box, type a cluster ID for the Tenable Enclave Security instance.

4. Click **Submit**.

   The Tenable Account Management portal applies the cluster ID to the Tenable Enclave Security instance.

Set Namespace

For Tenable Enclave Security products, you can set a namespace.

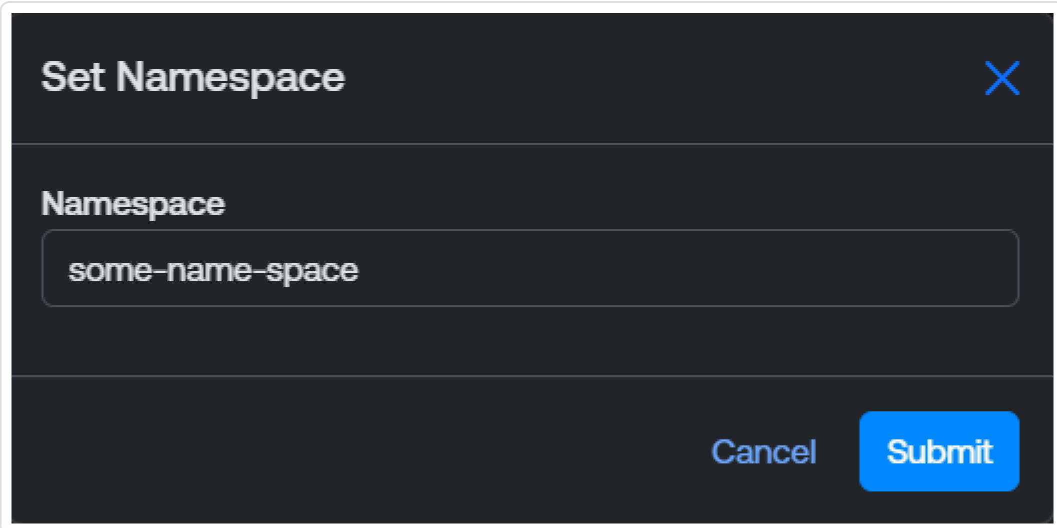
To set a Tenable Enclave Security namespace:

1. In the **Products** list, in the row for the Tenable Enclave Security instance for which you want to set a namespace, click the ··· button.

A menu appears.

2. Click **Set Namespace**.

   The **Set Namespace** window appears.



3. In the **Namespace** text box, type a namespace for the Tenable Enclave Security instance.

4. Click **Submit**.

   The Tenable Account Management portal applies the namespace to the Tenable Enclave Security instance.

Set Hostname

For Tenable Security Center products, you must set a hostname for each console you provision before you can generate a license key.

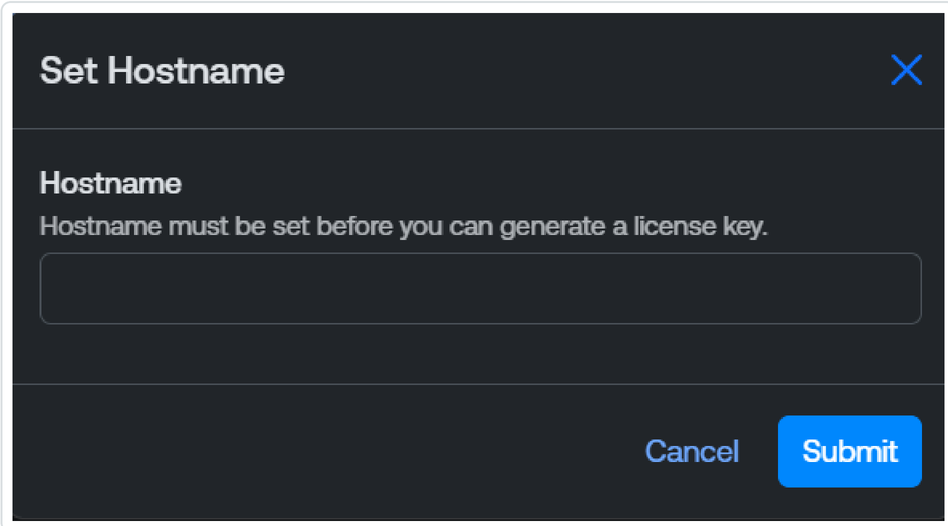
To set a Tenable Security Center hostname:

1. In the **Products** list, in the row for the product you want to label, click the ··· button.

   A menu appears.

2. Click **Set Hostname**.

   The **Set Hostname** window appears.



3. In the **Hostname** text box, type a hostname for the Tenable Security Center console.

4. Click **Submit**.

   The Tenable Account Management portal saves the hostname, and you can generate a license key for the console.

Download License Key

For Tenable products with downloadable keys, such as Tenable Identity Exposure or Tenable One, you can download the license key directly from the **Products** list.

> **Note:** For Tenable Security Center products, you must Set Hostname before you can download a license key.

To download a product key:

1. In the **Products** list, do one of the following:

   - For non-consoled products, such as Tenable Identity Exposure, in the row for product whose license key you want to download, click the ··· button.

   - For products with consoles, such as Tenable Enclave Security or Tenable Security Center, expand the product to view its individual consoles.

a. In the row for the console whose license key you want to download, click the ··· button.

A menu appears.

2. Click **Download License Key**.

A confirmation message appears.

> **Note:** If the product has already been activated, then downloading a new license key will automatically reset the product activation.

Click **Download**.

The Tenable Account Management portal downloads the key to your local downloads folder.

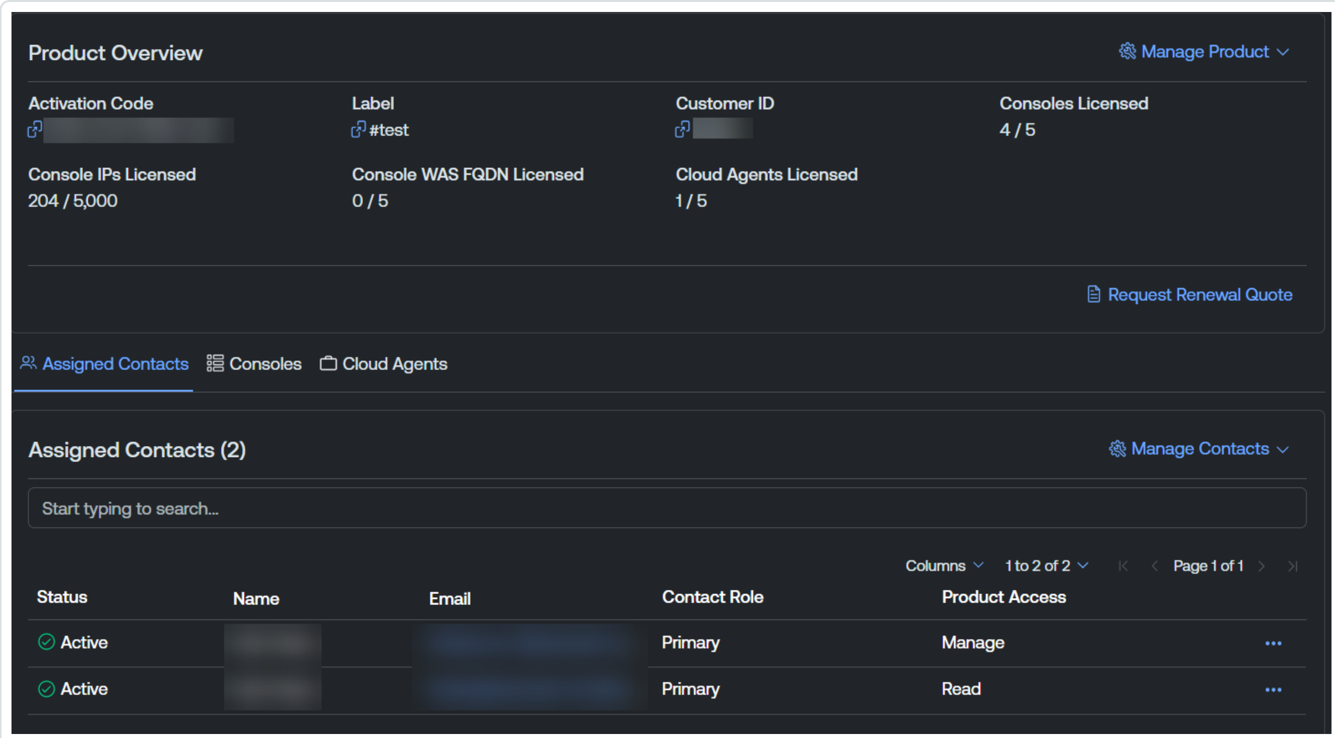
Product Details

The **Product Details** page within the Tenable Account Management portal allows you to view important details about your products, as well as manage your product and its assigned contacts, request renewal quotes, and more!

To access the **Product Details** page:

1. Access the **Products** page.
2. In the **Products** list, in the **Code** column, click the code for the product for which you want to view details.

The product details page appears.



The product details page includes the following sections:

Product Overview

Note: The information within this section depends on the product for which you are viewing details. For example, Tenable Security Center product details appear differently than Tenable Nessus details.

The product overview section includes important information about the product, including, but not limited to:

Tip: Click the button next to an item to copy it directly to your clipboard.

- **Activation Code** — The activation code for the product.
- **Customer ID** — The customer ID of the product owner assigned to the product.
- **Consoles Licensed** — Where applicable, the number of individual consoles licensed to the product.

- **Container UUID** — Where applicable, the UUID assigned to the product container.
- **Size** — Where applicable, the size of the license associated with the product.

In this section, you can manage your product in the following ways:

Set Label

You can set an optional label on any product, which appears in the **Label** column in the **Products** list.

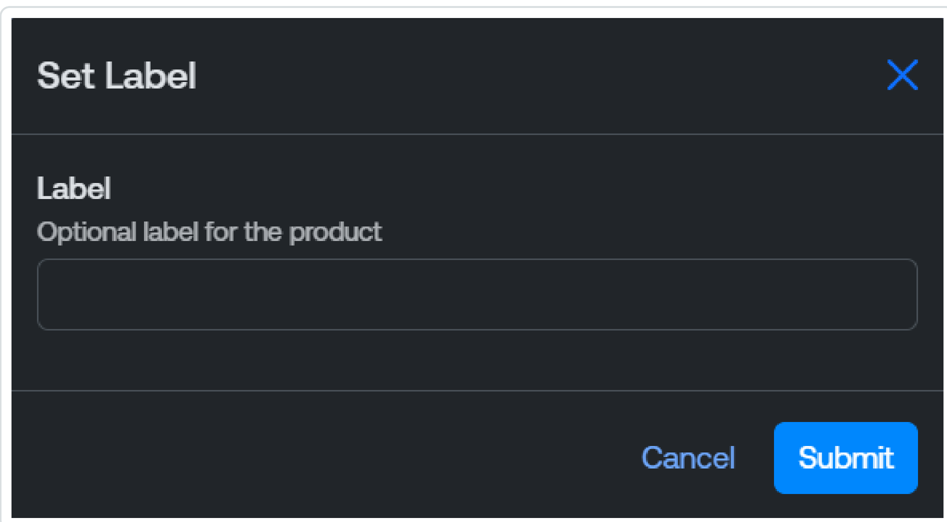
To set a label on a product:

1. In the upper-right corner of the **Product Overview** section, click **Manage Product**.

   A menu appears.

2. Click **Set Label**.

   The **Set Label** window appears.

3. In the **Label** text box, type a label for the product.

4. Click **Submit**.

   The Tenable Account Management portal saves your changes and displays the label in the **Products** list.

Billing and Subscription

The **Billing and Subscription** tab on the product details page allows you to view purchase, billing, subscription, and expiration information about your product.

This section includes the following information:

- **Purchase Date** — The date on which the product was purchased.
- **Expiration Date** — The date on which the product license expires.

In this section, you can manage your product billing and subscriptions in the following ways:

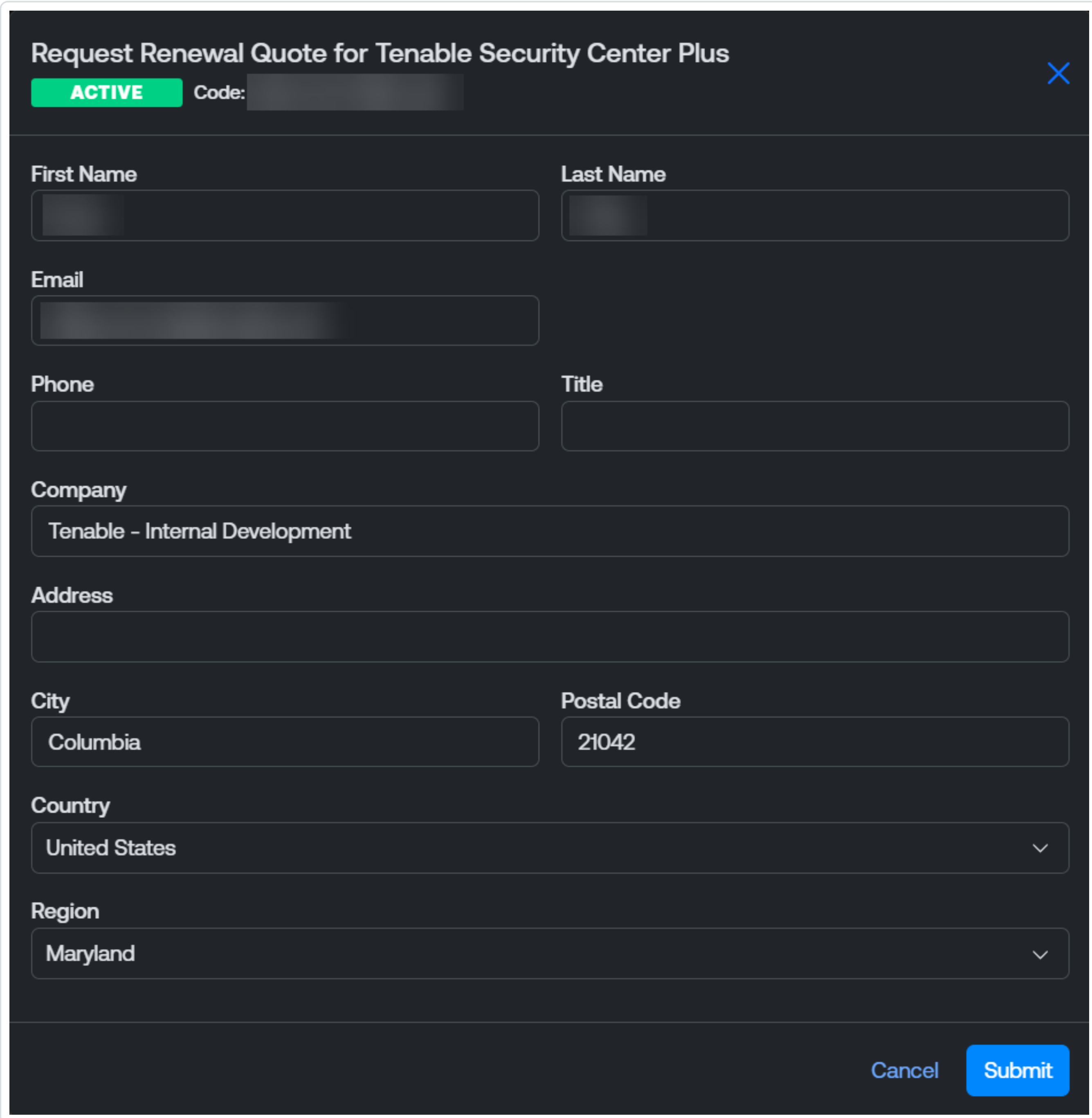
Request Renewal Quote

You can request a renewal quote for any product you have listed within the Tenable Account Management portal.

To request a renewal quote:

1. In the lower-right corner, click **Request Renewal Quote**.

   The **Request Renewal Quote** window appears.



2. Fill out the form with the appropriate information for the renewal quote request.

3. Click **Submit**.

   The Tenable Account Management portal submits your request for a renewal quote.

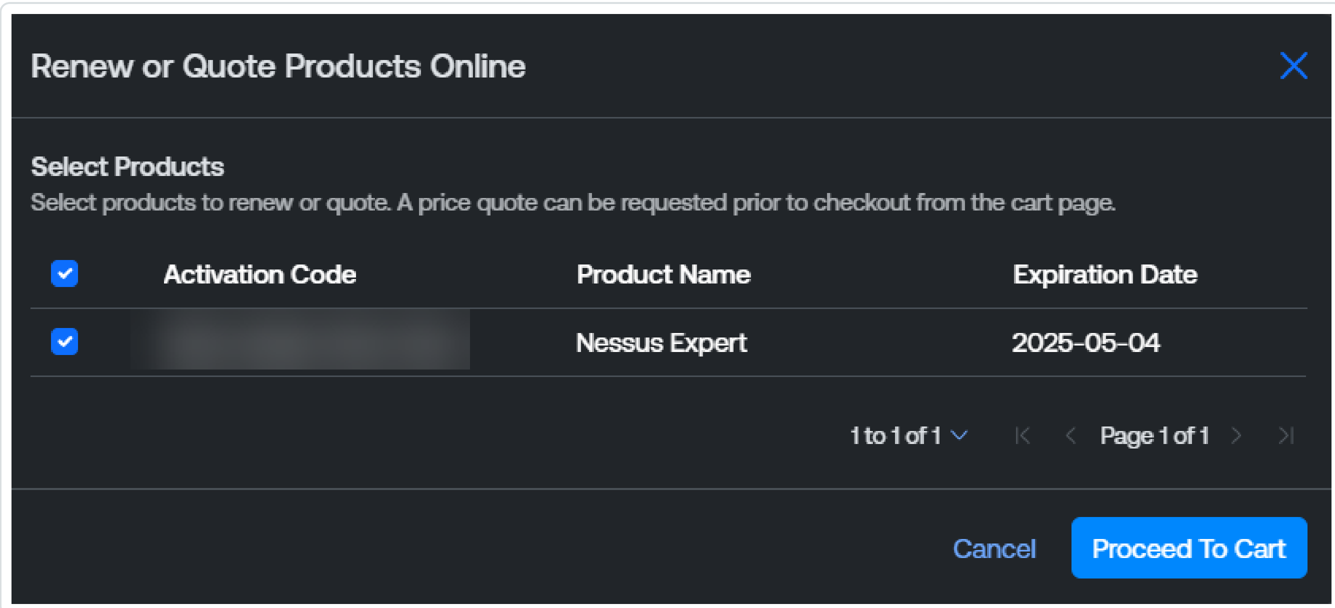
Renew or Quote Online

For some Tenable products, you can renew or get a quote for the product online.

To renew or quote online:

1. In the lower-right corner, click **Renew or Quote Online**.

   The **Renew or Quote Products Online** window appears.



2. Select the check box next to each Tenable product available for online renewal or quote.
3. Click **Proceed to Cart**.

   The Tenable Account Management navigates you directly to your Tenable shopping cart to complete your online product purchase.

Consoles (Tenable Vulnerability Management, Tenable Security Center, Tenable Security Center+, Tenable Enclave Security Only)

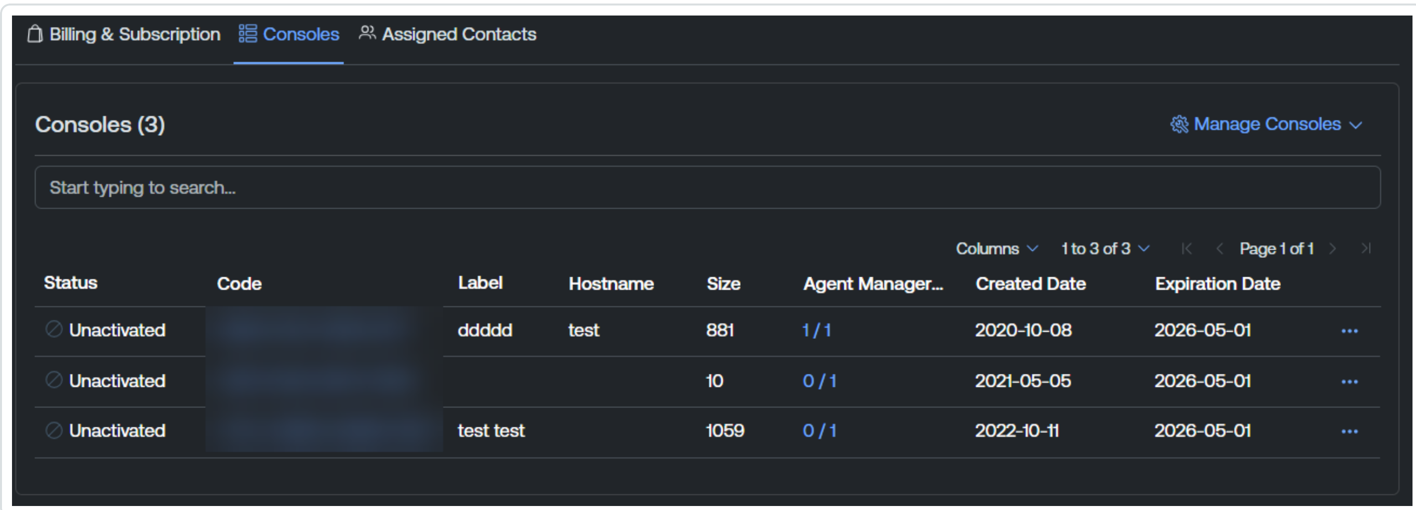
The **Consoles** tab on the product details page is available for any Tenable product that allows the use of individual consoles:

- Tenable Vulnerability Management
- Tenable Security Center

- Tenable Security Center+
- Tenable Enclave Security

Here, you can view and manage those consoles.

Tip: Use the search bar at the top of the page to filter the list and search for specific consoles.



The **Consoles** list includes the following information:

- **Status** — The status of the console, for example **Active** or **Unactivated**.
- **Code** — The product code associated with the console. Click the product code to navigate directly to the product details page for that console.
- **Label** — Where applicable, a descriptive label applied to the console during configuration. For Tenable Enclave Security, this option is called **Namespace**.
- **Hostname** — Where applicable, the hostname assigned to the console. For Tenable Enclave Security, this option is called **Cluster ID**.
- **Container UUID** (VM Only) — The UUID associated with the Tenable Vulnerability Management console.
- **Username** (VM Only) — The primary username associated with the Tenable Vulnerability Management console.
- **Size** — The licensing size associated with the console.

- **Agents Managers On-prem** — The number of on-prem agents provisioned versus the number of available on-prem agent managers. Click the number to navigate directly to the On-Prem Agent Managers tab within the console's product details.
- **Created Date** — The date at which the console was created.
- **Expiration Date** — The date at which the console expires.

In this section, you can manage consoles in the following ways:

Create a Console

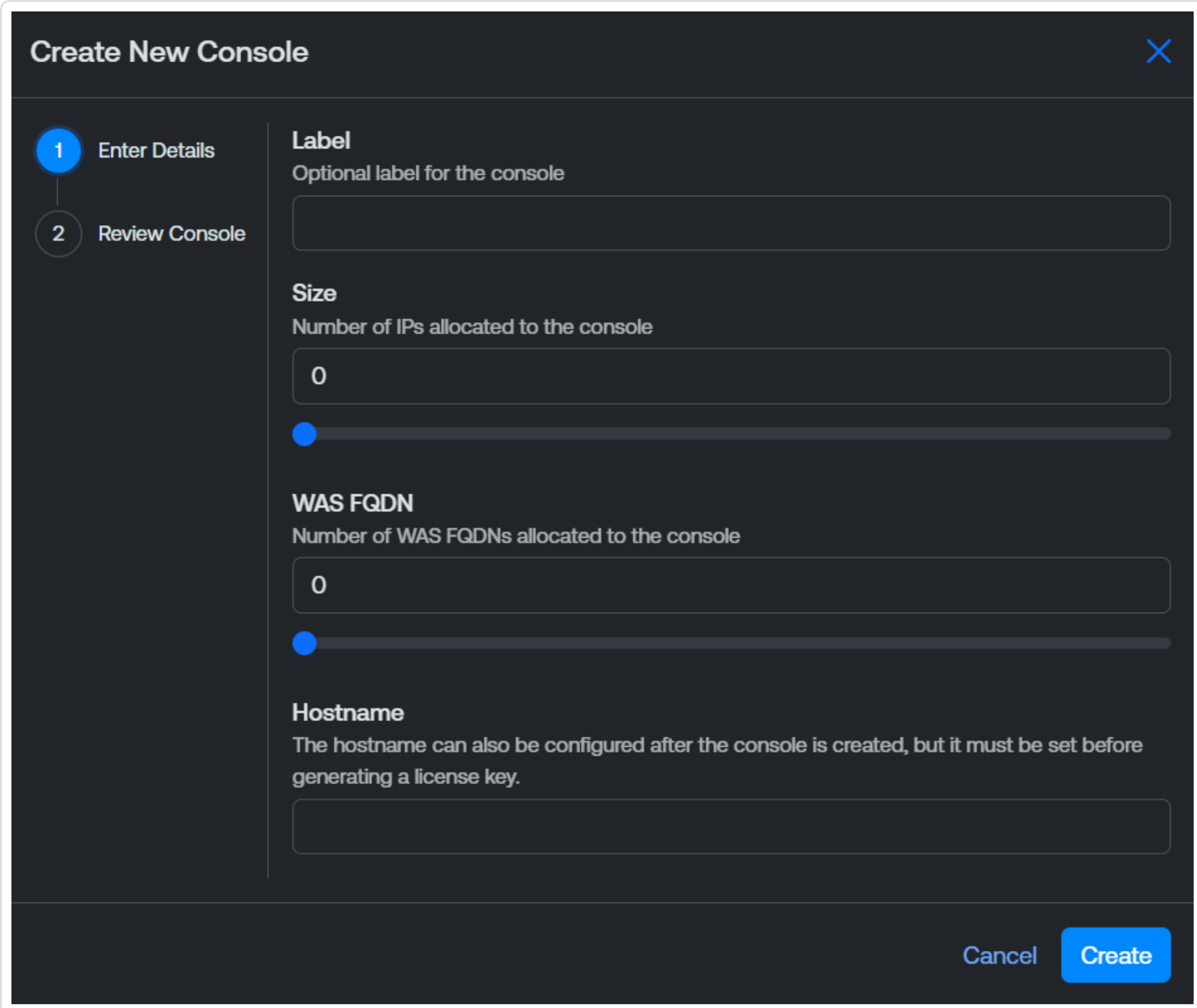
To create a new console:

1. In the upper-right corner of the **Consoles** tab, click **Manage Consoles**.

   A menu appears.
2. Click ⊕ **Create Console**.

   The **Create New Console** window appears.

- For Tenable Security Center consoles, configuring the following options:



a. (Optional) In the **Label** text box, type a label for the console. This label appears in the **Label** column across the Tenable Account Management portal.

b. In the **Size** text box, type the number of IP addresses you want to allocate to the console.

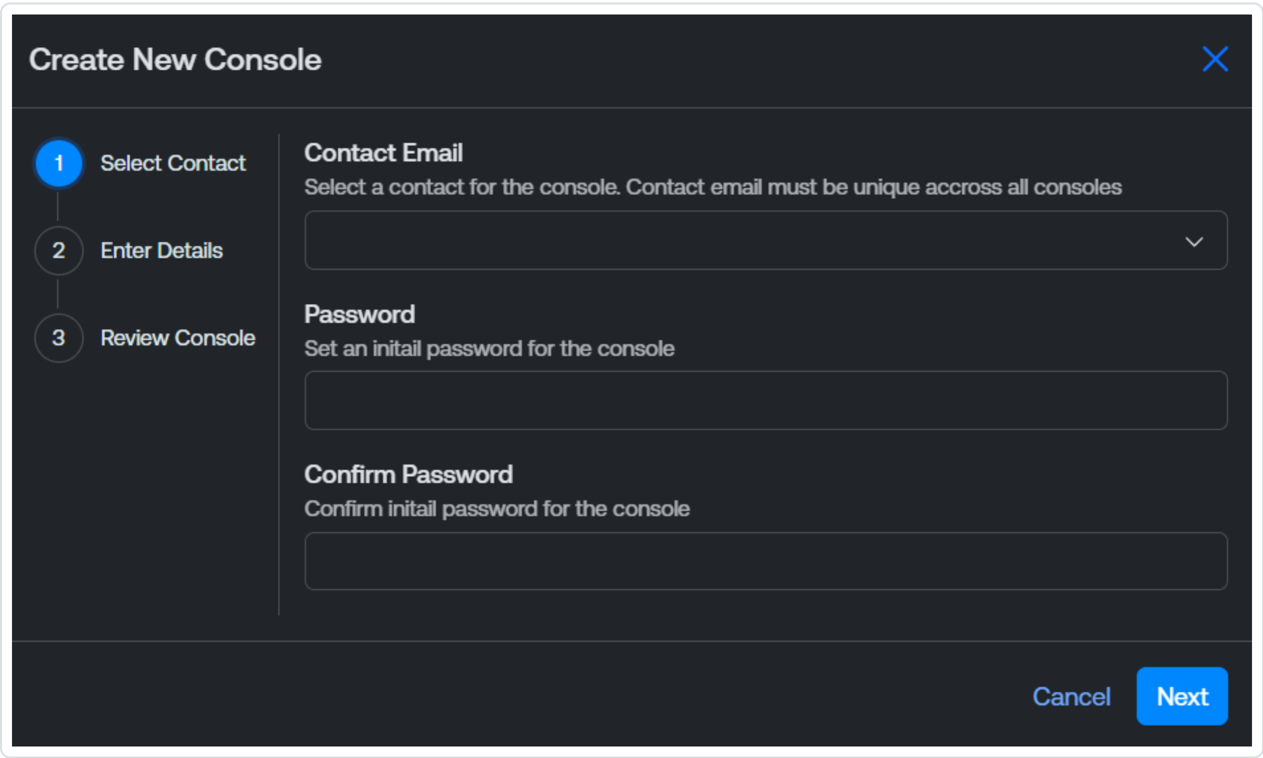
> **Tip:** Alternatively, drag the slider left or right to adjust the number.

c. In the **WAS FQDN** text box, type the number of WAS FQDNs you want to allocate to the console.

> **Tip:** Alternatively, drag the slider left or right to adjust the number.

d. In the **Hostname** text box, type a hostname for the console. This appears in the **Hostname** column for the console across the Tenable Account Management portal.

- For Tenable Vulnerability Management consoles, configuring the following options:



a. From the **Contact Email** drop-down, select the email address of the primary contact for the console.

b. In the **Password** text box, type a password for the contact.

c. In the **Confirm Password** text box, re-type the password for the contact.

d. Click **Next**.

e. (Optional) In the **Label** text box, type a label for the console. This label appears in the **Label** column across the Tenable Account Management portal.

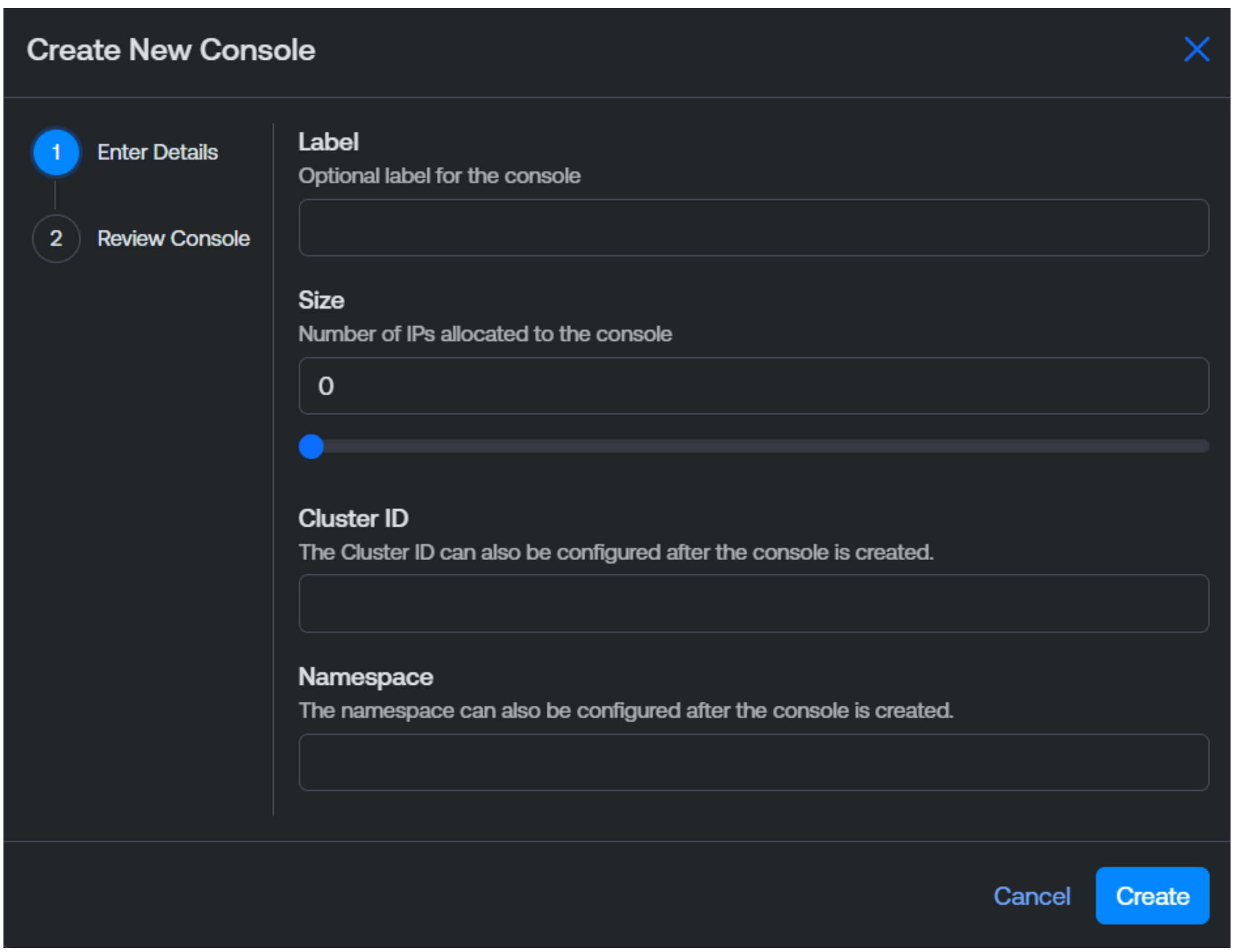
f. From the **Region** drop-down, select the cloud region in which you want the cloud agent to reside.

> **Tip:** For more information on cloud regions, see Cloud Sensors in the *Tenable Vulnerability Management User Guide*.

g. In the **Size** text box, type the number of IP addresses you want to allocate to the console.

> **Tip:** Alternatively, drag the slider left or right to adjust the number.

- For Tenable Enclave Security consoles, configuring the following options:



a. (Optional) In the **Label** text box, type a label for the console. This label appears in the **Label** column across the Tenable Account Management portal.

b. In the **Size** text box, type the number of IP addresses you want to allocate to the console.

> **Tip:** Alternatively, drag the slider left or right to adjust the number.

c. In the **Cluster ID** text box, type cluster ID label for the console. This appears in the **Cluster ID** column for the console across the Tenable Account Management portal.

d. In the **Namespace** text box, type a namespace for the console. This appears in the **Namespace** column for the console across the Tenable Account Management portal.

> **Tip:** For more information, see Prepare Kubernetes Clusters in the *Tenable Enclave Security User Guide*.

3. Click **Create**.

   The **Review Console** page appears.

4. Click **Submit**.

   The Tenable Account Management portal creates the console and adds it to the **Consoles** list.

Edit Console Size

You can edit the size of any console within the **Consoles** list.

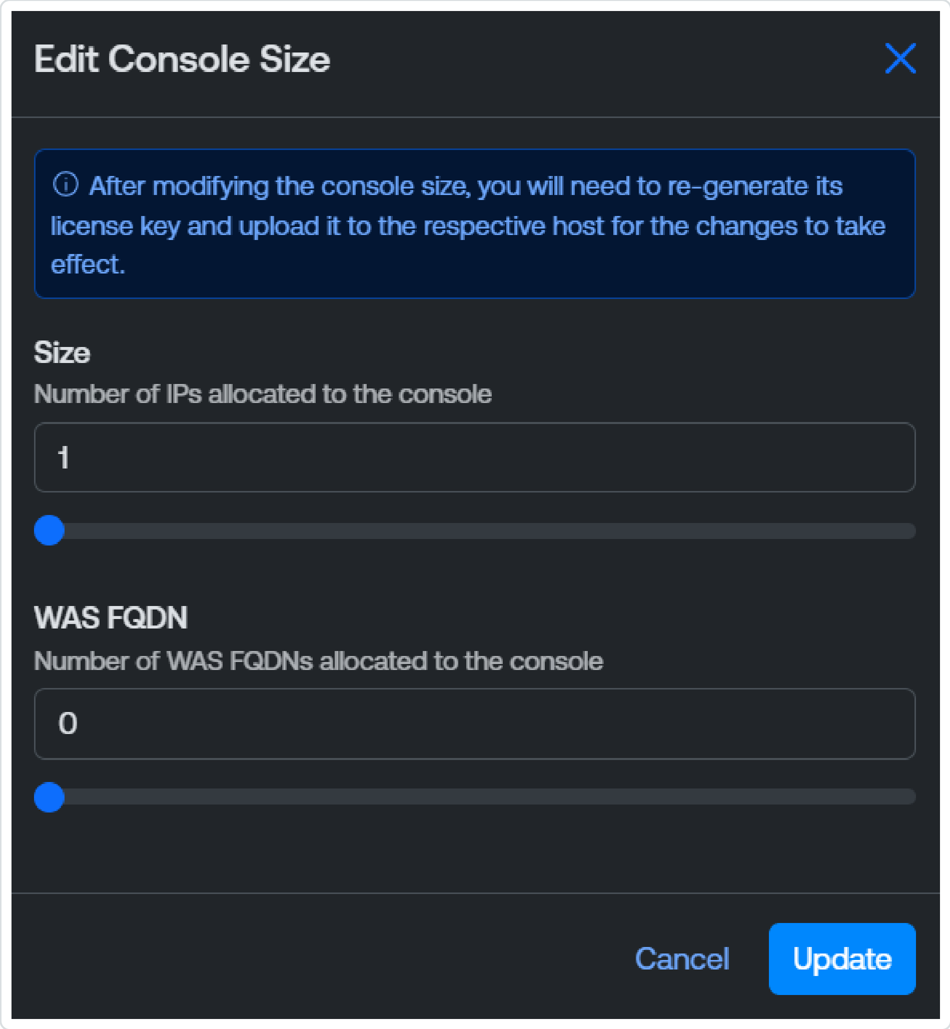
To edit the size of a console:

1. In the **Consoles** list, in the row for the console whose size you want to edit, click the ··· button.

   A menu appears.

2. Click **Edit Console Size**.

   The **Edit Console Size** window appears.



3. In the **Size** text box, type the number of IP addresses you want to allocate to the console.

   Tip: Alternatively, drag the slider left or right to adjust the number.

4. In the **WAS FQDN** text box, type the number of WAS FQDNs you want to allocate to the console.

   Tip: Alternatively, drag the slider left or right to adjust the number.

5. Click **Update**.

   The Tenable Account Management portal updates the size of the selected console.

Download a Console License Key (Tenable Enclave Security Consoles Only)

You can download Tenable Enclave Security license keys from within the **Consoles** list.

To download a Tenable Enclave Security console license key:

1. In the **Consoles** list, in the row for the Tenable Enclave Security console for which you want to download a license key, click the ··· button.

   A menu appears.

2. Click **Download License Key**.

   A confirmation message appears.

   > **Note:** If the product has already been activated, then downloading a new license key will automatically reset the product activation.

3. Click **Download**.

   The Tenable Account Management portal downloads the key to your local downloads folder.

Delete Console

To delete a console:

1. In the **Consoles** list, in the row for the console you want to delete, click the ··· button.

   A menu appears.

2. Click **Delete Console**.

   A confirmation message appears.

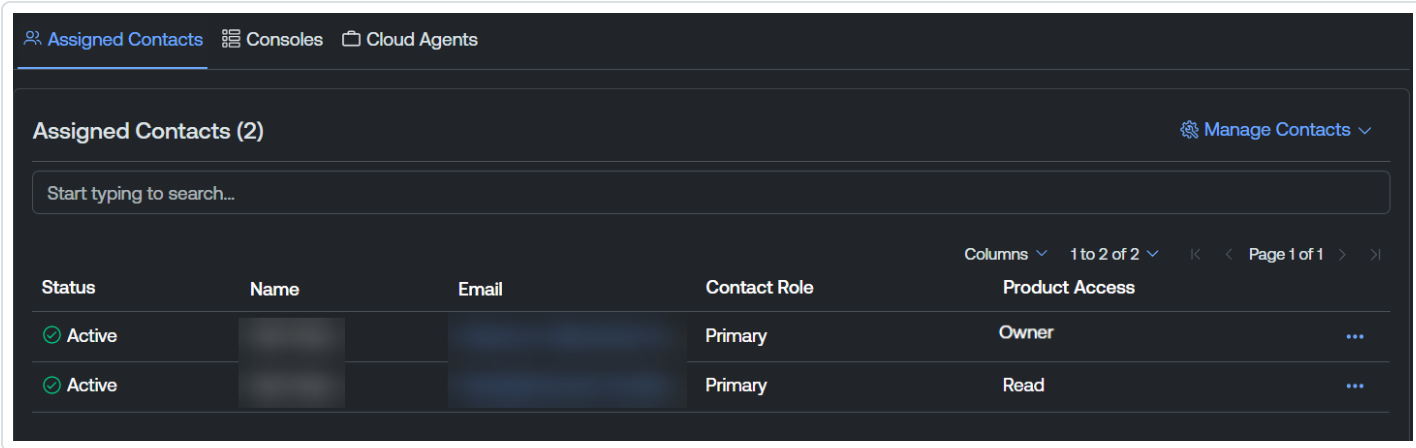
3. Click **Delete**.

   The Tenable Account Management portal deletes the selected console.

Assigned Contacts

The **Assigned Contacts** tab on the product details page allows you to view and manage the contacts assigned to the product.

> **Tip:** Use the search bar at the top of the page to filter the list and search for specific contacts.



The **Assigned Contacts** list includes the following information:

- **Status** — The status of the contact, for example **Active** or **Disabled**.
- **Name** — The full name of the contact.
- **Email** — The email address associated with the contact.
- **Contact Role** — The role associated with the contact, for example **Primary** or **Community**.
- **Product Access** — The product access associated with the contact, for example **Owner** or **Read**.

In this section, you can manage contacts in the following ways:

Assign Contact

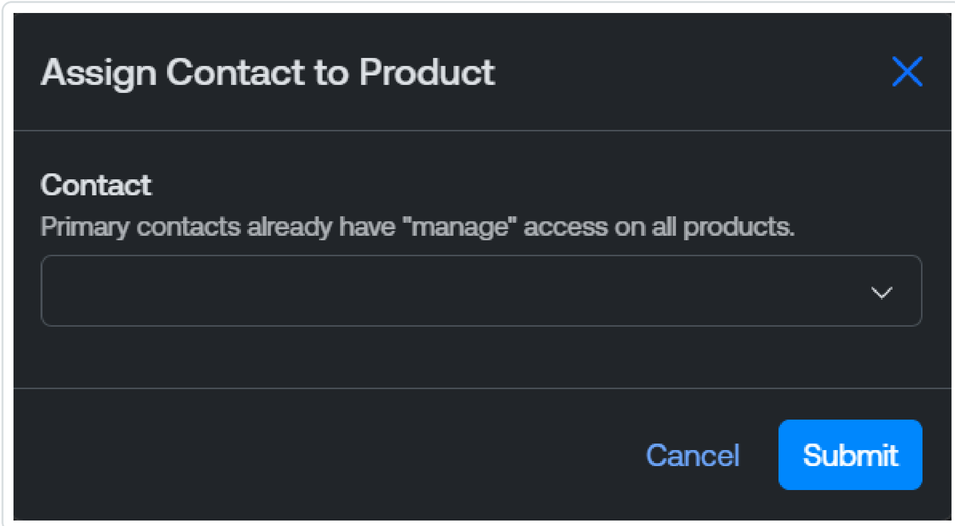
To assign a contact to the product:

1. In the upper-right corner of the **Assigned Contacts** tab, click **Manage Contacts**.

   A menu appears.

2. Click ⊕ **Assign Contact**.

   The **Assign Contact to Product** window appears.



3. From the drop-down, select the contact you want to assign to the product.

   Tip: You can add a new contact to the portal via the **Contacts** page.

4. Click **Submit**.

   The Tenable Account Management portal assigns the selected contact to the product, and the contact appears in the **Assigned Contacts** list.

Set Product Owner

You can set one contact as the product owner for a Tenable product.

Note: There can be only one product owner for a product at a time.

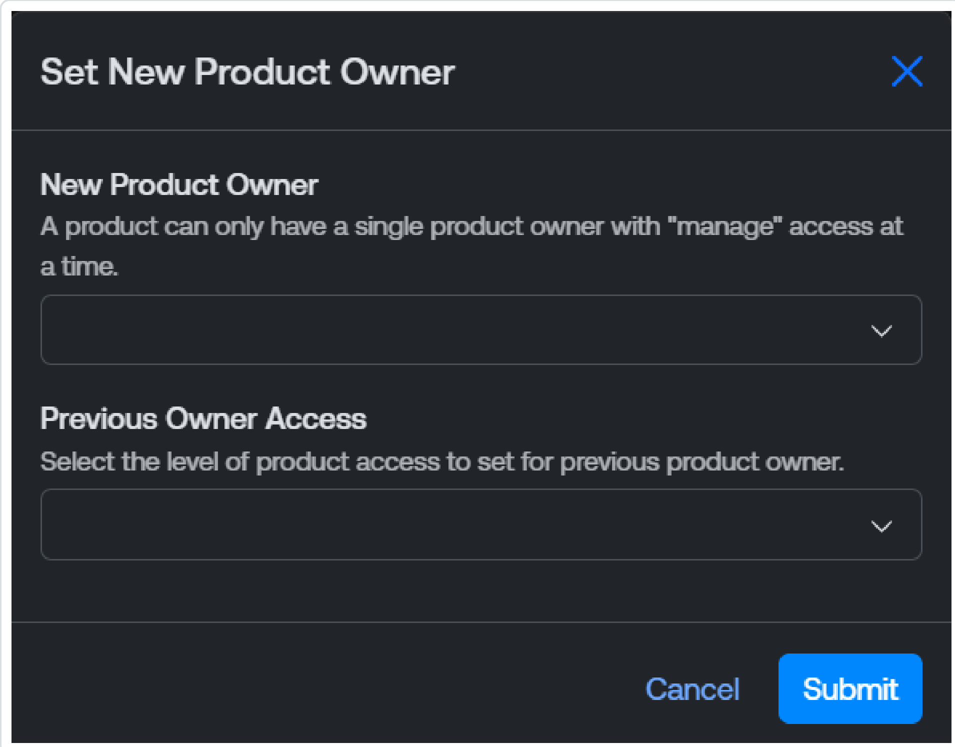
To set a product owner:

1. In the upper-right corner of the **Assigned Contacts** tab, click **Manage Contacts**.

   A menu appears.

2. Click **Set Product Owner**.

   The **Set New Product Owner** window appears.



3. From the **New Product Owner** drop-down, select the contact you want to assign the role of product owner.

    Tip: You can add a new contact to the portal via the **Contacts** page.

4. If there was an existing contact assigned the product owner role, from the **Previous Owner Access** drop-down, select the product access you want to grant the previous product owner.

5. Click **Submit**.

    The Tenable Account Management portal assigns the product owner role to the selected contact, and, where applicable, updates the access of the previous product owner.

Edit Access

You can edit the access of any contact currently assigned to the product.

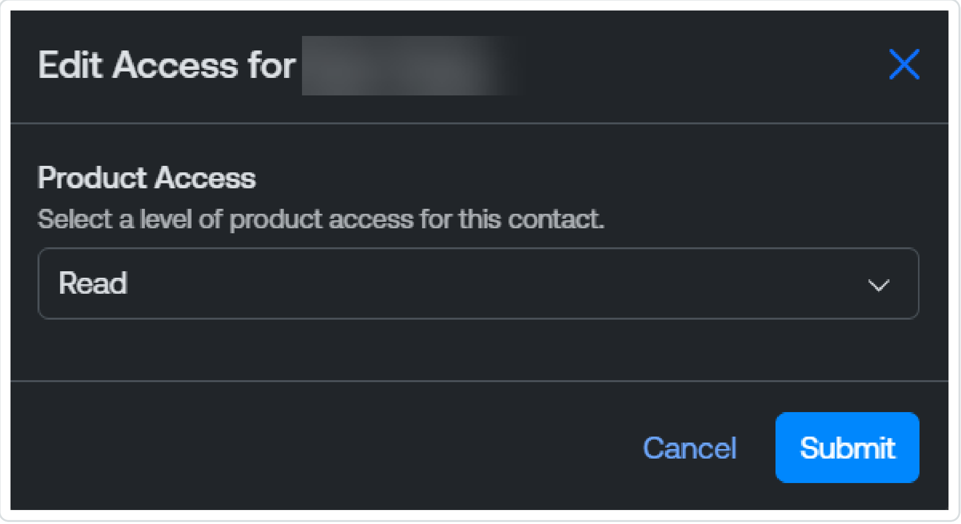
To edit an assigned contact's access:

1. In the **Assigned Contacts** list, in the row for the contact whose access you want to edit, click the ··· button.

   A menu appears.

2. Click **Edit Access**.

   The **Edit Access** window appears.

3. From the **Product Access** drop-down, select the type of product access you want to assign to the user.

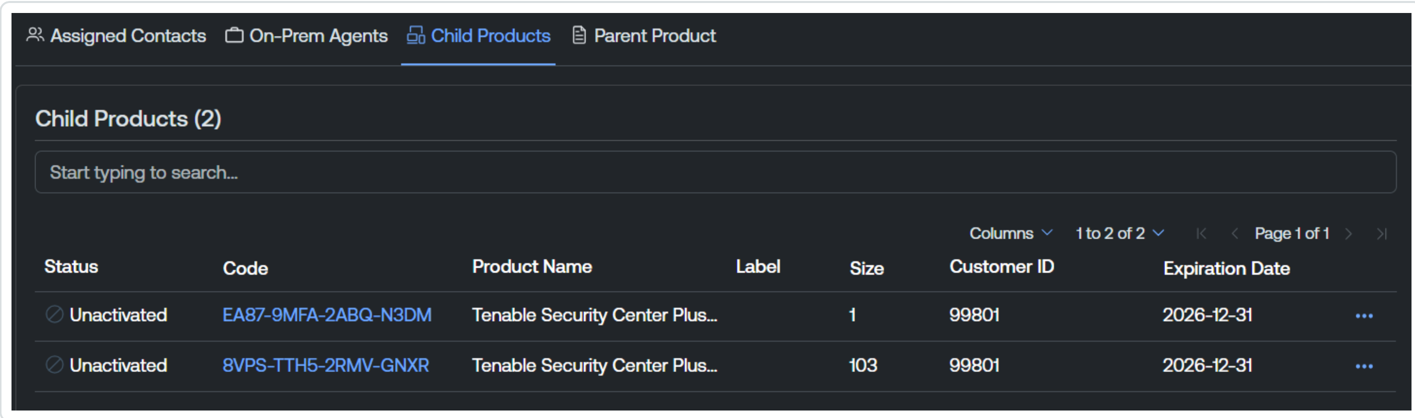
4. Click **Submit**.

   The Tenable Account Management portal updates the product access for the selected contact.

Child Products

The **Child Products** tab on the product details page shows information about all child products assigned to a parent application or console.

> **Tip:** Use the search bar at the top of the page to filter the list and search for specific child products.



The **Child Products** list includes the following information:

- **Status** — The status of the console, for example **Active** or **Unactivated**.
- **Code** — The product code associated with the console. Click the product code to navigate directly to the product details page for that console.
- **Product Name** — Where applicable, the hostname assigned to the console.
- **Label** — Where applicable, a descriptive label applied to the console during configuration.
- **Size** — The licensing size associated with the console.
- **Customer ID** — The date at which the console was created.
- **Expiration Date** — The date at which the console expires.

In this section, you can manage your child products in the following ways:

Set Label

You can set an optional label on any product, which appears in the **Label** column in the **Products** list.

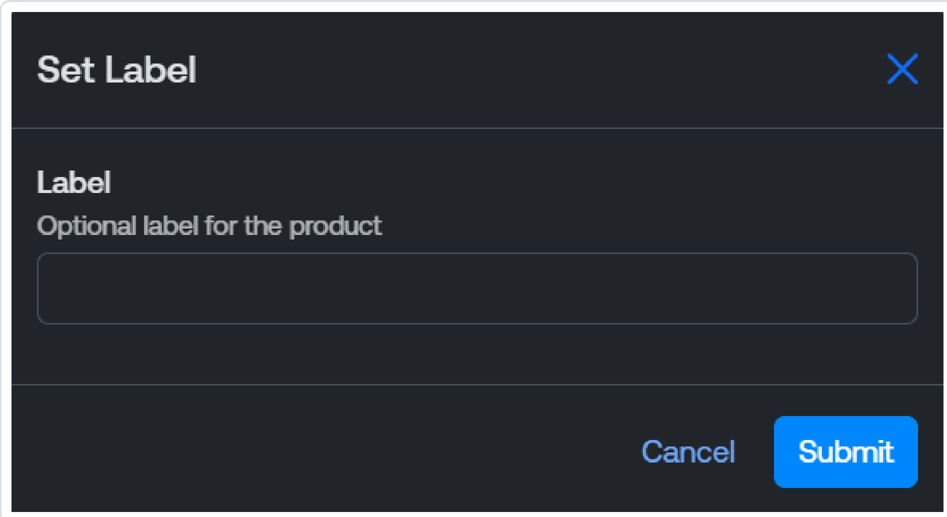
To set a label on a child product:

1. In the **Child Products** list, in the row for the child product you want to label, click the ⋯ button.

   A menu appears.

2. Click **Set Label**.

The **Set Label** window appears.



3. In the **Label** text box, type a label for the product.

4. Click **Submit**.

   The Tenable Account Management portal saves your changes and displays the label in the **Child Products** list.

Reset Activation

You can reset the activation for child products. Because an activation code can only be registered on one host, this option allows you to register it again, either on the same host or another host.

To reset the activation for a child product:

1. In the **Child Products** list, in the row for the child product whose activation you want to reset, click the ··· button.

   A menu appears.

2. Click **Reset Activation**.

   A confirmation message appears.

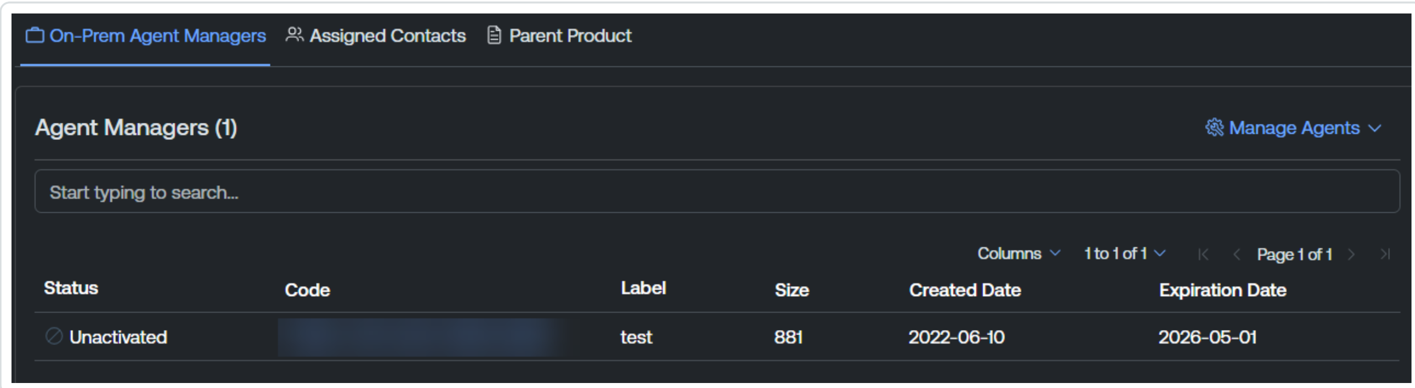
3. Click **Submit**.

   The Tenable Account Management portal resets the activation for the specified child product.

On-Prem Agent Managers (Consoles Only)

The **On-Prem Agent Managers** tab on the product details page highlights the on-premise agents associated with your Tenable Security Center child consoles.

> **Tip:** Use the search bar at the top of the page to filter the list and search for specific agents.



The **On-prem Agent Managers** list includes the following information:

- **Status** — The status of the on-prem agent, for example **Active** or **Unactivated**.
- **Code** — The product code associated with the on-prem agent. Click the product code to navigate directly to the product details page for that cloud agent.
- **Label** — Where applicable, a descriptive label applied to the on-prem agent during configuration.
- **Size** — The licensing size associated with the on-prem agent.
- **Created Date** — The date at which the on-prem agent was created.
- **Expiration Date** — The date at which the on-prem agent expires.

In this section, you can manage your on-prem agent managers in the following ways:

Add an On-Prem Agent

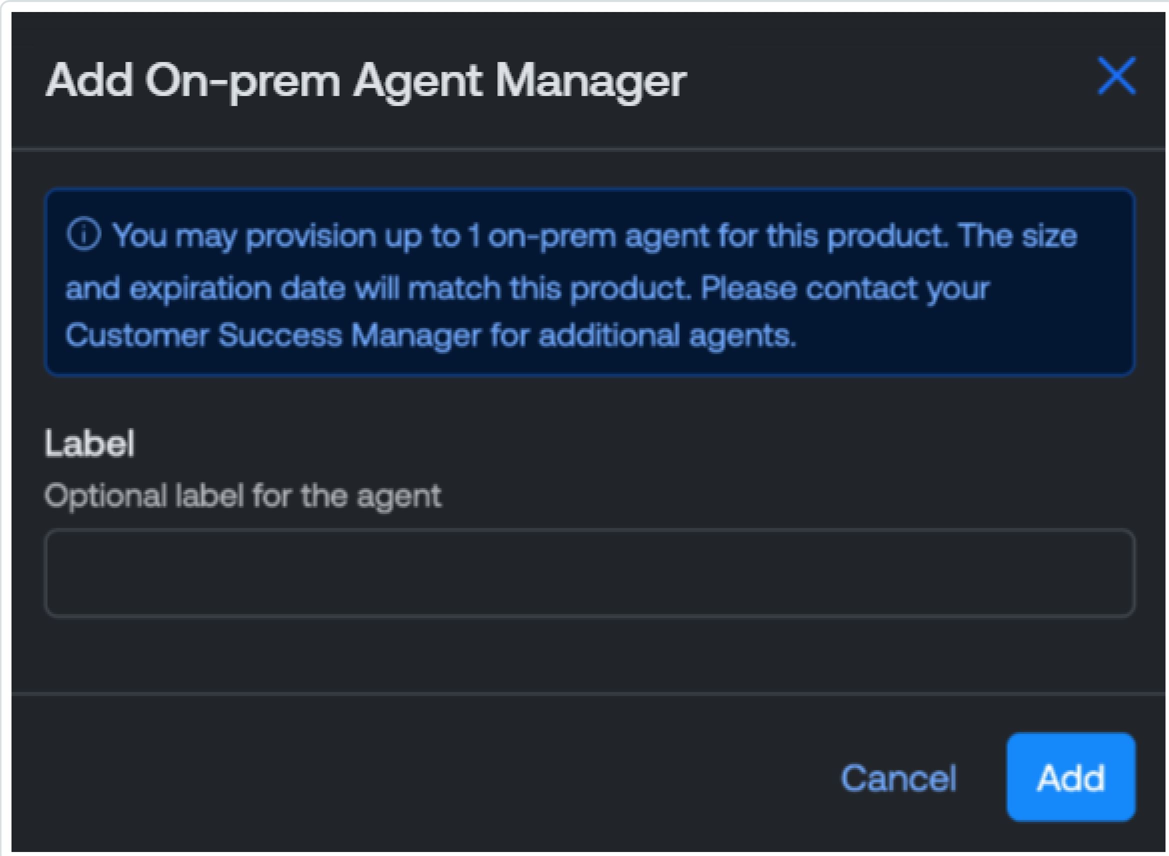
To add an on-prem agent manager to a Tenable Security Center console:

1. In the upper-right corner of the **On-Prem Agents** tab, click **Manage Agents**.

   A menu appears.

2. Click ⊕ **Add On-Prem Agent Manager**.

The **Add On-Prem Agent** window appears.



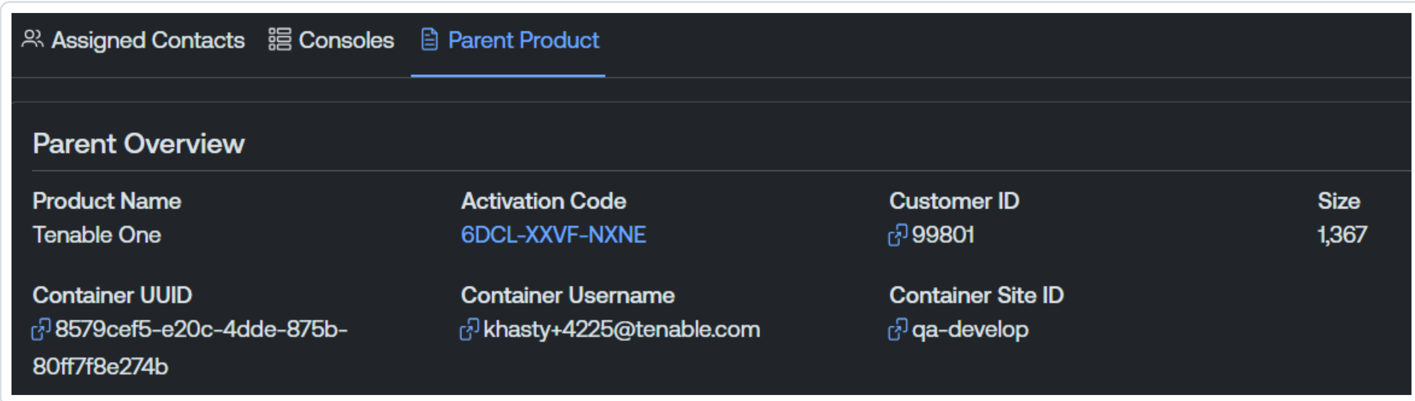
3. (Optional) In the **Label** text box, type a label for the on-prem agent manager. This label appears in the **Label** column across the Tenable Account Management portal.

4. Click **Add**.

   The Tenable Account Management portal creates the on-prem agent manager and adds it to both the Tenable Security Center console and the **On-Prem Agent Managers** list.

Parent Product (Child Products Only)

The **Parent Product** tab on the product details page highlights key information about the parent products of Tenable Security Center consoles and Tenable One child products.



Note: The information within this section depends on the parent product for which you are viewing details.

The **Parent Overview** section includes parent product information including, but not limited to:

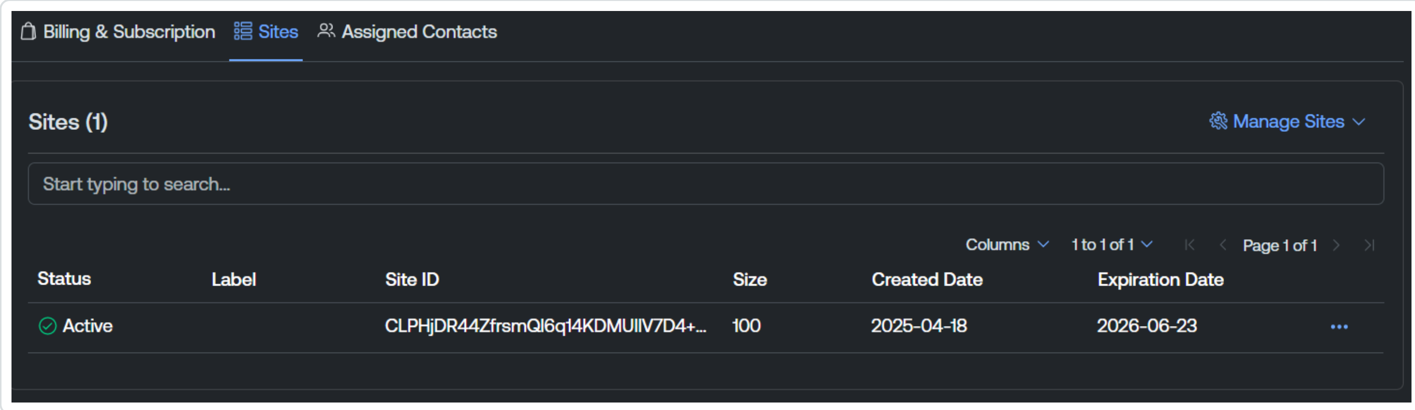
Tip: Click the button next to an item to copy it directly to your clipboard.

- **Product Name** — The name of the parent product, for example **Tenable One** or **Tenable Security Center Plus**.
- **Activation Code** — The activation code associated with the parent product. Click the activation code to navigate directly to the product details page for the parent product.
- **Label** — Where applicable, a descriptive label applied to the parent product during configuration.
- **Container Username** — Where applicable, the username of the parent product container owner.
- **Container UUID** — Where applicable, the UUID associated with the parent product.
- **Size** — Where applicable, the licensing size associated with the parent product.
- **Customer ID** — Where applicable, the customer ID linked to the parent product.

Sites (Tenable OT Security Only)

The **Sites** tab on the product details page allows you to view and manage the sites assigned to your Tenable OT Security instance.

Tip: Use the search bar at the top of the page to filter the list and search for specific sites.



The **Sites** list includes the following information:

- **Status** — The status of the site, for example **Active** or **Unactivated**.
- **Label** — Where applicable, a descriptive label applied to the site during configuration.
- **Site ID** — The ID of the site on which the site resides.
- **Size** — The licensing size associated with the site.
- **Created Date** — The date at which the site was created.
- **Expiration Date** — The date at which the site expires.

In this section, you can manage your sites in the following ways:

Edit Site

You can edit any site in the **Sites** list.

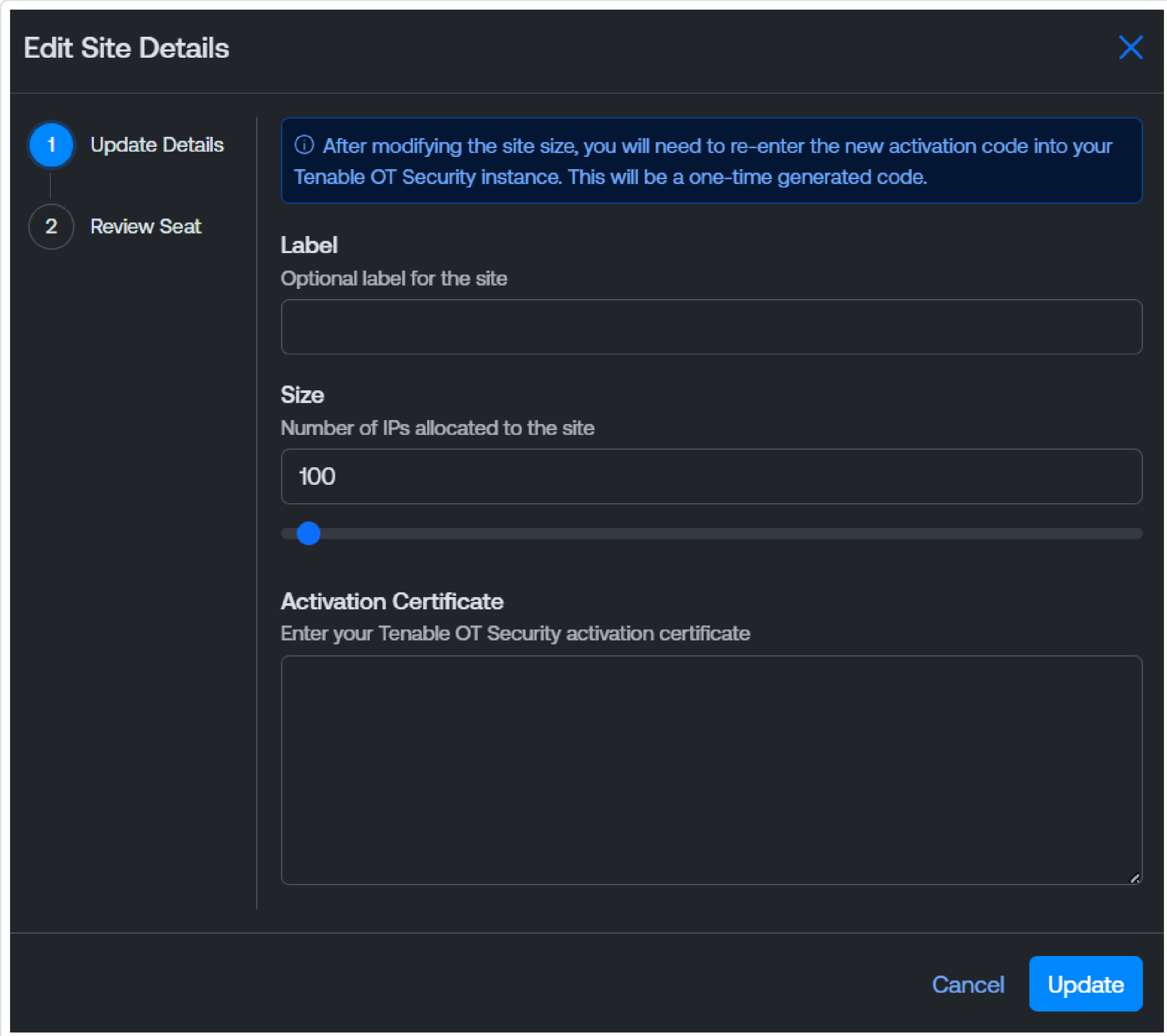
To edit a site:

1. In the **Sites** list, in the row for the site you want to edit, click the ··· button.

   A menu appears.

2. Click **Edit Site**.

   The **Edit Site Details** window appears.



3. (Optional) In the **Label** text box, type a label for the site. This label appears in the **Label** column across the Tenable Account Management portal.
4. In the **Size** text box, type the number of IP addresses you want to allocate to the site.

> **Tip:** Alternatively, drag the slider left or right to adjust the number.

5. In the **Activation Certificate** text box, paste the activation certificate code for your Tenable OT Security instance. Contact Tenable Support for more information.
6. Click **Update**.

The Tenable Account Management portal saves your changes to the site.

Delete Site

To delete a site:

1. In the **Sites** list, in the row for the site you want to delete, click the ··· button.

   A menu appears.

2. Click **Delete Site**.

   A confirmation message appears.

3. Click **Delete**.

   The Tenable Account Management portal deletes the selected site.

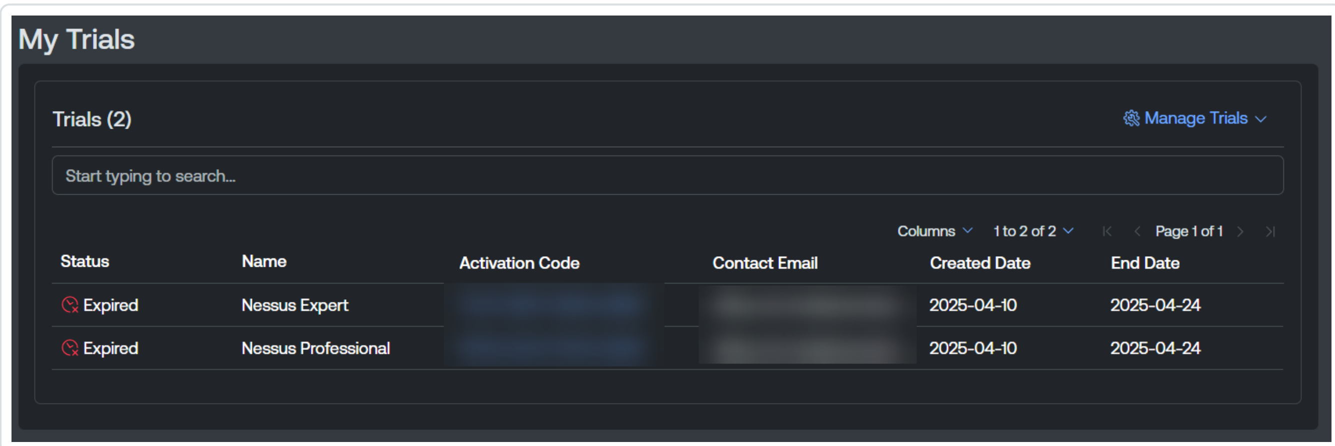
Trials

The **Trials** page in the Tenable Account Management portal allows you to view and manage your Tenable Product trials. Additionally, you can purchase the full versions of your trial products!

To access the **Trials** page:

1. In the left navigation menu, click **Trials**.

   The **My Trials** page appears. In the **Trials** list, you can view information about all of your Tenable Product trials.

Tip: Use the search bar at the top of the page to filter the list and search for specific product trials.

The **Trials** list includes the following information:

- **Status** — The status of the product trial, for example **Active** or **Unactivated**.
- **Name** — The name of the product.
- **Activation Code** — The activation code associated with the product trial. Click the code to navigate directly to the Trial Details page.
- **Contact Email** — The email address of the product trial's primary contact.
- **Created Date** — The date at which the product trial was created.
- **End Date** — The date at which the product trial expires.

You can manage your product trials in the following ways:

Create New Trial

You can create a new trial by requesting trial access on the Tenable Products page.

To create a new trial:

1. In the upper-right corner of the **My Trials** page, click **Manage Trials**.

   A menu appears.

2. Click **Create New Trial**.

   You automatically navigate to the Try Tenable Products page.

3. Locate the application for which you want to request trial access, and click **Start your free trial**.

Trial Details

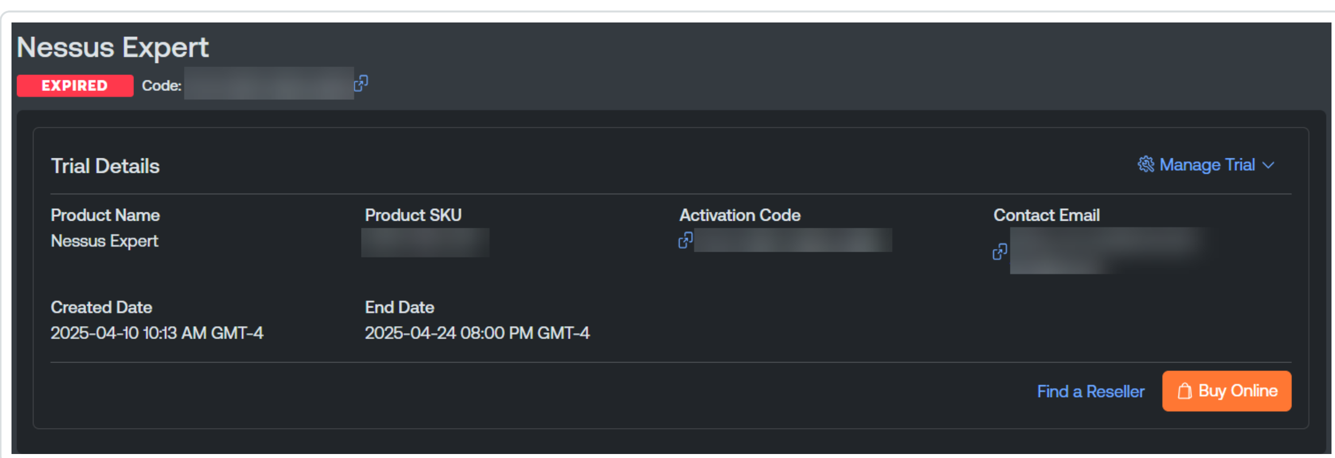
The **Trial Details** page in the Tenable Account Management portal allows you to view and manage your Tenable Product trials. Additionally, you can purchase the full versions of your trial products!

To access the **Trial Details** page:

1. Access the **Trials** page.

2. In the **Trials** list, in the **Activation Code** column, click the code for the trial for which you want to view details.

   The **Trial Details** page appears.



The **Trial Details** page includes the following information:

- **Product Name** — The status of the product the trial is for.
- **Product SKU** — The stock keeping unit (SKU) associated with the trial.
- **Activation Code** — The activation code associated with the product trial.

  > **Tip:** Click the button to copy the code directly to your clipboard.

- **Contact Email** — The email address of the product trial's primary contact.
- **Created Date** — The date at which the product trial was created.
- **End Date** — The date at which the product trial expires.

You can manage your product trials in the following ways:

Download Software

You can download the software for your Tenable products via the Tenable Downloads page.

To download product software:

1. In the upper-right corner of the **Trial Details** page, click **Manage Trial**.

   A menu appears.

2. Click **Download Software**.

   You automatically navigate to the Tenable Downloads page.

3. In the list, in the row of the application software you want to download, click **View Downloads**.
4. Download the desired version of the software.

View User Guide Documentation for the Product

On the **Trial Details** page, you can view the user guide documentation for any product for which you have trial access.

To view the documentation for a Tenable product:

1. In the upper-right corner of the **Trial Details** page, click **Manage Trial**.

   A menu appears.

2. Click User Guide.

The Tenable Account Management Portal redirects you to the user guide documentation for the selected product.

Buy the Product

On the **Trial Details** page, you can buy the full version of any Tenable product to which you have trial access.

To buy the full version of a Tenable product:

1. Do one of the following:

   - To buy the full version from a reseller, in the lower-right corner, click **Find a Reseller**.
   - To buy the full version online, in the lower right corner, click **Buy Online**.

   You navigate directly to the third party site, where you can purchase the full version of the Tenable product.

Services

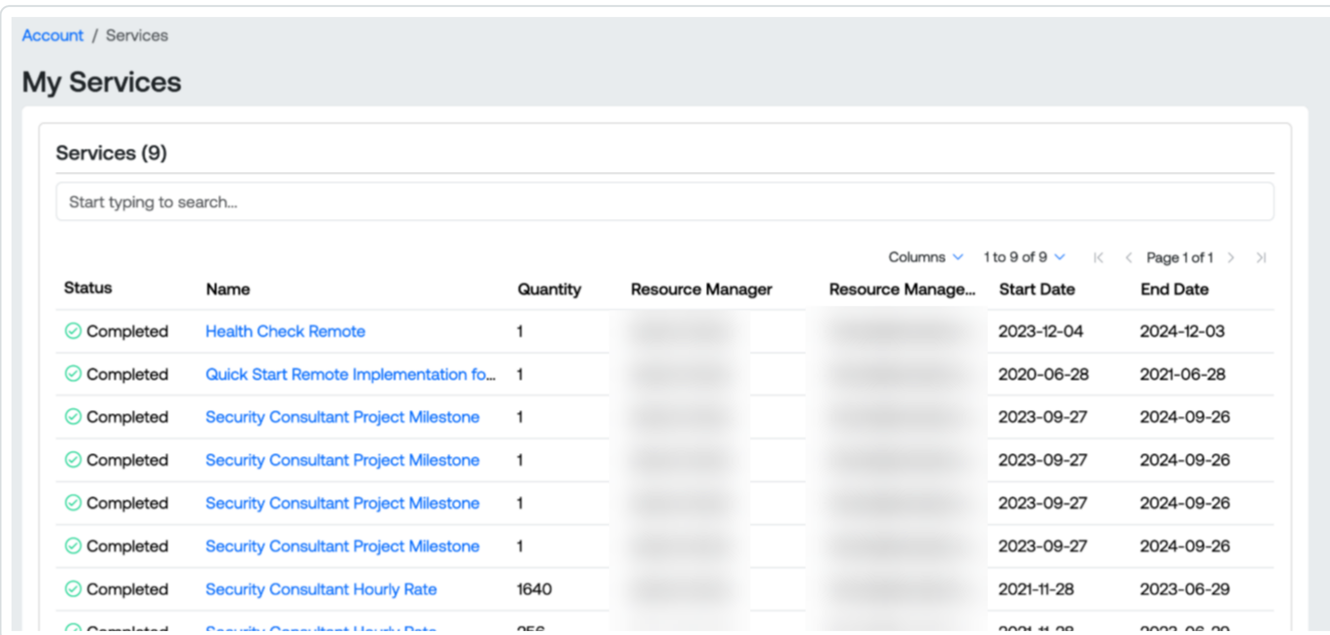
The **Services** page in the Tenable Account Management portal highlights all Tenable Professional Services items available for your account.

Tip: For more information, see the [**Tenable Professional Services** site.]

To access the **Services** page:

1. In the left navigation menu, click **Services**.

   The **My Services** page appears. In the **Services** list, you can view information about all of your Tenable Professional Services items.

Tip: Use the search bar at the top of the page to filter the list and search for specific services.

The **Services** list includes the following information:

- **Status** — The status of the service, for example **Completed** or **Not Completed**.
- **Name** — The name of the service.
- **Quantity** — The number of services that run as part of the professional service.
- **Resource Manager** — The name of the resource manager assigned to the professional service.

- **Resource Manager Email** — The email address of the resource manager assigned to the professional service.
- **Start Date** — The date at which the professional service began.
- **End Date** — The date on which the professional service expires.

Training

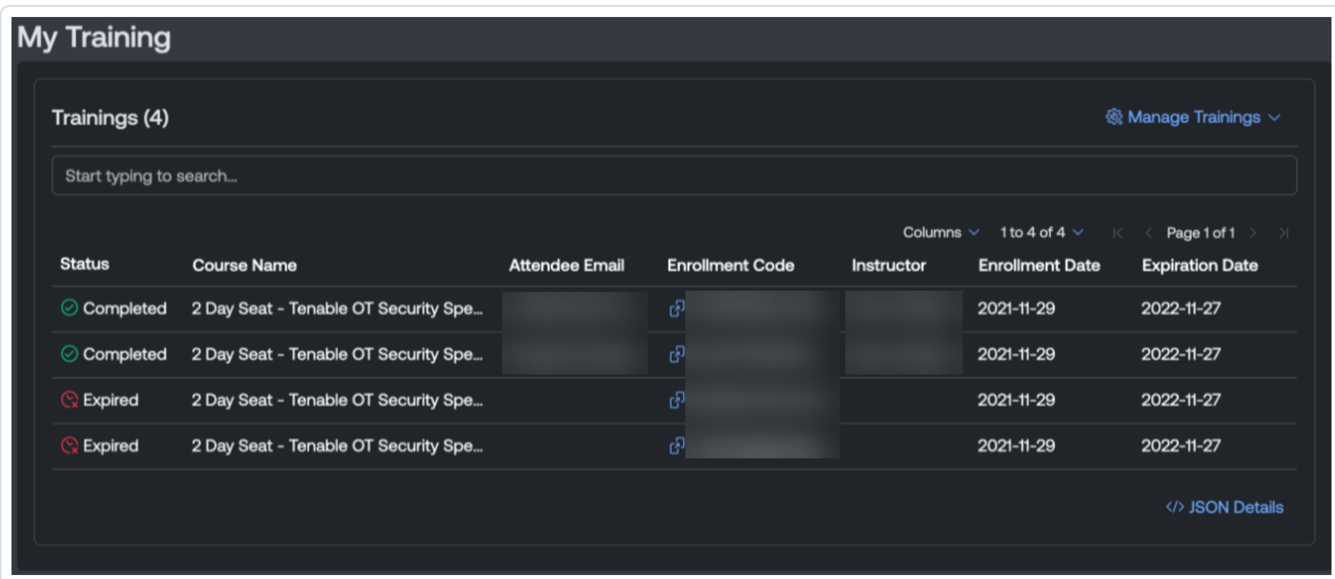
The **Training** page in the Tenable Account Management portal allows you to view and manage your Tenable product trainings.

Tip: For more information, see **Tenable Customer Training and Certification** site.

To access the **My Training** page:

1. In the left navigation menu, click **Training**.

   The **My Training** page appears. In the **Trainings** list, you can view information about all of your available Tenable product trainings.



Tip: Use the search bar at the top of the page to filter the list and search for specific trainings.

The **Trainings** list includes the following information:

- **Status** — The status of the training, for example **Completed** or **Expired**.
- **Course Name** — The name of the product training. Click the course name to navigate directly to the Training Details page.
- **Attendee Email** — The email address of the user assigned as the attendee for the product training.

- **Enrollment Code** — The enrollment code for the product training.

  Important! Copy this code and keep it somewhere safe. You must use it to access your training.

- **Instructor** — The instructor of the product training.
- **Enrollment Date** — The date at which the attendee was enrolled in the product training.
- **Expiration Date** — The date on which the product training expires.

You can manage your trainings in the following ways:

Access Enrollment Instructions

On the **My Trainings** page, you can access enrollment instructions for any Tenable product training.

To access enrollment instructions:

1. In the upper-right corner of the **My Trainings** page, click Manage Trainings.

   A menu appears.

2. Click **Enrollment Instructions**.

   You automatically navigate to the Tenable University Enrollment Instructions for Virtual Classes or Certification Exams.

Training Details

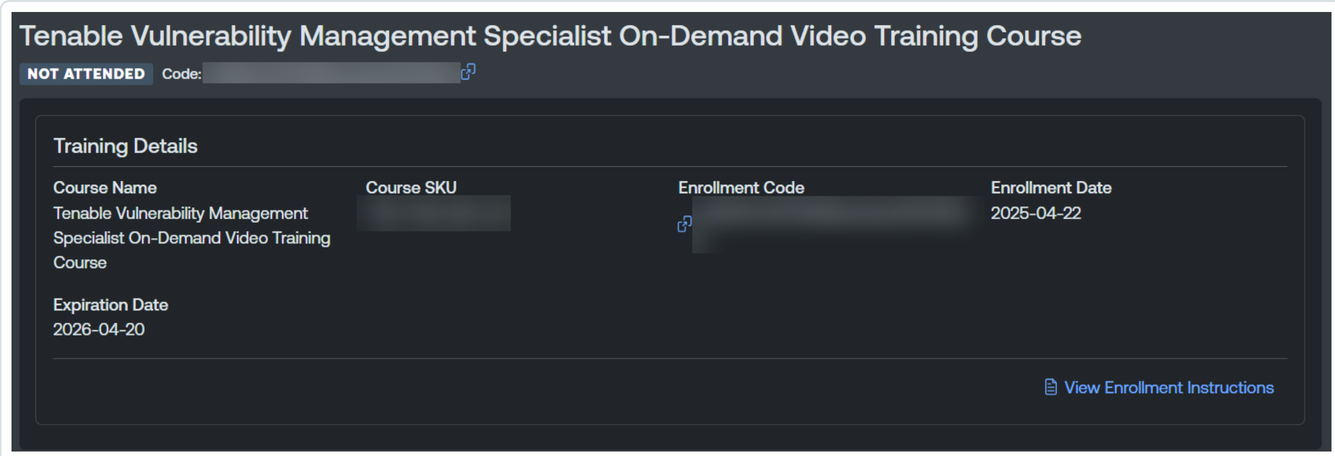
The **Training Details** page in the Tenable Account Management portal allows you to view additional information about and manage your Tenable product trainings.

Tip: For more information, see **Tenable Customer Training and Certification** site.

To access the **Training Details** page:

1. Access the **Training** page.
2. In the **Trainings** list, in the **Course Name** column, click the name of the training course for which you want to view details.

The **Training Details** page appears.



The **Training Details** section includes the following information:

- **Course Name** — The name of the product training.
- **Course SKU** — The stock keeping unit (SKU) associated with the training.
- **Enrollment Code** — The enrollment code for the product training.

  > **Important!** Copy this code and keep it somewhere safe. You must use it to access your training.

- **Enrollment Date** — The date at which the attendee was enrolled in the product training.
- **Expiration Date** — The date on which the product training expires.
- Click **Enrollment Instructions** to automatically navigate to the [Tenable University Enrollment Instructions for Virtual Classes or Certification Exams](), where you can access full enrollment instructions for Tenable trainings.