



MSSP User Guide

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Welcome to the Tenable.io MSSP Portal

The Tenable.io MSSP Portal provides secure and accessible ways for Managed Security Service Provider (MSSP) administrators to manage and maintain multiple customer instances of Tenable products in a single interface.

See [Get Started with the Tenable.io MSSP Portal](#) for more information.

Managing Customer Accounts

Maintaining spreadsheets full of customer product data can be tedious, inaccurate, and difficult to track. The Tenable.io MSSP Portal features the default **Accounts** page, which displays all the Tenable.io customers that you maintain in one easily accessible location. In the Tenable.io MSSP Portal, you can add Tenable.io instances, view relevant customer information about the instances, and add customized notes that include valuable internal tracking or customer contact information. For more information, see [Accounts](#).

Single Sign on to a Customer Tenable.io Instance

Tenable recognizes that each Tenable.io customer instance needs unique login credentials for security. Maintaining these credentials in spreadsheets can be difficult and unsafe. Using the Tenable.io MSSP Portal's Single Sign-on feature, you can access any customer's Tenable.io instance and navigate the user interface with your assigned permissions. When finished, you can then seamlessly pivot back to the Tenable.io MSSP Portal. This approach allows you to sign in once to the Tenable.io MSSP Portal and administer separate customer accounts and instances. For more information, see [Instances](#).

Other Tenable.io Products

Tenable.io Vulnerability Management

[See the User Guide](#)

Tenable.io® allows security and audit teams to share multiple Nessus, Nessus Agent, and Nessus Network Monitor scanners, scan schedules, scan policies and scan results among an unlimited set of users or groups. By making different resources available for sharing among users and groups,



Tenable.io provides endless possibilities for creating customized workflows for vulnerability management programs, regardless of any of the numerous regulatory or compliance drivers that demand keeping your business secure.

Tenable.io can schedule scans, push policies, view scan findings, and control multiple Nessus scanners from the cloud. This enables the deployment of Nessus scanners throughout networks to both public and private clouds as well as multiple physical locations.

Tenable.io API

[See the API](#)

The Tenable.io API can be leveraged to develop your own applications using various features of the Tenable.io platform, including scanning, creating policies, and user management.

Tenable.io Container Security

[See the User Guide](#)

Tenable.io Container Security stores and scans container images as the images are built, before production. It provides vulnerability and malware detection, along with continuous monitoring of container images. By integrating with the continuous integration and continuous deployment (CI/CD) systems that build container images, Tenable.io Container Security ensures every container reaching production is secure and compliant with enterprise policy.

Tenable.io Web Application Scanning

[See the User Guide](#)

Tenable.io Web Application Scanning offers significant improvements over the existing **Web Application Tests** policy template provided by the Nessus scanner, which is incompatible with modern web applications that rely on Javascript and are built on HTML5. This leaves you with an incomplete understanding of your web application security posture.

Tenable.io Web Application Scanning provides comprehensive vulnerability scanning for modern web applications. Tenable.io Web Application Scanning's accurate vulnerability coverage minimizes false positives and false negatives, ensuring that security teams understand the true security risks in their web applications. The product offers safe external scanning that ensures production web applications are not disrupted or delayed, including those built using HTML5 and AJAX frameworks.



Get Started with the Tenable.io MSSP Portal

Use the following getting started sequence to configure and mature your Tenable.io MSSP Portal deployment.

1. [Prepare](#)
2. [Create Tenable.io MSSP Portal Users](#)
3. [Configure Tenable.io MSSP Portal Customer Accounts](#)
4. [Use Single Sign-On to Access a Customer Tenable.io Instance](#)

Prepare

Before you begin, prepare your use case for the Tenable.io MSSP Portal.

To plan your use case for the Tenable.io MSSP Portal:

1. Get your Tenable.io MSSP Portal access information and starter account credentials from your Tenable representative.
2. Identify the users in your organization that you want to have access to the Tenable.io MSSP Portal, and gather appropriate information (e.g., email address, appropriate user permissions).
3. Compile a list of Tenable.io customer accounts you want to monitor through the Tenable.io MSSP Portal, and gather appropriate information (e.g., email address, company name, and address).

Create Tenable.io MSSP Portal Users

[Create](#) users for any administrators you want to have access to the Tenable.io MSSP Portal.

Configure Tenable.io MSSP Portal Customer Accounts

Configure accounts for the customers you want to monitor through the Tenable.io MSSP Portal.

Use Single Sign-On to Access a Customer Tenable.io Instance



[Use](#) the Tenable.io MSSP Portal's single sign-on capabilities to access the Tenable.io instances associated with your configured customer accounts.



Log in to the Tenable.io MSSP Portal

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

Before you begin:

- Obtain credentials for your Tenable.io MSSP Portal account.

Note: If you are logging in to the Tenable.io MSSP Portal for the first time, click **Forgot Password**. You are directed to reset the password for the account.

- Review the [Tenable.io System Requirements](#) in the *General Requirements User Guide* and confirm that your computer and browser meet the requirements.

To log in to the Tenable.io MSSP Portal:

1. In a supported browser, navigate to <https://cloud.tenable.com>.

The Tenable.io login page appears.

2. In the username box, type your username.
3. In the password box, type your password.
4. (Optional) To remain logged in until you sign out or close the browser, select the **Remember Me** check box. Otherwise, the Tenable.io MSSP Portal logs you out after a period of inactivity.
5. Click **Sign In**.

The Tenable.io MSSP Portal appears. By default, the portal displays the [Accounts](#) page.



View MSSP License Information

Required User Role: Administrator

The **License** page contains information about your Tenable.io MSSP Portal instance, including license and environment details.

To view MSSP license information:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **License**.

The **License** page appears.

Widget	Description
License Overview	<p>Information about your license utilization. The ring chart visualizes the percentage of MSSP licenses distributed compared to your total number of purchased licenses.</p> <p>The counts to the right of the chart show the total number of licenses used, and the total number of licenses purchased.</p>
Environment Information	<p>Information about your MSSP site. This includes the site name, the region in which your MSSP container resides, and its container ID.</p> <div style="border: 1px solid green; padding: 5px;"><p>Tip: Your site is a geographical location that corresponds with your region. You can provide this information directly to Tenable Support when reporting a potential issue.</p></div>



Tenable Licenses

When you use the Tenable.io MSSP Portal to access a customer's Tenable.io instance, the customer's Tenable.io licenses apply, as described in the following:

- [Tenable.io Vulnerability Management Licensing](#)



Access the User Account Menu

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

To access the user account menu in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Do one of the following:
 - Click **My Account** to make changes to your own user account.
 - [Log out](#) of Tenable.io.



My Account

From the **My Account** page, you can make changes to your own user account.

For more information, see the following topics:

- [Update Your User Account](#)
- [Change Your Password](#)
- [Configure Two-Factor Authentication](#)
- [View Groups](#)
- [View Permissions](#)
- [Generate Your API Keys](#)



Update Your User Account

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

To update your user account in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Click **My Account**.

The **My Account** page appears.

3. (Optional) Make any of the following changes:

- Edit your **Name**.
- Edit your **Email**.
- [Change](#) your password.

4. Click **Save**.

5. (Optional) [Configure](#) two-factor authentication.

6. (Optional) [Generate](#) API keys.



Change Your Password

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

Note: To change another user's password, see [Edit a Tenable.io MSSP Portal User](#).

To change your password in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Click **My Account**.

The **My Account** page appears.

3. In the **Update Password** section, in the **Current Password** box, type your current password.

4. In the **New Password** box, type a new password.

Note: Passwords must be at least 12 characters long and contain the following:

- An uppercase letter
- A lowercase letter
- A number
- A special character

5. Click the **Save** button.

The Tenable.io MSSP Portal saves the new password.



Configure Two-Factor Authentication

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

You can configure two-factor authentication for your user account. Administrators cannot configure two-factor authentication for other users.

To add or modify two-factor authentication in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Click **My Account**.

The **My Account** page appears.

3. Under **Enable Two Factor Authentication**:

- If you are enabling two-factor authentication for the first time, click **Enable**.
- If you are modifying an existing configuration, click **Edit**.

The **Two-Factor Setup** plane appears.

4. Type your mobile phone number in the box.

5. Click **Next**.

The **Verification Code** screen appears and the Tenable.io MSSP Portal sends a text message with a verification code to the phone number.

6. (Optional) If you have not received the verification code after several minutes, click **Resend Code**.

7. Type the verification code in the box.

8. Click **Next**.

The Tenable.io MSSP Portal displays a success message confirming that you have configured two-factor authentication

for your account.



9. (Optional) To configure whether the Tenable.io MSSP Portal sends a verification code to the email associated with your user account:
 - a. Select or clear the **Send backup email** check box.
 - b. Click **Save**.

The Tenable.io MSSP Portal updates your backup email settings.

To disable two-factor authentication in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Click **My Account**.

The **My Account** page appears.

3. Under **Enable Two Factor Authentication**, click **Disable**.

The **Disable Two-Factor** window appears and a warning message indicates that if you disable this feature for the account, the Tenable.io MSSP Portal deletes the mobile phone number and other settings associated with the feature.

4. Read the warning message, then click **Continue**.

The Tenable.io MSSP Portal disables two-factor authentication for your account.



View Groups

The **Groups** page in the **My Account** section of the Tenable.io MSSP Portal shows the user groups in MSSP.

To view the **Groups** page:

1. In the upper-right corner, click the  button.

The user account menu appears.


2. Click **My Account**.

The **My Account** page appears.

3. In the left navigation plane, click the **Groups** tab.

The **Groups** page appears,

On the **Groups** page, you can do the following:

- Use the **Search** box to filter the customer accounts in the table:
 1. In the **Search** box, type your search.
 2. Click the  button.

The Tenable.io MSSP Portal filters the table by your search criteria.

- View the groups in the MSSP portal.
- View the number of users in each group.



View Permissions

The **Permissions** page in the **My Account** section of the Tenable.io MSSP Portal shows the permissions assigned to any MSSP accounts. An account's permissions determines their ability to view, edit, scan, or use one or more assets in their organization's account.

To view the **Permissions** page:

1. In the upper-right corner, click the  button.

The user account menu appears.


2. Click **My Account**.

The **My Account** page appears.

3. In the left navigation plane, click the **Permissions** tab.

The **Permissions** page appears,

On the **Permissions** page, you can do the following:

- Use the **Search** box to filter the customer accounts in the table:
 1. In the **Search** box, type your search.
 2. Click the  button.

The Tenable.io MSSP Portal filters the table by your search criteria.

- View the permissions assigned to each account in the MSSP portal.
- View the objects to which the permissions apply.



Generate Your API Keys

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

API keys generated in the Tenable.io MSSP Portal can access the portal only, and cannot access any of the customer Tenable.io instances.

Note: Tenable.io API Access and Secret keys are required to use the [Tenable.io API](#).

For information on generating API keys for another user, see [Generate API Keys for another Tenable.io MSSP Portal User](#).

To generate API keys for your own account in the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.

2. Click **My Account**.

The **My Account** page appears.

3. In the left navigation plane, click the **API Keys** tab.

The **API Keys** section appears.

4. Click **Generate**.

The **Generate API Keys** window appears with a warning.

Caution: Any existing API keys are replaced when you click the **Generate** button. You must update the applications where the previous API keys were used.

5. Review the warning and click **Generate**.

The Tenable.io MSSP Portal generates access and secret keys for the account. These keys must be used to authenticate with the Tenable.io MSSP Portal REST API.

Caution: After you generate your API keys, copy and save the key to a safe location. Without saving the keys, you cannot retrieve the keys from Tenable.io.



Access the Resource Center

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

The **Resource Center** displays a list of Tenable.io informational resources including product announcements, Tenable blog posts, and Tenable.io user guide documentation.

To access the Resource Center:

1. In the upper-right corner, click the  button.

The **Resource Center** menu appears.

2. Click a resource link to navigate to that resource.



Interact with an MSSP Table

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

Note: Customizable tables also include the ability to access the actions buttons by right-clicking a table row. To access your browser menu, press the Ctrl key and right-click.

To interact with an MSSP table:

1. View a customizable table.
2. Do any of the following:
 - **Navigate the table:**
 - To adjust the sort order, click a column title.
MSSP sorts all pages of the table by the data in the column you selected.
 - To increase or decrease the number of rows displayed per page, click **Results per page** ▾ and select a number.
MSSP refreshes the table.
 - To view all action buttons available in a table row, click the ⋮ button.
This button appears instead of individual action buttons if 5 or more actions are possible for the row.
 - To navigate to another page of the table, click the arrows:

Button	Action
⏪	Navigate to the first page of the table.
⏴ ⏵	Navigate to the previous or next page of the table.
⏩	Navigate to the last page of the table.

- **Search the table:**



In MSSP, a search box appears above individual tables in various pages and planes. In some cases, the search box appears next to the **Filters** box.

- a. In the **Search** box, type your search criteria.

Your search criteria depends on the type of data in the table you want to search.

- b. Click the  button.

MSSP filters the table by your search criteria.

- To change the column order, drag and drop a column header to another position in the table.

- Remove or add columns:

- a. Roll over any column.

The  button appears in the header.

- b. Click the  button.

A column selection box appears.

- c. Select or clear the check box for any column you want to show or hide in the table.

Tip: Use the search box to quickly find a column name.

The table updates based on your selection.

- Adjust column width:

- a. Roll over the header between two columns until the resize cursor appears.

Click and drag the column width to the desired width.

Tip: To automatically resize a column to the width of its content, double-click the right side of the column header.

- To sort data in the table, click a column header.

MSSP sorts all pages of the table by the data in the column you selected.



- To sort data in the table by multiple columns, press **Shift** and click one or more column headers.

Note: Not all tables or columns support sorting by multiple columns.

MSSP sorts all pages of the table in the order in which you selected the columns.



Log out of the Tenable.io MSSP Portal

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

To log out of the Tenable.io MSSP Portal:

1. In the upper-right corner, click the  button.

The user account menu appears.


2. Click **Sign Out**.



Accounts

The **Accounts** page in the Tenable.io MSSP Portal is the main dashboard through which you can view and manage your MSSP customer accounts.

On the **Accounts** page, you can do the following:

- Use the **Search** box to filter the customer accounts in the table:
 1. In the **Search** box, type your search based on one of the following criteria:
 - **Customer Name**
 - **Licensed Apps**
 - **Site Identifier**
 - **Notes**
 2. Click the  button.

The Tenable.io MSSP Portal filters the table by your search criteria.

- [Use Single Sign-On to Access a Customer Instance](#)
- [Assign a Logo to an Account](#)
- [Remove a Logo from an Account](#)
- [Edit a Customer Account](#)



View Details for a Customer Account

Required User Role: Administrator

When creating support tickets for customer accounts, administrators must include the related customer account information. In the MSSP portal, you can view and copy these details to easily add them to support tickets.

To view details for a customer account in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Accounts**.

The **Accounts** page appears.

3. In the table, in the row for the account for which you want to view details, click the ⋮ button.

A menu appears.

4. Click 📄 **Detail**.

The **Account Details for Support Ticket** plane appears and displays information about the customer account.

5. (Optional) To copy the information on the plane, in the upper-right corner of the plane, click the 📄 button.

Tenable.io copies the information to your clipboard.



Edit a Customer Account

Required User Role: Administrator

To edit a customer account in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Accounts**.

The **Accounts** page appears.

3. In the table, in the row for the account you want to edit, click the ⋮ button.

A menu appears.

4. Click  **Edit**.

The **Edit Account** plane appears.

5. (Optional) In the **Custom Name** box, type a descriptive name for the account. Any changes to the custom name are recorded in the **Custom Name Update History** table at the bottom of the plane.

6. (Optional) In the **Notes** box, type any notes you want to make about the account.

7. Click **Submit**.

The Tenable.io MSSP Portal saves your changes to the account.



Assign a Logo to an Account

Required User Role: Administrator

Before you begin:

- [Add a Logo](#)

To assign a logo to a customer account in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Accounts**.

The **Accounts** page appears.

3. Do one of the following:

- In the table, in the row for the account to which you want to assign a logo, click the ⋮ button.

A menu appears.

- Select the check box(es) next to the account(s) to which you want to assign a logo.

A **Selected** bar appears at the top of the page.

4. Click ☆ **Assign Logo to Accounts**.

The **Assign Logo to Accounts** plane appears.

5. In the **Logo** drop-down box, select the logo you want to assign to the selected account(s).

6. Click **Save**.

A **Logo assigned to all selected accounts** confirmation message appears, and the Tenable.io MSSP Portal assigns the logo to the appropriate customer Tenable.io accounts.



Remove a Logo from an Account

Required User Role: Administrator

To remove a logo from an account in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Accounts**.

The **Accounts** page appears.

3. Do one of the following:

- In the table, in the row for the account to which you want to assign a logo, click the ⋮ button.

A menu appears.

- Select the check box(es) next to the account(s) to which you want to assign a logo.

A **Selected** bar appears at the top of the page.

4. Click ☆ **Assign Logo to Accounts**.

The **Assign Logo to Accounts** plane appears.

5. In the **Logo** drop-down box, select **(No Logo)**.

6. Click **Save**.

A **Logo assigned to all selected accounts** confirmation message appears, and the Tenable.io MSSP Portal removes the logo from the appropriate accounts.



Unlink an Account from the Tenable.io MSSP Portal

Required User Role: Administrator

To unlink a customer account from the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Accounts**.

The **Accounts** page appears.

3. Do one of the following:

- In the table, in the row for the account you want to unlink, click the ⋮ button.

A menu appears.

- Select the check box(es) next to the account(s) you want to unlink.

A **Selected** bar appears at the top of the page.

4. Click  **Unlink**.

A confirmation message appears.

5. Click **Unlink**.

An **Account Unlinked** message appears and MSSP unlinks the account from the Tenable.io MSSP Portal.



Logos

By default, the Tenable logo appears in the header of your customer's Tenable.io instances. In the Tenable.io MSSP Portal, you can replace the Tenable logo with a logo appropriate to a customer's business context. You can assign individual logos to each customer account.

To access the **Logos** page in the Tenable.io MSSP Portal, in the left navigation plane, click **Logos**.

The **Logos** page lists all logos available for use in the Tenable.io MSSP Portal.

Note: Due to the white background of the user interface, light colored logos with transparent backgrounds may be difficult to view in the table on the **Logos** page.

On the **Logos** page, you can:

- [Add a Logo](#)
- [Edit a Logo](#)
- [Delete a Logo](#)

Note: You can [Assign a Logo to an Account](#) or [Remove a Logo from an Account](#) via the **Accounts** page.



Add a Logo

Required User Role: Administrator

To add a logo in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Logos**.

The **Logos** page appears.

3. Click ⊕ **Add Logo**.

The **Add Logo** plane appears.

4. In the **Name** box, type a name for the logo.

5. Click **Add File**.

Your file manager appears.

6. Select the .png file you want to upload.

Note: The Tenable.io MSSP Portal does not accept any .png files larger than 246 x 52 pixels.

7. Click **Save**.

A **Logo created successfully** message appears, and the Tenable.io MSSP Portal adds the logo to the table on the **Logos** page.

Note: Due to the white background of the user interface, light colored logos with transparent backgrounds may be difficult to view in the table on the **Logos** page.



Edit a Logo

Required User Role: Administrator

To edit a logo in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Logos**.

The **Logos** page appears.

3. In the table, in the row for the logo you want to edit, click the ⋮ button.

A menu appears.

4. Click  **Edit**.

The **Edit Logo** plane appears.

5. (Optional) Edit the logo name.

6. (Optional) Upload a different .png file:

- a. Next to the .png file, click the ✕ button.

- b. Click **Add File**.

Your file manager appears.

- c. Select the .png file you want to upload.

Note: The Tenable.io MSSP Portal does not accept any .png files larger than 246 x 52 pixels.

7. Click **Save**.

A **Logo changes saved successfully** message appears, and the Tenable.io MSSP Portal updates the logo.



Delete a Logo

Required User Role: Administrator

To delete a logo in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Logos**.

The **Logos** page appears.

3. In the table, in the row for the logo you want to delete, click the ⋮ button.

A menu appears.

4. Click  **Delete**.

A confirmation message appears.

5. Click **Delete**.

The Tenable.io MSSP Portal deletes the logo and removes it from any accounts to which it was applied.



Users

In the Tenable.io MSSP Portal, you can manage access to the portal for users from your organization.

To access the **Users** page in the Tenable.io MSSP Portal, in the left navigation plane, click **Users**.

The **Users** page displays a table of all Tenable.io MSSP Portal users. This documentation refers to that table as the *users table*.

Each row of the users table includes the username, the dates of the last login and last failed login attempt, the total number of failed attempts, and the role assigned to the account.

On the **Users** page, you can do the following:

- [Create a Tenable.io MSSP Portal User](#)
- [Assign a Tenable.io MSSP Portal User to an Account](#)
- [Remove a Tenable.io MSSP Portal User from an Account](#)
- [Edit a Tenable.io MSSP Portal User](#)
- [Generate API Keys for another Tenable.io MSSP Portal User](#)
- [Disable a Tenable.io MSSP Portal User](#)
- [Enable a Tenable.io MSSP Portal User](#)
- [Delete a Tenable.io MSSP Portal User](#)



Create a Tenable.io MSSP Portal User

Required User Role: Administrator

A Tenable.io MSSP Portal user can manage customer accounts and access Tenable.io customer instances.

To create a user in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Users**.

The **Users** page appears.

3. In the top right corner of the page, click the ⊕ **Create User** button.

The **Create User** page appears.

4. In the **Full Name** box, type the full name of the user.

5. In the **Username** box, type a valid username. A valid username must be in the format, *name@domain*, where *domain* corresponds to a domain approved for your Tenable.io MSSP Portal instance.

During initial setup, Tenable configures approved domains for your Tenable.io MSSP Portal instance. To add domains to your instance, contact Tenable Support.

6. (Optional) In the **Email** box, type the email address of the user.

7. In the **Password** box, type a password.

Note: Passwords must be at least 8 characters long and contain at least three of the following:

- An uppercase letter
- A lowercase letter



- A number
- A special character

8. In the **Verify Password** box, re-type the password.
9. In the **Role** drop-down box, select the role that you want to assign to the user.

Tip: For more information on role permissions, click **View guide to Role Permissions**. The **Role Permissions** plane appears.

10. (Optional) [Assign](#) the user to one or more accounts.
11. Click **Create**.

The Tenable.io MSSP Portal saves the user and assigns the user to any accounts specified. The **Users** page appears, where you can view the new user listed in the users table.



Assign a Tenable.io MSSP Portal User to an Account

Required User Role: Administrator

In the Tenable.io MSSP Portal, you can assign newly created users or existing users to one or more [accounts](#). This allows you to control user access based on your business needs. For example, you may want to allow administrators or supervisors to access all accounts, while limiting the accounts to which an analyst has access based on their geographical location or their market specialization.

Note: You can only assign non-administrator users to accounts.

To assign a Tenable.io MSSP Portal user to an account:

1. Do one of the following:

- [Create](#) a user.

The **Create User** page appears.

- [Edit](#) an existing user.

The **Edit User** page appears.

2. In the left panel, click the **Accounts** tab.

The **Accounts** page appears, which displays a list of all accounts to which the user is assigned.

3. In the top right corner of the page, click the **⊕ Assign Accounts** button.

The **Assign Accounts** panel appears.

4. Select the check box(es) next to the account or Accounts to which you want to assign the user.

5. Click **Save**.

Upon saving the user or changes to the user, the Tenable.io MSSP Portal assigns the user to the designated account(s).



Remove a Tenable.io MSSP Portal User from an Account

Once a user is [assigned](#) to an account, you can remove the user from the account at any time.

To remove a Tenable.io MSSP Portal user from an account:

1. [Edit](#) an existing user.

The **Edit User** page appears.

2. In the left panel, click the **Accounts** tab.

The **Accounts** page appears, which displays a list of all accounts to which the user is assigned.

3. In the users table, roll over the account(s) from which you want to remove the user.

The action buttons appear in the row.

4. In the row, click the **X** button.

5. Click **Save**.

The Tenable.io MSSP Portal removes the user from the designated account(s).



Edit a Tenable.io MSSP Portal User

Required User Role: Administrator

To edit a user in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Users**.

The **Users** page appears.

3. In the table, click the name of the user you want to edit.

The **Edit User** page appears.

4. (Optional) Edit the user **Full Name**, **Email**, **Password**, and/or **Role**.

5. (Optional) [Assign](#) the user to one or more accounts.

6. (Optional) If the user is assigned to one or more accounts, [unassign](#) the user from the account (s).

7. (Optional) [Generate](#) API keys for the user.

8. Click **Save**.

The Tenable.io MSSP Portal saves the changes to the user.



Generate API Keys for another Tenable.io MSSP Portal User

Required User Role: Administrator

Administrators can generate API keys for any MSSP user.

To generate API keys for another user in the Tenable.io MSSP Portal:

1. [Edit](#) a user.

The **Edit User** plane appears.

2. In the left navigation plane, click the **API Keys** tab.

The **API Keys** options appear.

3. Click **Generate API Keys**.

Caution: Any existing API keys are replaced when you generate new API keys. You must update the applications where the previous API keys were used.

4. Review the warning and click **Replace & Generate**.

Tenable.io generates access and secret keys for the account. These keys must be used to authenticate with the Tenable.io MSSP Portal REST API.



Disable a Tenable.io MSSP Portal User

Required User Role: Administrator

Disabling a user account prevents the user from logging in to the Tenable.io MSSP Portal. You can enable a disabled user account as described in [Enable a Tenable.io MSSP Portal User](#).

To disable a user in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Users**.

The **Users** page appears.

3. On the **Users** page, in the users table, in the row of the user you want to disable, click the ⋮ button.

A menu appears.

4. Click  **Disable**.

The **Disable User** window appears and prompts you to confirm that you want to disable the selected user.

5. Click **Disable**.

6. Click **Continue**.

A success message appears.

The Tenable.io MSSP Portal disables the user account and tags it as **Disabled** in the users table.

Note: If the user being disabled has a session in progress, they may continue to have limited access. However, once they log out, they cannot log back in.



Enable a Tenable.io MSSP Portal User

Required User Role: Administrator

If you [disable](#) a user, you can enable an account again to restore a user's access.

To enable a user in the Tenable.io MSSP Portal:

1. In the upper left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Users**.

The **Users** page appears.

3. On the **Users** page, in the users table, in the row of the user you want to enable, click the ⋮ button.

A menu appears.

4. Click ✓ **Enable**.

The **Enable User** window appears and prompts you to confirm that you want to enable the selected user.

5. Click **Enable**.

6. Click **Continue**.

A success message appears.

The Tenable.io MSSP Portal enables the user account.



Delete a Tenable.io MSSP Portal User

Required User Role: Administrator

Before you delete a user account, you must first [disable](#) the user account.

Caution: Once you delete a user account, the account cannot be recovered and the action cannot be reversed.

The following table describes what objects are migrated, retained, or permanently deleted upon user deletion:

Object Type	Deleted	Notes
Scan Schedules	No	Migrated to the new object owner
Historical Scan Results	No	Migrated to the new object owner
Scan Templates	No	Migrated to the new object owner
Custom Dashboards/Widgets	Yes	Permanently deleted
Managed Credentials	No	Retained (Created By value displays as null)
Tags	No	Retained (Created By value displays as null)
Recast/Accept Rules	No	Retained (Owner value displays as Unknown User)
Exclusions	No	Retained
System Target Groups	No	Retained
User Target Groups	Yes	Permanently deleted
Saved Searches	Yes	Permanently deleted
Connectors	No	Retained
Sensors	No	Retained

To delete a user account in the new interface:



1. In the upper-left corner, click the ☰ button.

The left navigation plane appears.

2. In the left navigation plane, click **Settings**.

The **Settings** page appears.

3. Click the **Users** tile.

The **Users** page appears. This page contains a table that lists all users for your MSSP instance.

4. On the **Users** page, in the users table, in the row of the user you want to delete, click the ⋮ button.

A menu appears.

5. Click  **Delete**.

Note: If a user is not disabled, then the  button does not appear. [Disable](#) the user before deleting them.

The delete plane appears.

6. In the the **Select New Object Owner** drop-down box, select the user to which you want to transfer any of the user's objects (e.g., scans, user-defined templates).

7. Click  **Delete**.

A confirmation message appears.

8. Click **Delete**.

MSSP deletes the user and transfers any user objects to the user you designated.



Instances

In the Tenable.io MSSP Portal, you can use single sign-on capabilities to access the Tenable.io instances associated with your configured customer accounts.

You can access the Tenable.io MSSP Portal single sign-on capabilities via the [Accounts](#) page. For more information, see [Use Single Sign-On to Access a Customer Instance](#).



Use Single Sign-On to Access a Customer Instance

Required Tenable.io Vulnerability Management User Role: Basic, VM Scan Operator, VM Standard, VM Scan Manager, or Administrator

To sign in to a customer's Tenable.io instance in the Tenable.io MSSP Portal:

1. On the **Accounts** page, in the table, in the row for the customer account to which you want to sign in, click the **⋮** button.

A menu appears.

2. Click **⌘ Sign In**.

The Tenable.io MSSP Portal loads the appropriate Tenable.io interface according to the customer's licenses. For example, if the account is licensed for Tenable.io Web Application Scanning only, the Tenable.io Web Application Scanning interface appears.

Additionally, a blue MSSP overlay appears along the outside edges of the page. This indicates that you are actively signed in to that instance of Tenable.io as a user.

Note: When you sign in to a customer's Tenable.io instance, you retain the permissions assigned to you in the Tenable.io MSSP Portal.

For more information about navigating Tenable.io interfaces, see the following documentation:

- [Tenable.io Vulnerability Management User Guide](#)
- [Tenable.io Container Security User Guide](#)
- [Tenable.io Web Application Scanning User Guide](#)

To return to the Tenable.io MSSP Portal:

- From the new Tenable.io interface:
 1. At the top of any page, in the blue MSSP overlay, click **✕**.

The Tenable.io MSSP Portal appears.



- From the classic Tenable.io interface:
 1. In the upper-right corner of the top navigation bar, click the Tenable.io username.
 2. Click **Leave User**.

The Tenable.io MSSP Portal appears.