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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](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.

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>License Overview</strong></td>
<td>Information about your license utilization. The ring chart visualizes the percentage of MSSP licenses distributed compared to your total number of purchased licenses.</td>
</tr>
<tr>
<td></td>
<td>The counts to the right of the chart show the total number of licenses used, and the total number of licenses purchased.</td>
</tr>
<tr>
<td><strong>Environment Information</strong></td>
<td>Information about your MSSP site. This includes the site name, the region in which your MSSP container resides, and its container ID.</td>
</tr>
</tbody>
</table>

**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.
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:

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>◀️</td>
<td>Navigate to the first page of the table.</td>
</tr>
<tr>
<td>&lt;&gt;</td>
<td>Navigate to the previous or next page of the table.</td>
</tr>
<tr>
<td>▶️</td>
<td>Navigate to the last page of the table.</td>
</tr>
</tbody>
</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:

- View information about each account in the table:
  
  - **Name** – The account name.
  
  - **Custom Name** – Where applicable, the custom name of the account.
  
  - **Licenses Provisioned** – The number of licenses provisioned for the account.
  
  - **Licenses Limit** – The license limit for the account.
  
  - **Utilization %** – The percentage of licenses provisioned within the license limit.
  
  - **Licensed Apps** – The list of applications for which the account has subscriptions.
  
  - **Region** – The region in which the account resides.
  
  - **Logo** – Where applicable, the logo added to the account. For more information, see [Logos](#).
  
  - **Notes** – Where applicable, notes about the account.
  
  - **Actions** – The list of actions that you can take:
    
    - **Assign Logo to Accounts** – Allows you to assign a logo to the customer accounts. For more information, see [Assign a Logo to an Account](#).
    
    - **Detail** – Allows you to view the details of a customer account. For more information, see [View Details for a Customer Account](#).
    
    - **Edit** – Allows you to edit a customer account. For more information, see [Edit a Customer Account](#).
    
    - **Sign In** – Allows you to log in via SSO to an account. For more information, see [Use Single Sign-On to Access a Customer Instance](#).
• **Unlink** – Allows you to unlink an account from the accounts list. For more information, see [Unlink an Account from the Tenable.io MSSP Portal](#).

• Use the **Search** box to filter the customer accounts in the table:
  1. In the **Search** box, type the criteria by which you want to search the accounts table.
  2. Click the **button.

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

• Use the **Filters** box to filter your search. For more information, see [Filter a Table](#).

• [Create an Eval Account](#)

• [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](#)
Create an Eval Account

**Required User Role:** Administrator

In the Tenable.io MSSP Portal, you can create an eval account to give a customer 30 days of MSSP trial access.

To create an eval 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 upper-right corner of the page, click **Create Eval Account**.
   The **Create Eval Account** plane appears.

4. In the **Email** box, type the primary contact's email.

5. In the **Region** drop-down, select the region in which the eval account is used.

6. Click **Save**.
   The Tenable.io MSSP Portal saves the account. It can take up to 5 minutes for the account to activate within MSSP.
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 plane appears and displays information about the customer account. For more information, see Account Details.
## Account Details

On the **Account Details** plane, you can view the following information for a customer account:

<table>
<thead>
<tr>
<th>Section</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Edit Account</strong></td>
<td>• Click <a href="#">Edit Account</a> to modify the customer account details. For more information, see <a href="#">Edit a Customer Account</a>.</td>
</tr>
<tr>
<td><strong>Client Data</strong></td>
<td>• <strong>Name</strong> – The customer account name.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Custom Name</strong> – The custom name of the account.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Region</strong> – The region in which the account resides.</td>
</tr>
<tr>
<td><strong>Logo</strong></td>
<td>The logo of the customer account.</td>
</tr>
<tr>
<td><strong>License Data</strong></td>
<td>• <strong>License Expiration Date</strong> – The date on which the license for the customer account expires.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Licensed Application</strong> – The list of applications for which the account has subscriptions.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Licenses Limit</strong> – The license limit for the account.</td>
</tr>
<tr>
<td></td>
<td>• <strong>License Utilized</strong> – The license utilization of the account.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Utilization %</strong> – The percentage of licenses provisioned within the license limit.</td>
</tr>
<tr>
<td><strong>Scan Data</strong></td>
<td>• <strong>Running</strong> – The number of running scans.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Completed</strong> – The number of completed scans.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Aborted</strong> – The number of aborted scans.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Canceled</strong> – The number of canceled scans.</td>
</tr>
<tr>
<td><strong>Account Details For Support Ticket</strong></td>
<td>• <strong>Site</strong> – The location where your container resides.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Account UUID</strong> – The container ID.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Account Name</strong> – The customer account name.</td>
</tr>
<tr>
<td><strong>Account Admin Email</strong> – The email address of the customer account administrator.</td>
<td></td>
</tr>
<tr>
<td><strong>LMS ID</strong> – The customer ID.</td>
<td></td>
</tr>
</tbody>
</table>

**Tip:** To copy the information, in the upper-right corner of the section, click the button.

**Sign In**

- Click **Sign In** to sign in to the Tenable.io interface. For more information, see [Use Single Sign-On to Access a Customer Instance](#).
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.
Filter a Table

Use the Filters box in the Accounts page to filter the accounts in your table.

To filter the Accounts table:

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. Next to Filters, click the button.
   The filter settings appear.

4. In the Match drop-down box, select one of the following:
   - Match Any – View results that match any of the filters you create.
   - Match All – View results that match all the filters you create.

5. In the Select Category drop-down box, select an attribute.
   For example, in MSSP, you might select Account if filtering customer accounts or Licenses Utilized if filtering the number of licenses utilized.

6. In the Select Operator drop-down box, select an operator.

Note: When using the contains or does not contain operators, use the following best practices:

- For the most accurate and complete search results, use full words in your search value.
- Do not use periods in your search value.
- Where applicable, Tenable recommends using the contains or does not contain instead of the is equal to or is not equal to operators.
7. In the **Select Value** box, do one of the following:

<table>
<thead>
<tr>
<th>Value Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text</td>
<td>Type the value on which you want to filter. An example of the expected input is present in the box until you start typing. If what you type is invalid for the attribute, a red outline appears around the text box.</td>
</tr>
<tr>
<td>Single valid value</td>
<td>If a default value is associated with the attribute, MSSP selects the default value automatically. To change the default value, or if there is no associated default value:</td>
</tr>
<tr>
<td></td>
<td>a. Click the box to display the drop-down list.</td>
</tr>
<tr>
<td></td>
<td>b. Search for and select one of the listed values.</td>
</tr>
<tr>
<td>Multiple valid values</td>
<td>To select one or more values:</td>
</tr>
<tr>
<td></td>
<td>a. Click the box to display the drop-down list.</td>
</tr>
<tr>
<td></td>
<td>b. Search for and select a value. The selected value appears in the box.</td>
</tr>
<tr>
<td></td>
<td>c. Repeat until you have selected all appropriate values</td>
</tr>
<tr>
<td></td>
<td>d. Click outside the drop-down list to close it.</td>
</tr>
<tr>
<td></td>
<td>To deselect values:</td>
</tr>
<tr>
<td></td>
<td>a. Roll over the value you want to remove. The **button appears over the value.</td>
</tr>
<tr>
<td></td>
<td>b. Click the ** button. The value disappears from the box.</td>
</tr>
</tbody>
</table>

8. (Optional) In the lower-right corner of the filter section:
- To add another filter, click **Add**.
- To clear all filters, click **Reset Filters**.

9. Click **Apply**.

MSSP applies your filter or filters to the table.
Scans

The **Scans** page in the Tenable.io MSSP Portal displays a high-level overview of the scan status for each customer account that have completed scans. You can customize the scan table and drill down to view the scan details of an account.

To access the **Scans** page in the Tenable.io MSSP Portal, in the left navigation plane, click **Scans**. For more information, see [View Scans](#).
View Scans

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

- View information about completed scans:
  - **Account** – The account name associated with the scan.
  - **Last Completed Scan – Assets Scanned (% Successful)** – The number of assets scanned during the last scan and percentage of successfully scanned assets.
    
    **Note:** If this column shows a value of 0 (0%), it indicates that the corresponding scan is older than 35 days and is in the archived state.
  - **Last 90 days – Scan Count (% Successful)** – The number of Nessus and Nessus Agent scans within the last 90 days and the percentage of successful scans.
  - **Authenticated Scan Coverage** – The coverage percentage of authenticated scans. You can create authenticated scans, also known as credentialed scans, by adding access credentials to your assessment scan configuration.

- To view the scan details of an account:
  - In the table, click on a scan for which you want to view details.

    The **Scan Details** pane appears. The **Scan Details** pane displays details of the last completed scan, scans run in the last 90 days, and the scan coverage for authenticated and unauthenticated scans.

- Use the **Search** box to filter the scans in the table:
  1. In the **Search** box, type the criteria by which you want to search the scans table.
  2. Click the **Search** button.

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

- Customize the table. For more information, see [Interact with an MSSP Table](#).
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 follow 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 contain at least 8 characters and 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. In the **Authentication** section, select or deselect the available security setting options as required:

    - **API** – Allows the user to generate API keys.
      
      **Tip:** You can select only this setting to create an API-only user account.

    - **SAML** – Allows the user to log in to their account using a SAML single sign-on (SSO).

    - **Username/Password** – Allows the user to log in to their account using a username and password.
      
      **Note:** If you deselect this option, you cannot select the **Two-Factor** option.

    - **Two-Factor Required** – Requires the user to provide two-factor authentication to log in to their account.

11. (Optional) **Assign** the user to one or more accounts.

12. Click **Create**.

    The Tenable.io MSSP Portal saves the user and assigns them to the specified accounts. The **Users** page appears and 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 × 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) In the Authentication section, select or deselect the available security setting options as required:
   - **API** – Allows the user to generate API keys.
     Tip: You can select only this setting to create an API-only user account.
   - **SAML** – Allows the user to log in to their account using a SAML single sign-on (SSO).
   - **Username/Password** – Allows the user to log in to their account using a username and password.
     Note: If you deselect this option, you cannot select the Two-Factor option.
   - **Two-Factor Required** – Requires the user to provide two-factor authentication to log in to their account.
6. (Optional) Assign the user to one or more accounts.
7. (Optional) If the user has one or more assigned accounts, unassign the user from the accounts.
8. (Optional) Generate API keys for the user.
9. Click **Save**.

The Tenable.io MSSP Portal saves the changes for 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:

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

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.

3. If the customer has more than one domain associated with their instance, in the Choose a Domain window, select the domain you want to log in to.

4. 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 Tenable.io 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.