



MSP Portal Admin Guide

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End User Agreement

The Ivanti product that is the subject of this technical documentation consists of (or is intended for use with) Ivanti software. Use of such software is subject to the terms and conditions of the End User License Agreement ("EULA") posted at <https://www.ivanti.com/company/legal/eula>. By downloading, installing or using such software, you agree to the terms and conditions of that EULA.

Preface

- ["Document conventions " below](#)
- ["Requesting Technical Support" on page 7](#)
- ["Reporting Documentation Issues" on page 7](#)

Document conventions

The document conventions describe text formatting conventions, command syntax conventions, and important notice formats used in Ivanti technical documentation.

Text formatting conventions

Text formatting conventions such as boldface, italic, or Courier font may be used in the flow of the text to highlight specific words or phrases.

| Format | Description |
|--------------------|---|
| bold text | Identifies command names |
| | Identifies keywords and operands |
| | Identifies the names of user-manipulated GUI elements |
| | Identifies text to enter at the GUI |
| <i>italic text</i> | Identifies emphasis |
| | Identifies variables |
| | Identifies document titles |
| courier font | Identifies command output |
| | Identifies command syntax example |

Command syntax conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

| Convention | Description |
|--------------------|---|
| bold text | Identifies command names, keywords, and command options. |
| <i>italic text</i> | Identifies a variable. |
| [] | Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets. |
| { x y z } | A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options. |
| x y | A vertical bar separates mutually exclusive elements. |
| < > | Non-printing characters, for example, passwords, are enclosed in angle brackets. |
| ... | Repeat the previous element, for example, member [member ...]. |
| \ | Indicates a "soft" line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash. |

Code Block

Following is an example of Python based code block in the html documentation:

```
defsome_function():interesting=Falseprint'This line is highlighted.'print'This one is not...'print'...but this one is.'
```

Notes and Warnings

Note, Attention, and Caution statements might be used in this document.



This is an example of a note. A Note provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

Attention

This is an example of an attention statement. An Attention statement indicates a stronger note, for example, to alert you when traffic might be interrupted or the device might reboot.

Requesting Technical Support

Technical product support is available through the support center. If you have a support contract, file a ticket with support.

Product warranties—For product warranty information, visit https://forums.ivanti.com/s/all-products?language=en_US

Self-Help Online Tools and Resources

For quick and easy problem resolution, Ivanti provides an online self-service portal called the support that provides you with the following features:

- Find support offerings: <https://forums.ivanti.com/s/contactsupport/>
- Search for known bugs: <https://forums.ivanti.com/>
- Find product documentation: <https://forums.ivanti.com/s/product-downloads>
- Download the latest versions of software and review release notes: <https://help.ivanti.com/>
- Open a case online in the IMS tool: <https://forums.ivanti.com/s/contactsupport/>
- To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://forums.ivanti.com/>

Opening a Case with Support

You can open a case with support on the Web or by telephone.

Use the Case Management tool in the support at <https://forums.ivanti.com/>

For international or direct-dial options in countries without toll-free numbers, see <https://forums.ivanti.com/s/contactsupport/>

Reporting Documentation Issues

To report any errors or inaccuracies in Ivanti technical documentation, or to make suggestions for future improvement, contact support (https://forums.ivanti.com/s/contactsupport?language=en_US). Include a full description of your issue or suggestion and the document(s) to which it relates.

About This Guide

It covers the following subject areas:

- Logging into the nSA Controller as a Tenant Admin. See [Logging in as a Tenant Administrator](#).
- Using the portal dashboard. See [Using the MSP Portal](#).
- Creating Tenants. See [Creating Tenants in the MSP Portal](#).
- Generating tenant usage data. See [Generating Usage Data for Billing](#).

Logging in as a Tenant Administrator

- [Preparing to Login](#)
- [Logging into the MSP Portal](#)
- [Logging out of the MSP Portal](#)

Preparing to Login

As a Managed Service Provider (MSP), you can configure Ivanti Neurons for Secure Access (nSA) with details of the tenants for whom you want to provide access to nSA administrative services. An MSP can configure a tenant with an entitlement to use nZTA and/or ICS.

Through the MSP portal, a MSP Admin can:

- Create and edit tenants
- Delete tenants
- Block tenants
- Generate usage reports for billing

To log into the MSP portal, you require a MSP Admin login.

All MSP Admin accounts are set up by Ivanti. After your MSP Admin account has been created, you will receive an email which describes how to log into the MSP portal.

You can then proceed to login to the portal, see [Logging into the MSP Portal](#).

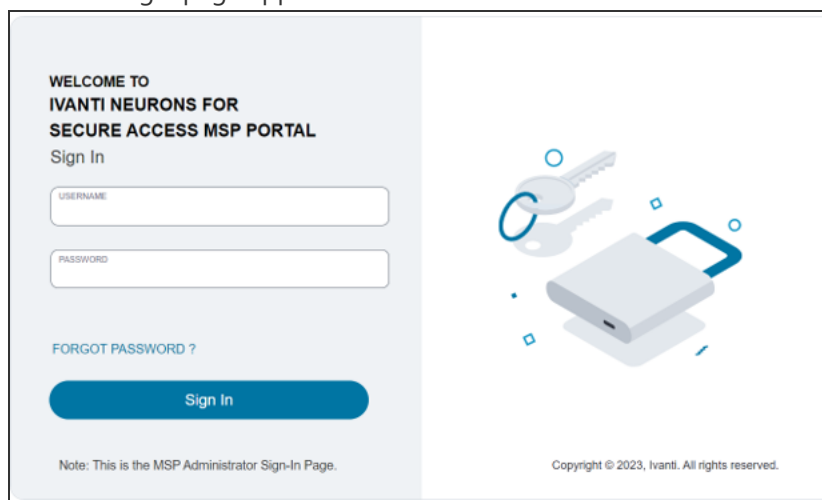
Logging into the MSP Portal

Before you can log in as an MSP Admin, you will receive an email from Ivanti detailing your subscription. This email contains:

- Your MSP Admin username.
- Your password.
- A hyperlink to start the login process. By default, this typically contains an endpoint URL in the form `https://<yourMSPdomain>.pulsezta.net/login/msp`.

To log into your MSP Admin account:

1. Click the hyperlink in your email, or copy the URL into your web browser.
The MSP login page appears.



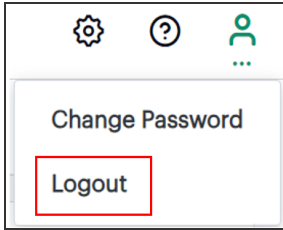
2. Log in using your supplied MSP Admin credentials.
The following default timeouts are used for all MSP admin sessions:
 - The idle timeout is 10 minutes.
 - The session timeout is 60 minutes.
3. If nSA requests it, specify a new password for your account.
4. Once this procedure is complete, you access the nSA portal interface as a MSP admin user. The main dashboard page appears.



To reset a forgotten password, click **FORGOT PASSWORD**. This link presents a credentials form through which you enter a username and password. If the entered credentials match a registered MSP administrator account, nSA emails a password reset link to the entered address allowing the recipient to create a new password.

Logging out of the MSP Portal

To log out of the nSA MSP portal and end the current session, click the Profile icon and select **Logout**.



Using the MSP Portal

- [Using the Portal Interface](#)
- [Using the All Tenants Dashboard](#)

After you log in to the MSP Portal, nSA displays the All Tenants page. This serves as the home page, or dashboard, for your portal.

The screenshot displays the 'Tenants' dashboard with the following components:

- Tenants** header with an information icon.
- TENANT STATUS AND CONSUMPTION** section:
 - Active: 1
 - Blocked: 0
 - Unused: 49
 - Donut chart showing 1 of 50 tenants active.
- USAGE INFORMATION** section:
 - Total Current Enrolled Users: 0
 - Bar chart showing usage for nZTA and ICS.
- ALL TENANTS** section:
 - CONSUMED 1 OUT OF 50 TENANTS
 - Buttons for Add and Delete.
 - Table with columns: Tenant Name, Status, Product Entitlements, Local Admin Account, Tenant Admin P.
 - Table row: > MIX, active, ICS, nZTA, admin, <https://mix.willow>

i To return to this page any time, click the menu icon in the left-hand menu bar and select Tenants > All Tenants. Alternatively, click the banner at the top.

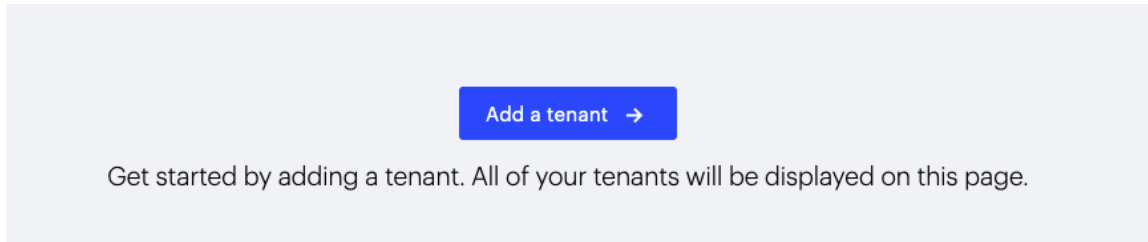
From this page, you can view and configure all functions and capabilities allowed through your subscription.

To learn more about the portal interface, see [Using the Portal Interface](#).

To learn more about the graphs and data shown in this page, see [Using the All Tenants Dashboard](#).

Using the Portal Interface

When you log in to the MSP portal for the first time, or at any point where you have no tenants defined in your deployment, nSA presents a banner recommending you create a new tenant:



To add a new tenant, select Add a tenant. Then, to learn more about the process of creating tenants, refer to [Creating Tenants in the MSP Portal](#).

For all subsequent login sessions, nSA displays the Tenant Dashboard. This serves as the home page for your portal, and provides an overview of tenant activity across your deployment.



To return to this page any time, click the menu icon in the nSA menu and select Tenants > All Tenants. Alternatively, click the banner at the top.

From this page, you can view and configure all functions and capabilities allowed through your subscription and role. Using the nSA menu at the left-hand side, choose from:

The Show/Hide menu icon, providing the ability to show or collapse the nSA menu tree:



The Tenants menu icon, providing access to the main configuration screens of the MSP portal:



Through this menu, you can select:

- Tenants > All Tenants: See [Using the MSP Portal](#).
- Tenants > Usage Summary: See [Generating Usage Data for Billing](#).

The Administrator menu icon, providing options to configure administrator access to the MSP portal:



To learn more, see [Configuring Administrator Access](#).

In addition to the nSA menu, the following controls can be used to configure the appearance and functionality of the portal:

Portal settings:



The Settings dialog appears:

The screenshot shows a 'Settings' dialog box with a close button (X) in the top right corner. It is divided into three sections: 'White Labeling' with a sub-option 'Use your logo across the system'; 'Color Scheme' with the instruction 'Choose the color mode for the app' and two radio button options, 'Light' and 'Dark', each accompanied by a small preview image of the portal interface; and 'Timezone' with the instruction 'Set Timezone' and a dropdown menu currently showing 'CHOOSE TIMEZONE' and 'Choose your option'. At the bottom of the dialog are two buttons: 'CANCEL' and 'APPLY'.

Use this dialog to configure your portal interface. Select from:

White Labeling:

Use this feature to configure a common branding across all of your deployed tenants. Select the text White Labeling to view the White Labeling dialog:

White Labeling

APPLICATION NAME

Logo

UPLOAD LOGO
Max file size 25kb

Supported formats: SVG, PNG, JPEG, JPG or GIF
Recommended dimensions: 200*36 pixels

No file to preview

Favicon

UPLOAD FAVICON
Max file size 20kb

Supported formats: PNG, JPEG, JPG or GIF
Recommended dimensions: 32*32 pixels

No file to preview

Colors

Header

| Background | Normal | Selected |
|------------|---------|----------|
| #202532 | #f3f6ff | #5bbb47 |

Hover: #5bbb47

Left Navigation

| Background | Normal | Selected |
|------------|---------|----------|
| #202532 | #acb5cb | #5bbb47 |

Hover: #FFFFFF

CANCEL APPLY

In this dialog you can configure:

- The Application Name applied to your tenants.
- The Logo that appears on the tenant's nSA portal.
- The Favicon used in the browser.
- The Colors used to brand the tenant's nSA portal.

- **Color Scheme:**
Select Light or Dark to switch between themes:
- **Timezone:**
Configure the default timezone for this admin login account. The configured timezone affects the display of data across all pages. Changes to the timezone persist across login sessions, and the default setting is UTC (Coordinated Universal Time). Changing the timezone can affect the analytics and usage data displayed in the portal.



Changing the timezone can affect the analytics and usage data displayed in the portal.

- **Help and Documentation:**
nSA documentation for administrators is available from the MSP portal. If you are a MSP admin, login to the portal using the URL provided in your welcome email. To access product help and documentation links, click the help icon in the navigation bar:



MSP Admin account options:



From this option, you can reset the account password or log out of the portal (see also "[Logging out of the MSP Portal](#)" on page 10).

Using the All Tenants Dashboard

The All Tenants page contains the following components:

- **Tenant Status and Consumption:**
MSPs are typically provided with a default initial allowance of 50 tenants. This dashboard contains a chart showing deployed tenants as a proportion of the total allowance. Defined tenants are indicated as either Active or Blocked, with the remainder of the allowance indicated as Unused.



As you approach the limit of your allowance, nSA presents an Increase Operation Limit dialog. Confirming this dialog sends a message to Ivanti to indicate that you wish to increase your maximum tenant allowance.

- **Usage Information:**
This dashboard contains a usage chart showing the total number of enrolled and licensed end-users, per nSA service, across all tenants.
- **All Tenants:**
This section contains a table listing all of your tenant definitions. Each entry lists the following details:
 - **Tenant Name:** The designated name for this tenant.
 - **Status:** The status of this tenant deployment, "active" (for fully active tenants) or "pending" (for tenants in a mid-deployment state).
 - **Product Entitlements:** The nSA services this tenant is entitled to use.
 - **Local Admin Account:** The tenant admin account username specified during tenant creation.
 - **Tenant Admin Portal:** The FQDN of this tenant's default Tenant Admin Portal endpoint, in the form `https://<yourMSPsubdomain>.pulsezta.net/login/admin`.



The Tenant Admin Portal displayed here is the default endpoint for the tenant admin. The tenant admin might modify this endpoint later; however, this field is not updated to reflect such changes and only ever shows the default endpoint.

Select the arrow indicator adjacent to the tenant name to view a drop-down panel containing a summary of Current Users versus Maximum Users and Current Enrolled Devices for each of this tenant's product entitlements.

| ALL TENANTS | | | | |
|-------------------------------------|-------------|------------------------|--------------------------|--|
| CONSUMED 1 OUT OF 50 TENANTS | | | | |
| | Tenant Name | Status | Product Entitlements | Tenant Admin Portal |
| <input checked="" type="checkbox"/> | ▼ MIX | active | ICS, nZTA | admin https://mix.willow.pzt.c |
| | Product | Current Enrolled Users | Current Enrolled Devices | Max Users |
| | ICS | 0 | 0 | 100 |
| | nZTA | 3 | 3 | 100 |

To add a new tenant, select Add. To edit an existing tenant, select the checkbox adjacent to the tenant name, then select Edit. To learn more about adding and editing tenants, see [Creating Tenants in the MSP Portal](#).

To permanently remove a tenant and all their data, select the checkbox adjacent to the tenant name, then select Delete. Confirm the operation in the subsequent dialog.



Deleting a tenant is a permanent operation and cannot be reversed.

To temporarily suspend the operation of a tenant without removing any configuration, select the checkbox adjacent to the tenant name, then select Block. Confirm the operation in the subsequent dialog.

Blocking a tenant does not deny access for the tenant admin to the Tenant Admin Portal. However, nSA does then disallow any further connection attempts by the end users in the tenant subscription.

A blocked tenant is indicated accordingly in the All Tenants MSP dashboard, and the Tenant Status and Consumption dashboard Blocked counter is incremented.

Creating Tenants in the MSP Portal

- ["Introduction" below](#)
- ["Using the Add New Tenant Workflow" below](#)
- ["Editing the Details of an Existing Tenant" on page 22](#)
- ["Blocking/Unblocking a Tenant" on page 24](#)

Introduction

This chapter describes how to use the MSP portal to create and edit tenants. Before you begin, make sure you have the following information for a prospective tenant:

- The tenant name
- The services required (nZTA and/or ICS), including the maximum potential end-user count required in each case
- The subdomain you want to configure for the tenant, in the form `https://<subdomain>.pulsezta.net`.
- The username and email address of a tenant administrator. This is the individual who can login to the Tenant Admin Portal and configure the *Secure Access Policies* governing access to an organization's applications and resources.

To learn more about adding new tenants to the MSP portal, see ["Using the Add New Tenant Workflow" below](#). To learn more about editing an existing tenant, see ["Editing the Details of an Existing Tenant" on page 22](#).

Using the Add New Tenant Workflow

To add a new tenant:

1. Log into MSP portal as an MSP Admin, see ["Logging into the MSP Portal" on page 9](#).

- From the main Dashboard page, activate the *Add New Tenant* workflow by selecting **Add** from the *All Tenants* panel:

The screenshot displays the 'Tenants' dashboard. At the top left, the title 'Tenants' is followed by an information icon. Below this, there are two main panels: 'TENANT STATUS AND CONSUMPTION' and 'USAGE INFORMATION'. The 'TENANT STATUS AND CONSUMPTION' panel features a donut chart showing 1 of 50 tenants as active (green), 0 as blocked (red), and 49 as unused (grey). The 'USAGE INFORMATION' panel shows a bar chart for 'Total Current Enrolled Users' with categories for nZTA and ICS. Below these panels is the 'ALL TENANTS' section, which includes a table of tenants and an 'Add' button highlighted with a red box. The table has columns for Tenant Name, Status, Product Entitlements, Local Admin Account, and Tenant Admin Portal. One tenant named 'MIX' is listed with status 'active', entitlements 'ICS, nZTA', and admin account 'admin'.

| Tenant Name | Status | Product Entitlements | Local Admin Account | Tenant Admin Portal |
|-------------|--------|----------------------|---------------------|----------------------------|
| MIX | active | ICS, nZTA | admin | https://mix.willow.pzt.d.. |

The *Add New Tenant* workflow dialog appears:

3. In the *Tenant Details* section:

- Enter a **tenant name**.
- Use the checkboxes to select the services to which this tenant is entitled to access.
- For each selected service, enter the **Max Users** allowed to access the service. This is a soft limit that does not restrict additional users from enrolling to the relevant service. Instead, a tenant exceeding this limit receives a warning in the Tenant Admin Portal enabling them to take action without any reduction in service. Furthermore, the MSP Portal dashboard is updated to indicate to a MSP Admin any tenants that have breached their user limit.

4. In the *Subdomain Information* section:

Enter the unique **Subdomain** you want to allocate for this tenant. This forms part of the FQDN to which all users enroll or sign-in their devices.

Your tenant FQDN must be unique and unused. To check the availability of the FQDN, enter the **Subdomain** and select **CHECK AVAILABILITY**.

nSA presents an error if the domain is unavailable:



The subdomain should not contain a dot (.). For example: abc.dom.pulsezta.net is not valid as the subdomain <abc.dom> contains a dot (.).

5. In the *Create Username** section:
Enter the **Username** of the initial tenant administrator account.
 6. In the *Contact Information* section, enter the **Tenant administrator Email** to which you want to send the invitation email. The recipient receives an email containing credentials and a link to login to the *default* Tenant Admin Portal endpoint (based on the subdomain you specify for this tenant, the default endpoint is `https://<subdomain>.pulsezta.net/login/admin`). This includes a one-time use password that must be changed upon login.
 7. Make sure your tenant details are correct. A deployed tenant can only be edited to update basic details - the product entitlement and admin account details are not amendable through the MSP Admin Portal.
-



A Tenant Admin is entitled to modify their administrative user details at any point through the Tenant Admin Portal. For more details, see the Tenant Admin documentation.

8. To create the tenant, select **Create Tenant**.
The Dashboard page reappears and your new tenant is added to the All Tenants list with a status of "Initializing". After the creation process completes, the status updates to "Active".
-

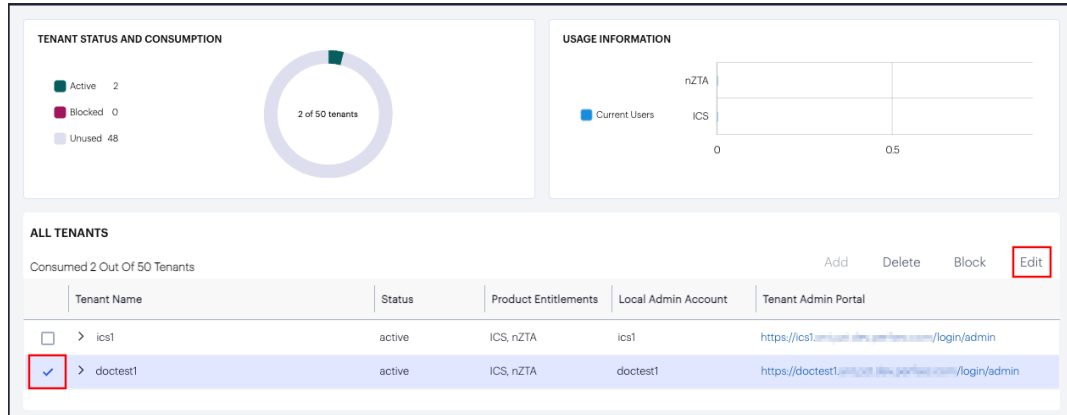


This process can take a few minutes to complete. If your tenant status remains as "Initializing" for some time, contact Ivanti Support for help.

Editing the Details of an Existing Tenant

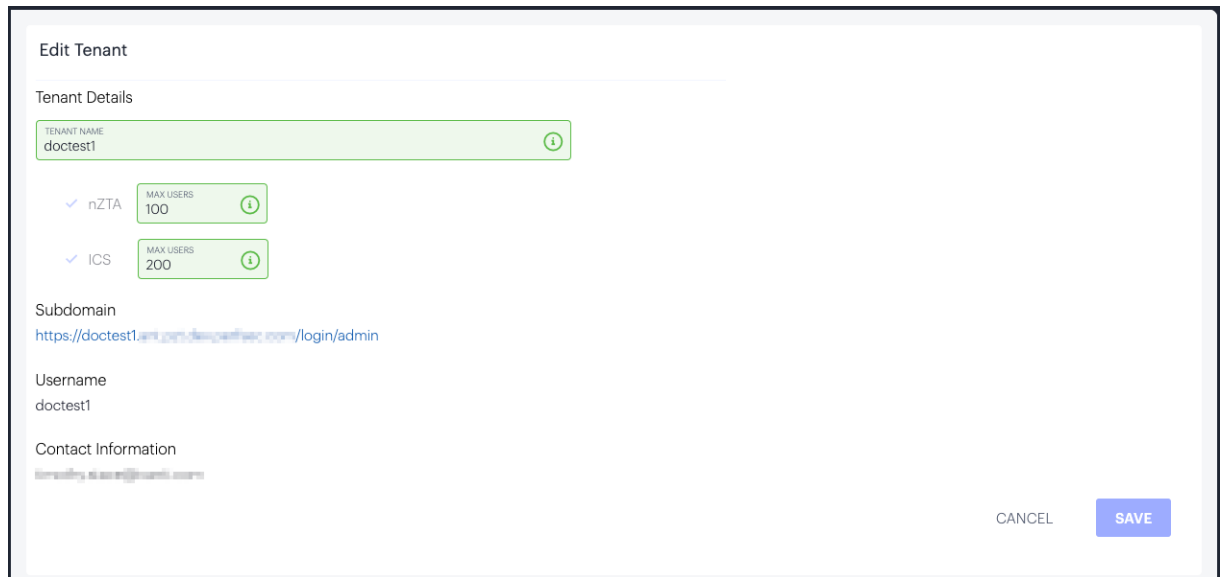
To edit an existing tenant:

1. Log into MSP portal as an MSP Admin, see "[Logging into the MSP Portal](#)" on page 9.
2. From the main Dashboard page, select the checkbox adjacent to a tenant entry in the *All Tenants* panel, then select **Edit**:



Editing a tenant

The *Edit Tenant* dialog appears:



3. In the *Tenant Details* section, you can edit:
 - The **Tenant Name**
 - The **Max Users** amount for each service entitlement
 You cannot change the remaining details for an existing deployed tenant.

- To save your changes, select **Save**.

Blocking/Unblocking a Tenant

To block a tenant:

- Log into MSP portal as an MSP Admin, see "[Logging into the MSP Portal](#)" on page 9.
- From the main Dashboard page, select the check box adjacent to a tenant entry in the All Tenants panel, then click **Block**:

ALL TENANTS

CONSUMED 1 OUT OF 50 TENANTS

Add Delete **Block** Edit

| Tenant Name | Status | Product Entitlements | Local Admin Account | Tenant Admin Portal | | | | | | | | | | | | |
|---|------------------------|--------------------------|---------------------|----------------------------------|---------|------------------------|--------------------------|-----------|-----|---|---|-----|------|---|---|-----|
| <input checked="" type="checkbox"/> MIX | active | ICS, nZTA | admin | https://mix.willow.pzt.dev.perfs | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Product</th> <th>Current Enrolled Users</th> <th>Current Enrolled Devices</th> <th>Max Users</th> </tr> </thead> <tbody> <tr> <td>ICS</td> <td>1</td> <td>0</td> <td>100</td> </tr> <tr> <td>nZTA</td> <td>3</td> <td>4</td> <td>100</td> </tr> </tbody> </table> | | | | | Product | Current Enrolled Users | Current Enrolled Devices | Max Users | ICS | 1 | 0 | 100 | nZTA | 3 | 4 | 100 |
| Product | Current Enrolled Users | Current Enrolled Devices | Max Users | | | | | | | | | | | | | |
| ICS | 1 | 0 | 100 | | | | | | | | | | | | | |
| nZTA | 3 | 4 | 100 | | | | | | | | | | | | | |

Blocking a tenant



If a tenant having ICS is blocked, it blocks only the admin access. User access is not blocked and users continue to access the nSA gateways.

To unblock a tenant, select the tenant and click **Unblock**.

ALL TENANTS

CONSUMED 0 OUT OF 50 TENANTS

Add Delete **Unblock** Edit

| Tenant Name | Status | Product Entitlements | Local Admin Account | Tenant Admin Portal | | | | | | | | | | | | |
|---|------------------------|--------------------------|---------------------|--|---------|------------------------|--------------------------|-----------|-----|---|---|-----|------|---|---|-----|
| <input checked="" type="checkbox"/> MIX | Blocked | ICS, nZTA | admin | https://mix.willow.pzt.dev.perfsec.com/login/admin | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Product</th> <th>Current Enrolled Users</th> <th>Current Enrolled Devices</th> <th>Max Users</th> </tr> </thead> <tbody> <tr> <td>ICS</td> <td>1</td> <td>0</td> <td>100</td> </tr> <tr> <td>nZTA</td> <td>3</td> <td>4</td> <td>100</td> </tr> </tbody> </table> | | | | | Product | Current Enrolled Users | Current Enrolled Devices | Max Users | ICS | 1 | 0 | 100 | nZTA | 3 | 4 | 100 |
| Product | Current Enrolled Users | Current Enrolled Devices | Max Users | | | | | | | | | | | | | |
| ICS | 1 | 0 | 100 | | | | | | | | | | | | | |
| nZTA | 3 | 4 | 100 | | | | | | | | | | | | | |

Unblocking a tenant

Generating Usage Data for Billing

"Introduction" below

"Viewing the Usage Summaries Page" on the next page

"Scheduling a Usage Report Generation" on page 27

Introduction

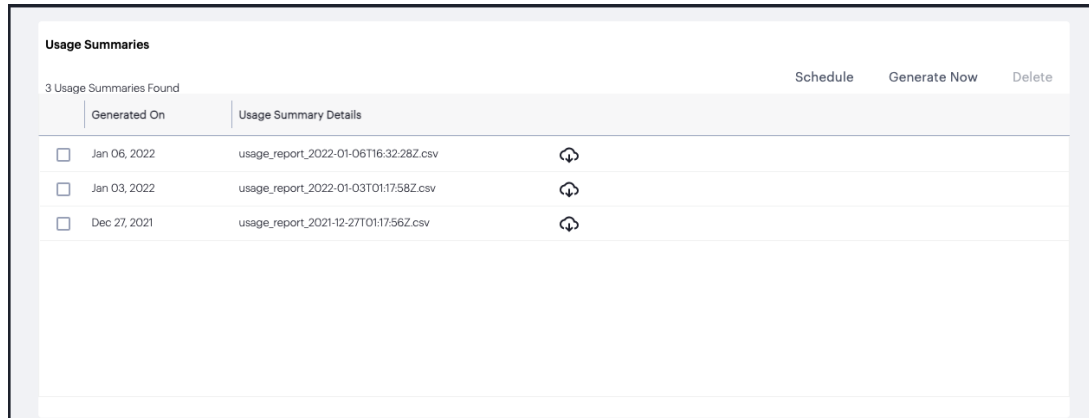
This page provides the ability to generate usage reports for tenant billing purposes. Each report contains a breakdown, per tenant, of the user counts in each service a tenant is entitled to use, calculated at the time the report is generated. You can generate a report immediately, set up a repeating schedule, or delete unneeded reports.




Viewing the Usage Summaries Page

To access the usage summaries page:

1. Log into MSP portal as an MSP Admin, see "[Logging into the MSP Portal](#)" on page 9.
2. From the main menu, select **Tenants > Usage Summary**.

The *Usage Summaries* page appears:



| Usage Summaries | | | | |
|--------------------------|-----------------------|---------------------------------------|---|--------|
| 3 Usage Summaries Found | | Schedule | Generate Now | Delete |
| Generated On | Usage Summary Details | | | |
| <input type="checkbox"/> | Jan 06, 2022 | usage_report_2022-01-06T16:32:28Z.csv |  | |
| <input type="checkbox"/> | Jan 03, 2022 | usage_report_2022-01-03T01:17:58Z.csv |  | |
| <input type="checkbox"/> | Dec 27, 2021 | usage_report_2021-12-27T01:17:56Z.csv |  | |

From this page, you can:

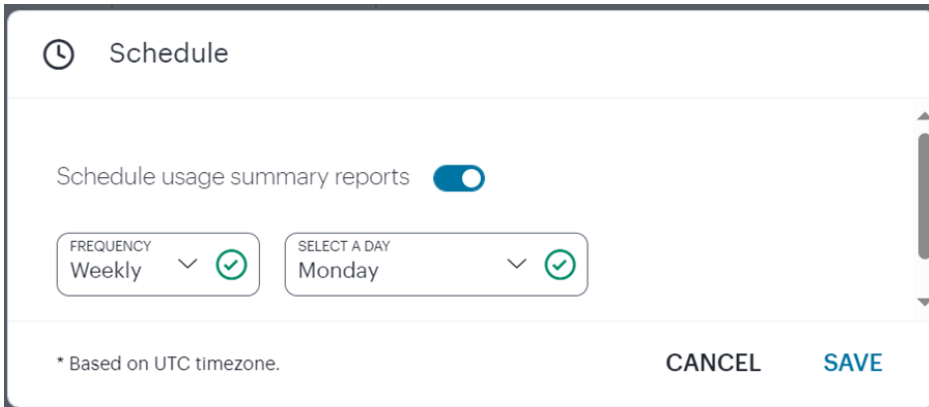
- View previously generated reports, and download each report as a CSV text file to your local workstation.
- To download a report, select the download icon adjacent to the report entry:



- Schedule a regular report generation, see "[Scheduling a Usage Report Generation](#)" on the next page.
- Generate a usage summary report immediately by selecting **Generate Now**.
- Delete one or more usage summary reports by selecting the check box adjacent to each applicable report entry, then selecting **Delete**.

Scheduling a Usage Report Generation

To set up a usage report schedule, or to cancel an existing schedule, select **Schedule**.



The screenshot shows a dialog box titled "Schedule" with a clock icon. It contains a toggle switch for "Schedule usage summary reports" which is turned on. Below the toggle are two dropdown menus: "FREQUENCY" set to "Weekly" and "SELECT A DAY" set to "Monday". Both dropdowns have a green checkmark icon. At the bottom left, there is a note: "* Based on UTC timezone." At the bottom right, there are two buttons: "CANCEL" and "SAVE".

In this dialog, you can:

- Switch on or off scheduled reporting.
- Set a schedule duration based on a frequency of *Daily*, *Weekly* (with a selected day of the week), or *Monthly* (with a selected date in each month).

To apply your changes, select **SAVE**.

Configuring Administrator Access

To access and use the MSP admin portal, you require a MSP Admin account. The initial MSP Admin login is set up by and provided to the nominated email account when the MSP subscription is created. The initial MSP Admin account can create and manage further admin accounts as required to access the portal.

The MSP Portal uses **Admin Groups** to represent the group of admin users entitled to access the portal. An admin group combines an **Authentication Policy**, **Authentication Method**, and a set of one or more **Authentication Rules**.

You can view each of these elements through the **Administator** menu.



Editing policies and groups is not possible. These sections are read-only and included for information purposes.

A MSP admin can create and edit a defined list of admin user accounts managed locally in the MSP portal. Login requests are authenticated against this list to determine access rights.

To add a new admin user:

1. Log into the MSP portal as an MSP admin, see "[Logging into the MSP Portal](#)" on page 9.
2. From the menu, select **Administrator > Admin Authentication**

3. Select the check box adjacent to the "Admin Auth" method, then select **Edit**.
A form appears that enables you to update the authentication method

Admin Authentication

Edit Authentication Method

Choose name and type

AUTHENTICATION SERVER NAME: Admin Auth | AUTHENTICATION TYPE: Local

USER NAME: | FULL NAME: | EMAIL: | PASSWORD: | CONFIRM PASSWORD: |

Temporary password (require user to change password at next sign in)

ADD TO USERS LIST

| | USERNAME ↑ | FULL NAME ↑ | PASSWORD | CHANGE PASSWORD | EMAIL |
|--------------------------|------------|---------------|----------|-----------------|---------------------------|
| <input type="checkbox"/> | msp | Administrator | N/A | NO | alexander.pip@ivanti.c... |
| <input type="checkbox"/> | msp2 | MSP 2 | N/A | NO | alexander.pip@ivanti.c... |

Buttons: Cancel, Update Admin Authentication

i At any point during this process, you can reset the form data by selecting **Reset**.

4. Enter the following settings:
 - Specify a **User Name**, **Full Name**, and **Email** for the new admin user.
 - Specify a **Password** and **Confirm Password** for the user.
 - (Optional) Select the **Temporary Password** check box if you want the user to change their password when they first log in.
 - Select **Add To Users List**.

The user is added to the list of admin users.

5. Repeat the previous step for each required admin user.
6. Select **Update Admin Authentication**.

To edit an authentication rule:

1. From the menu, select **Administrator > Authentication Rules**.
2. In the Admin Rules page, select the check box adjacent to the rule that you want to modify and click **Edit**.
3. Select an expression from the drop-down list and specify a value.
4. Click **Save**.