



# Delinea

Thycotic One

Documentation © 1.0.0



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## Introduction

This documentation details the Thycotic One single-sign-on and Cloud Manager cross-product cloud administration systems.

**Note:** Navigate using the dynamic table of contents on the left, the page contents on the right, or by entering a search term above. Many pages in this documentation have sub-pages. The container (parent) pages can have introductory text or simply a heading with no text. Please click the table of contents on the left to see any sub-pages it might have.

We suggest starting with [Understanding the Cloud Manager Dashboard](#).

## Documentation

- [Thycotic Documentation Portal](#): You are at the home page of the current Thycotic Document Portal for Thycotic One and Cloud Manager. It contains:
  - Converted knowledge base articles. These are marked as *deprecated* in the legacy knowledge base.
  - Links to legacy knowledge bases article that have yet to be converted or retired
  - Links to legacy PDF documentation
  - New material
- [Knowledge Base Articles](#): Use the Search text box at the top of the page. This is the legacy platform that we are replacing with the Thycotic Documentation Portal (where you are right now). This portal does not yet contain all documentation. For now, there are many locations here where this online documentation links to legacy documentation.

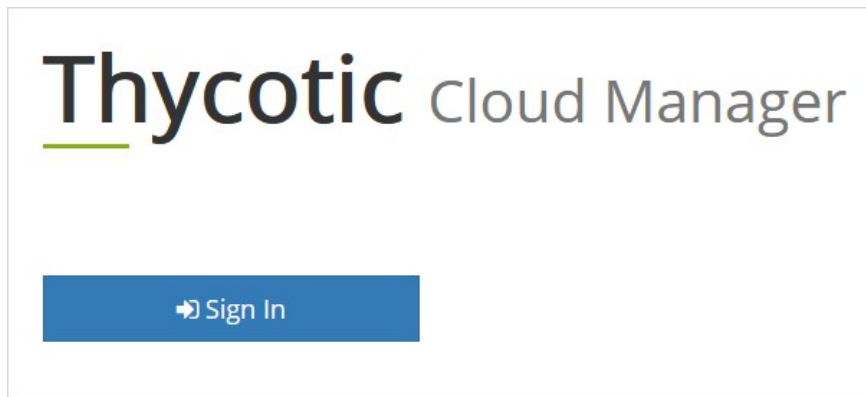
## Help

- [Document Conventions](#)
- [Self-Help Resources](#)
- [Technical Support](#)
  
- [Forum](#) (legacy—replaced by Secret Society)
- [Thycotic Secret Society](#): An Educational Community, replacing the Forum.

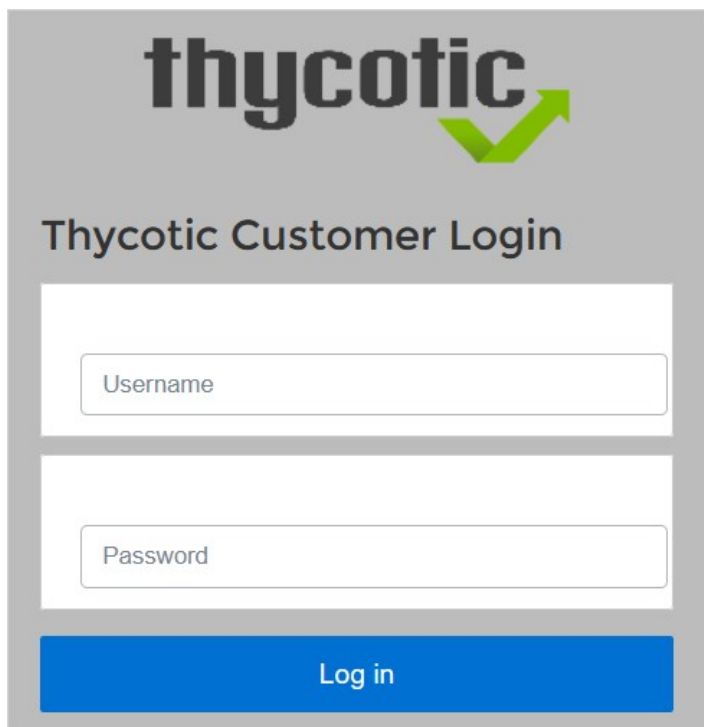
## Cloud Manager General Procedures

**Note:** If you are already logged on your Secret Server Cloud (SSC) domain, you can also access Cloud Manager by going to **Admin > Cloud Subscriptions**, rather than completing this procedure. Click the **Thycotic Cloud Portal** link.

1. In a Web browser, navigate to the Secret Server Cloud (SSC) portal at <https://portal.thycotic.com>. The Log on page appears:



2. Click the **Sign In** button. The Thycotic Customer Login page appears:



3. Scroll down to the **Other Login Options** section.
4. Click the button for your Secret Server Cloud (SSC). We chose Thycotic One US East. The Sign In page appears:

### Sign In

Email address

**Next**

[Create New Account](#) [Reset My Password](#)

5. Type your email address in the **Email Address** text box.
6. Click the **Next** button. The Password text box appears.
7. Type your password in the **Password** text box.
8. (Optional) Click to select the **Remember Me** check box if you want your log on credentials to be remembered on this computer. Only do this on secure computers that only you have access to.
9. Click the **Next** button. Your Cloud Manager dashboard appears:

## Dashboard

[Secret Server Cloud Status](#)

<b>Domain</b> <a href="#">worldozippy.secretservercloud.com</a>	<b>Frequency</b> Trial (September 19, 2020)
<b>Cloud</b> United States	<b>Status</b> ✔ Provisioned
<b>Edition</b> Platinum (Number of Users : 11)	
<b>Subscription Details</b> ▶	
<b>Tech Support PIN</b> A support agent may request a technical support PIN which will give them temporary access to manage your Secret Server Cloud instance. This PIN will automatically expire, and may be immediately revoked at any time. <input type="button" value="Generate Tech Support PIN"/>	

**Note:** See [Understanding the Cloud Manager Dashboard](#) for details.

10. Click the **Manage** link at the top right of the page and select **Teams**. The Teams page appears:

## Teams

[+ New](#)

#	Name	Account						
#	Moon Unit One	48880-5801-9	<a href="#">Edit</a>	<a href="#">Organizations</a>	<a href="#">Subscriptions</a>	<a href="#">Roles</a>	<a href="#">Users</a>	<a href="#">Products</a>
#	Thycotic # 137	24645-8734-3	<a href="#">Edit</a>	<a href="#">Organizations</a>	<a href="#">Subscriptions</a>	<a href="#">Roles</a>	<a href="#">Users</a>	<a href="#">Products</a>

The Teams page is the management page for Cloud Manager. Teams are a way to divide up your management into product instances, such as SSC or Privilege Manager, that have separate privileges, users and organization. (See [Teams](#)).

## Dashboard

[Secret Server Cloud Status](#)

**Domain**  
[worldozippy.secretservercloud.com](#)

**Cloud**  
United States

**Edition**  
Platinum (Number of Users : 11)

**Subscription Details** ▶

**Tech Support PIN**  
A support agent may request a technical support PIN which will give them temporary access to manage your Secret Server Cloud instance. This PIN will automatically expire, and may be immediately revoked at any time.  
[Generate Tech Support PIN](#)

**Frequency**  
Trial (September 19, 2020)

**Status**  
✔ Provisioned

The Cloud Manager dashboard provides an overview of your cloud instance. It provides:

- **Cloud:** The parent cloud of your instance.
- **Domain:** The name of and a link to your cloud instance
- **Edition:** A summary of your license status and number of users.

- **Frequency:** Expiration status and subscription renewal frequency.
- **Secret Server Cloud Status:** The status of all the Thycotic clouds and related components. It also includes their state history. See [Viewing Cloud Status](#)
- **Subscription Details:** A dropdown that shows the details for each cloud product that you own, including the number of licenses and the expiration dates.
- **Status:** The current state of your cloud instance:
  - Canceled
  - Provisioned
  - Provisioning in Progress...
  - Error During Provisioning
  - Not Provisioned.
- **Tech Support PIN:** A generator for a PIN that you will need if you choose to contact our technical support. See [Technical Support](#).



## Cloud Manager Teams

Teams are a feature of Cloud Manager that controls access to Cloud Manager features. For example, they determine who can:

- See a subscription or product
- Generate technical support PINs
- Provision cloud instances
- Change hostnames

Generally, teams apply to admins, not regular users. You might have more than one team if you have multiple subscriptions (SSC instances) or products (other Thycotic Cloud products). Thycotic One organizations each belong to a single Cloud Manager team.

**Note:** Please see [Thycotic One Organizations](#) to contrast with teams. Teams apply to Cloud Manager and organizations apply to Thycotic One. Team ownership of specific organizations bridge the two.



1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Edit** button for the desired team. A popup appears.
4. Type the desired name in the **Name** text box.
5. Click the **Save Changes** button.

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Users** button for the desired team. A Users page appears:

Thycotic # 137 Users

[« Back to teams](#)

[+ New](#)

 User / Email Address	Role	
 zardo2020@mailinator.com	Owner	<a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Edit** button. The User Role popup appears:

User Role ×

---

**Email Address**  
zardoz2020@mailinator.com

**Role**

Owner ▼

Save Cancel

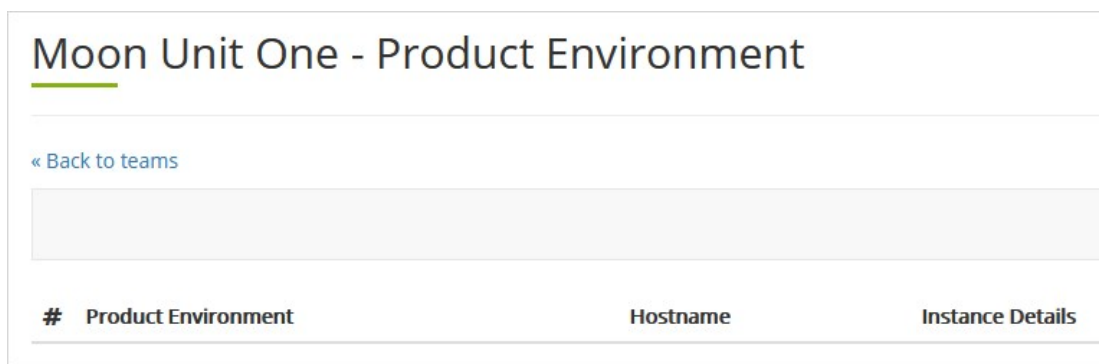
5. Click the **Role** dropdown list to select the role for the team's users. See [Team Roles](#) for more on roles.
6. Click the **Save** button.

*Products* are Thycotic cloud products other than SSC, such as Privilege Manager Cloud, DevOps Secrets Vault, and Account Lifecycle Manager. Subscriptions are essentially the exact same thing for SSC.

**Note:** The reason there are two names for nearly the same thing is they came from separate legacy development paths. We intend to combine them in a future Cloud Manager release.

## Viewing Team Products

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Products** button for your desired team. The Product Environment page appears:



The screenshot shows a web interface for 'Moon Unit One - Product Environment'. At the top, the title 'Moon Unit One - Product Environment' is displayed with a green underline. Below the title is a horizontal line, followed by a blue link labeled '« Back to teams'. Underneath the link is a large, empty light gray rectangular area. At the bottom of the page, there is a table with three columns: '# Product Environment', 'Hostname', and 'Instance Details'. The table is currently empty of data rows.

*Subscriptions* are SSC instances. Products are essentially the exact same thing for Thycotic cloud products other than SSC, such as Privilege Manager Cloud, DevOps Vault, and Account Lifecycle Manager.

**Note:** The reason there are two names for nearly the same thing is they came from separate legacy development paths. We intend to combine them in a future Cloud Manager release.

## Viewing and Editing Team Subscriptions

**Note:** The Cloud Manager dashboard provides a much quicker way to view team subscriptions.

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Subscriptions** button for the desired team. The Subscriptions page appears:

The screenshot shows the 'Subscriptions' page. At the top, there is a header 'Subscriptions' with a green underline. Below the header is a navigation link '« Back to teams'. A large grey rectangular area is present below the navigation link. Below this area is a table with three columns: 'Name', 'Team', and 'Product'. The table contains one row of data. The 'Name' column contains a cloud icon, 'Thycotic # 137', 'Platinum', a link 'https://worldozippy.secretservercloud.com', and 'United States'. The 'Team' column contains 'Thycotic # 137'. The 'Product' column contains 'Secret Server Cloud'. To the right of the table row are two links: 'Edit' and 'Details'.

Name	Team	Product
Thycotic # 137 Platinum <a href="https://worldozippy.secretservercloud.com">https://worldozippy.secretservercloud.com</a> United States	Thycotic # 137	Secret Server Cloud

4. To view a list of the cloud subscriptions, click the **Details** button. The Subscriptions Details page appears:

The screenshot shows the 'Subscription Details' page. At the top, there is a header 'Subscription Details' with a green underline. Below the header is a large grey rectangular area. Below this area is a table with four columns: 'Subscription Name', 'Product Code', 'Name', and 'Qty'. The table contains two rows of data. The first row has 'Thycotic # 137' in the 'Subscription Name' column, 'SSC-PLT-10\_24-Y' in the 'Product Code' column, and '10' in the 'Qty' column. The second row has 'Thycotic # 137' in the 'Subscription Name' column, 'SSC-CM-5\_24-1Y' in the 'Product Code' column, and '10' in the 'Qty' column.

Subscription Name	Product Code	Name	Qty
Thycotic # 137	SSC-PLT-10_24-Y		10
Thycotic # 137	SSC-CM-5_24-1Y		10

We see that the team is listed under Subscription Name, and the subscriptions are for SSC Connection Manager and the SSC platform.

5. To edit the subscriptions, click the **Edit** button. The Subscription popup appears:

Subscription

**Bundle**

Platinum

**Cloud Environment**

United States

**Name**

Thycotic # 137

**Subdomain**

worldozippy .secretservercloud.com

**Warning: changing your hostname is not recommended if you have deployed Distributed Engines**

Save Cancel

6. If desired, type the new hostname in the **Name** text box.

**Important:** If you change the cloud hostname, any distributed engines you have connected to your cloud instance will continue to contact the old hostname. Any distributed engine functionality, like password changing and discovery, will no longer work. To fix this, uninstall, re-download, and reinstall any distributed engines you have deployed.

7. If desired, type the new subdomain name in the **Subdomain** text box.

8. Click the **Save** button.

## Editing the Subdomain

See [Viewing and Editing Team Subscriptions](#).

## Linking to an Instance

## Listing Cloud Subscriptions

See [Viewing and Editing Team Subscriptions](#).

## Listing Hostnames

See [Viewing and Editing Team Subscriptions](#).

Roles and their permissions:

## **Billing Manager Role and Permissions**

Billing manager is a legacy role that is no longer used. It will be removed in a later version of Cloud Manager. Its related Billing Management privileges are also no longer valid.

## **Bundle Management Permissions**

The bundle management permissions are legacy and no longer used. They will be removed in a later version of Cloud Manager

## **Owner**

- Product Administration (Full)
- Team Administration (Full)
- Team Administration (Read)
- Team Administration (Write)
- User Management (Full)
- User Management (Read)
- User Management (Write)

## **Technical Manager**

- Team Administration (Full)
- Team Administration (Read)
- Team Administration (Write)

## Cloud Status

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Cloud Status** link at the top right of the page. The Thycotic Service Status page appears:

**thycotic**

**Thycotic Service Status** SUBSCRIBE

**Active Incidents**

**"Privilege Manager Cloud - AU" is under Maintenance**

This incident has been open for 1 hr 41 mins.

Incident Start Time  
Aug 21, 2020 10:36 AM EDT

Affected Components  
Privilege Manager Cloud - AU


Incident Status Updates  
🔄 **In Progress**  
"Privilege Manager Cloud - AU" is under Maintenance  
Posted on Aug 21, 2020 at 10:36 AM EDT (1 hr 41 mins ago)

**Component Summary**

Component Name	Component Status
Privilege Manager Cloud - AU	⚠️ Under Maintenance
⊕ Access Controller Suite - AU	✅ Operational
⊕ Access Controller Suite - EU	✅ Operational
⊕ Access Controller Suite - US	✅ Operational

4. The page has these sections:
  - **Active Incidents:** Unresolved incidents, including maintenance. Includes severity and real-time updates.
  - **Component Summary:** Operation status of various Thycotic services. Click the **+** to see subcomponent broken out.
  - **Component Status History:** A collection of the operational statuses of Thycotic service projected over the last three months. Includes a calculated uptime percentage for each.
  - **Upcoming Maintenance - Next 31 days:** Details about any scheduled downtime on the Thycotic service in the next 31 days.
  - **Incident History:** A list of resolved incidents and completed maintenance in the last seven days.

- Click any service component or subcomponent (in the Component Summary and Component Status History sections) to view additional information. The Thycotic Service Status Page appears:


⚙️

## Thycotic Service Status

SUBSCRIBE

← [Home](#)

Secret Server Cloud - US ▼

✔️ Secret Server Cloud - US  
Operational

541 ms  
Response Time

8 sec(s) ago  
Last Checked

### Global Location Status ⓘ

✔️ Fremont-CA - US Primary

✔️ New Jersey - US

✔️ Dallas - US

✔️ Montreal - CA

✔️ Atlanta - US

✔️ Miami - US

### Component Status History ⓘ

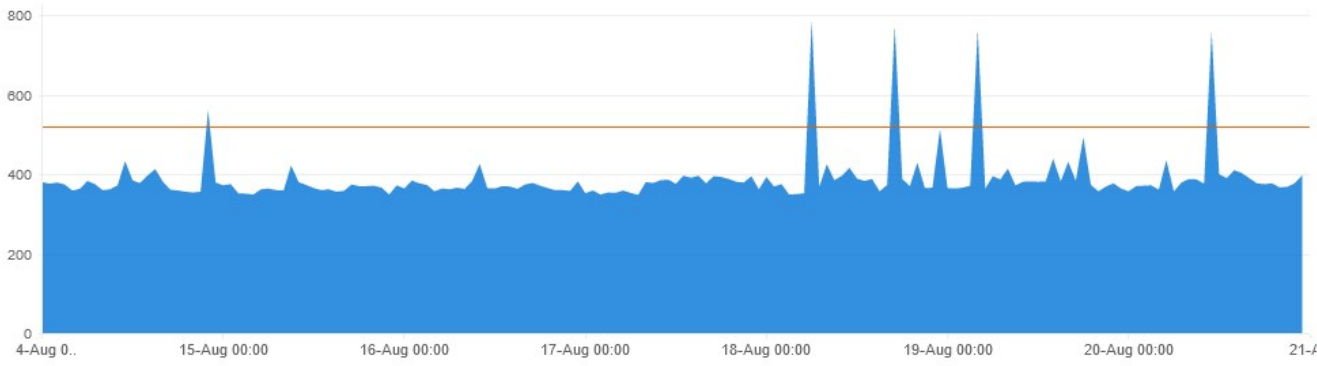
< Aug 21 to Aug 15 >

Component Name	Uptime	Aug 21	Aug 20	Aug 19	Aug 18	Aug 17	Aug 16	Aug 15
Secret Server Cloud - US	100 %	✔️	✔️	✔️	✔️	✔️	✔️	✔️

✔️ Operational
⊖ Monitoring suspended
⚙️ Under Maintenance
⚠️ Degraded Performance
✂️ Partial Outage
✖️ Major Outage

### Performance Metrics - Last 7 Days ⓘ

Last 7 Days ▼



DNS Time
  Connection Time
  SSL Handshake Time
  First Byte Time
  Download Time

Time shown is in your local time zone- America/New\_York. [Change Timezone](#)



6. Make adjustments as desired:

- Click the unlabeled service dropdown list at the top right to change the service without leaving the page.
- Click the < or > icons on the **Component Status History** table to adjust its time window.
- Click the **Change Time Zone** link at the bottom of the page or the gear icon at the top of the page to change the time zone.

7. Operate the **Performance Metrics** graph:

- Click the **Performance Metrics** dropdown list to move the time window shown.
- Click the check boxes at the bottom to add or remove metrics from the graph. You can view:
  - Connection Time
  - DNS Time
  - Download Time
  - First Byte Time
  - SSL Handshake Time
- Hover the mouse pointer over the graph to see a popup showing that metric at specific time on the graph.

8. In the **Incident History** section, click the incident title to see details about the incident:

## "Cloud Provisioning Portal" is Down

---

**Incident Details**

<p>State <b>RESOLVED</b></p> <p>Type Real-time Incident</p> <p>Severity <b>Major Outage</b></p> <p>Affected Components Cloud Provisioning Portal</p>	<p>Incident Start Time Aug 20, 2020 01:41 AM EDT</p> <p>Incident End Time Aug 20, 2020 01:41 AM EDT</p> <p>Incident Duration few seconds</p>
--	--

---

**Update History**

- ⊙ **Resolved**  
 All component(s) are operational  
 Posted on Aug 20, 2020 at 01:41 AM EDT
- ⊗ **Acknowledged**  
 "Cloud Provisioning Portal" is Down  
 Posted on Aug 20, 2020 at 01:41 AM EDT

## Cloud Alert Subscriptions

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Cloud Status** link at the top right of the page. The Thycotic Service Status page appears:

The screenshot displays the Thycotic Service Status page. At the top left is the Thycotic logo, and at the top right is a gear icon. Below the logo is the title "Thycotic Service Status" and a "SUBSCRIBE" button. The main content area is titled "Active Incidents" and features a blue header for the incident: "'Privilege Manager Cloud - AU' is under Maintenance". Below this header, it states "This incident has been open for 1 hr 41 mins." and provides the "Incident Start Time" as "Aug 21, 2020 10:36 AM EDT". The "Affected Components" section lists "Privilege Manager Cloud - AU". The "Incident Status Updates" section shows a refresh icon, the status "In Progress", and the incident title with a timestamp: "Posted on Aug 21, 2020 at 10:36 AM EDT (1 hr 41 mins ago)".

Below the incident details is a "Component Summary" section with a table:

Component Name	Component Status
Privilege Manager Cloud - AU	Under Maintenance
Access Controller Suite - AU	Operational
Access Controller Suite - EU	Operational
Access Controller Suite - US	Operational

4. Click the Subscribe button at the top of the page. A subscription popup appears:

EMAIL    SMS    RSS FEED

Subscriber Name \*

Email Address \*



Enter Captcha \*

[Subscribe to Alerts](#)

[Manage Existing Subscription](#)

5. **Either** click the **Email** tab to have the alerts sent to an email. **Or** click the **SMS** tab to have text message alerts sent. **Or** click the **RSS Feed** tab to create an RSS feed file for alerts. Using this, you can create a status feed on your status page.
6. Click the **Subscribe to Alerts** button. The new subscription appears in the Subscription Details page:

**Thycotic Service Status**

Verify your email address to confirm status page subscription and start receiving notifications. [Resend confirmation email.](#)

**Subscription Details**

Subscriber Name	Email Address
Zippy Zardoz	zardoz2020@mailinator.com

7. Click the **Confirm Subscription** button to confirm the subscription on your phone or via email when the message arrives:



Dear [REDACTED],

You've opted to receive status update notifications from [Thycotic Service Status](#). Please click the below button to confirm your subscription.

[Confirm Subscription](#)

Link not working? Try this:

[https://status.thycotic.com/sp/client/confirm\\_subscription/email?id=I9mbkS5Jgpqvui6bqPIFmHVu4aT5EpXmXBg8Mjw4KXZBS4IFYqQ2c7Yt9FC45Ia](https://status.thycotic.com/sp/client/confirm_subscription/email?id=I9mbkS5Jgpqvui6bqPIFmHVu4aT5EpXmXBg8Mjw4KXZBS4IFYqQ2c7Yt9FC45Ia)

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Cloud Status** link at the top right of the page. The Thycotic Service Status page appears:

**thycotic** ⚙️

## Thycotic Service Status SUBSCRIBE

### Active Incidents ⓘ

**"Privilege Manager Cloud - AU" is under Maintenance**

This incident has been open for 1 hr 41 mins.

Incident Start Time  
Aug 21, 2020 10:36 AM EDT

Affected Components  
Privilege Manager Cloud - AU

Incident Status Updates  
🔄 **In Progress**  
"Privilege Manager Cloud - AU" is under Maintenance  
Posted on Aug 21, 2020 at 10:36 AM EDT (1 hr 41 mins ago)

### Component Summary ⓘ

Component Name	Component Status
Privilege Manager Cloud - AU	⚠️ Under Maintenance
⊕ Access Controller Suite - AU	✅ Operational
⊕ Access Controller Suite - EU	✅ Operational
⊕ Access Controller Suite - US	✅ Operational

- Click the Subscribe button at the top of the page, either on the main page (receive all alerts) or on one of the components. A subscription popup appears:

EMAIL    SMS    RSS FEED

Subscriber Name \*

Email Address \*



Enter Captcha \*

Subscribe to Alerts


[Manage Existing Subscription](#)

5. Click the **Manage Existing Subscription** link.

EMAIL    SMS    RSS FEED

Receive an email with the access link to securely manage component subscription.

Email Address \*



Enter Captcha \*

Get Manage Link

[Create New Subscription](#)

6. Type the email address for the subscription management link to be sent to in the **Email Address** text box.

7. Complete the captcha.
8. Click the **Get Manage Link** button. A confirmation page appears.
9. Confirm the subscription on your phone or via email when the message arrives.

## Thycotic One Organizations

A Thycotic One *organization* is a group of users and application credentials. Each organization is subordinate to a single Cloud Manager team. Owners or technical managers in a team can administer that team's organizations. Organization admins can configure log on behavior for all their end users. They can create new application credentials, set password strength policies, set 2FA requirements, trigger password resets for their users, and more.

**Note:** Any user that is added to Thycotic One using application credentials that belong to an organization are automatically added to that organization.

**Note:** Please see [Cloud Manager Teams](#) to contrast with organizations. Teams apply to Cloud Manager and organizations apply to Thycotic One. Team ownership of specific organizations bridge the two.



## Adding External Authentication Providers

Thycotic One supports external OpenID Connect authentication providers. During a user's login, if an organization has configured one or more external providers, the user will be prompted to select which provider to use, or to log in with a Thycotic One account password.

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

The screenshot shows the 'Thycotic # 137 - Thycotic One Organizations' page. At the top, there is a title and a '« Back to teams' link. Below this is a search bar with a '+ New' button on the right. A table lists the organization 'Thycotic # 137 - #1' with a connection of 'Thycotic One US East'. Below the table name are several action buttons: 'Credentials', 'Users', 'Auth Providers', 'Apps', 'Edit', and 'Delete'.

Name	Connection	
Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a> <a href="#">Users</a> <a href="#">Auth Providers</a> <a href="#">Apps</a> <a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Auth Providers** button for the desired organization. The External Authentication Providers page appears:

The screenshot shows the 'Thycotic # 137 - #1 - External Authentication Providers' page. At the top, there is a title and a '« Back to organizations' link. Below this is a search bar with a '+ New' button on the right. A table lists the external authentication providers with columns for 'Description', 'Provider URL', 'Client ID', and 'Enabled'.

Description	Provider URL	Client ID	Enabled
-------------	--------------	-----------	---------

5. Click the **+ New** button. The External Authentication Provider Setting popup page appears:

External Authentication Provider Settings
✕

---

**Description**

**Provider URL**

**Client ID**

**Secret**

**Callback URL**  
<https://login.thycotic.com/signin-oidc/c51515f9-cd76-4ac8-b41f-1ddd65a073b5>

Enabled

Save
Cancel

6. Type in the parameters for your desired provider.
  - **Description** is a display name.
  - **Provider URL** is the OpenID Connect base server URL of the external provider. Specifically, this must be a publicly accessible URL from which the OpenID Connect configuration document can be fetched. For example, if the OpenID Connect configuration document is available at <https://example.com/.well-known/openid-configuration>, then this setting should be set to <https://example.com>.
  - **Client ID** and **Secret** are the credentials used to connect to and authenticate with the provider.
  - **Callback URL** is the redirect URI required to complete the OpenID Connect login process. In most cases, the external provider must be configured to allow this specific URL.
7. Click to select the **Enabled** check box. You can deselect it if you wish to enter the authentication provider without using it yet.
8. Click the **Save** button.



## Editing Organization Settings

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

## Thycotic # 137 - Thycotic One Organizations

[« Back to teams](#)

[+ New](#)

 Name	Connection	
 Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a> <a href="#">Users</a> <a href="#">Auth Providers</a> <a href="#">Apps</a> <a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Edit** button. The Organization page appears:

Thycotic One Organization
✕

---

**Name**

**Thycotic One Connection**

Thycotic One US East ▼

**Security Policy**

**Lockout Attempt Count**

7
▲▼

Number of failed login attempts before the user is locked out.

**Minimum Password Strength**

Safely Unguessable ▼

Minimum required password strength. Stronger passwords are more secure but harder to remember and type.

**Two-Factor Login Policy**

Choose which two-factor login methods will be required in this organization. If multiple methods are required, then users must choose one of the required methods.

**SMS Two Factor Policy**

No Preference ▼

Policy for SMS-based two-factor login.

**TOTP Two Factor Policy**

No Preference ▼

Policy for TOTP (mobile authenticator app) two-factor login.

Save

Cancel

5. Name and cloud region:

- Edit the name in the **Name** text box.

6. Log on security:

- Click the **Lockout Attempt Count** list to select the number of log on tries a user is allowed before being locked out.
- Click the **Minimum Password Strength** dropdown list to choose the password robustness to enforce.

7. Two-Factor authentication: Click the TOTP Two Factor Policy to enforce a time-based one-time password setup.

8. Click the **Save** button.

## Setting the Lockout Policy

See [Editing Organization Settings](#).

## **Setting the Multifactor Authentication Policy**

See [Editing Organization Settings](#).

## **Setting the Password Policy**

See [Editing Organization Settings](#).

## Auditing Users

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

The screenshot shows the 'Thycotic # 137 - Thycotic One Organizations' page. At the top, there is a title and a '« Back to teams' link. Below the title is a search bar and a '+ New' button. A table lists the organization details:

Name	Connection	Actions
Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a> <a href="#">Users</a> <a href="#">Auth Providers</a> <a href="#">Apps</a> <a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Users** button for the desired organization. The Thycotic One Users page appears:

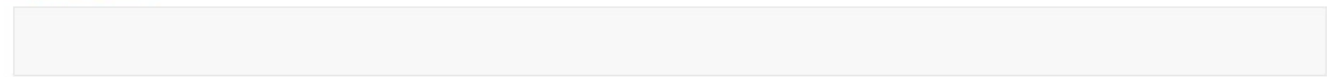
The screenshot shows the 'Thycotic # 137 - #1 - Thycotic One Users' page. At the top, there is a title and a '« Back to organizations' link. Below the title is a search bar. A table lists the user details:


Name	Enabled	Active	Actions
zardoz2020@mailinator.com	✓	✓	<a href="#">Edit</a> <a href="#">Phones</a> <a href="#">Emails</a> <a href="#">Two-Factor</a> <a href="#">Audits</a> <a href="#">Unlock</a>

5. Click the **Audits** button for the target user. An audit of the user's activity appears:

## Thycotic # 137 - #1 - zardoz2020@mailinator.com - Thycotic One Audit

[« Back to users](#)



 Action	Created On	Target Info	Target Type	Email	User	
 LoginSuccess	August 19, 2020 11:34 AM	User	User	zardoz2020@mailinator.com	zardoz2020@mailinator.com	<a href="#">View</a>
 LoginSuccess	August 21, 2020 11:23 AM	User	User	zardoz2020@mailinator.com	zardoz2020@mailinator.com	<a href="#">View</a>

6. Click the **View** button to the right an audit action to see details:

### Thycotic One Audit

**UserName**  
zardoz2020@mailinator.com

**Action**  
LoginSuccess

**UserEmailAddress**  
zardoz2020@mailinator.com

**Target Type**  
User

**TargetId**  
zardoz2020@mailinator.com

**Created On**  
August 19, 2020 11:34 AM

**Comments**

✕ Close

## Configuring Multifactor Authentication

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:



## Thycotic # 137 - Thycotic One Organizations

[« Back to teams](#)

[+ New](#)

 Name	Connection					
 Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a>	<a href="#">Users</a>	<a href="#">Auth Providers</a>	<a href="#">Apps</a>	<a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Users** button for the desired organization.

### Editing Organization Users

#### Task 1: Edit General Settings

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

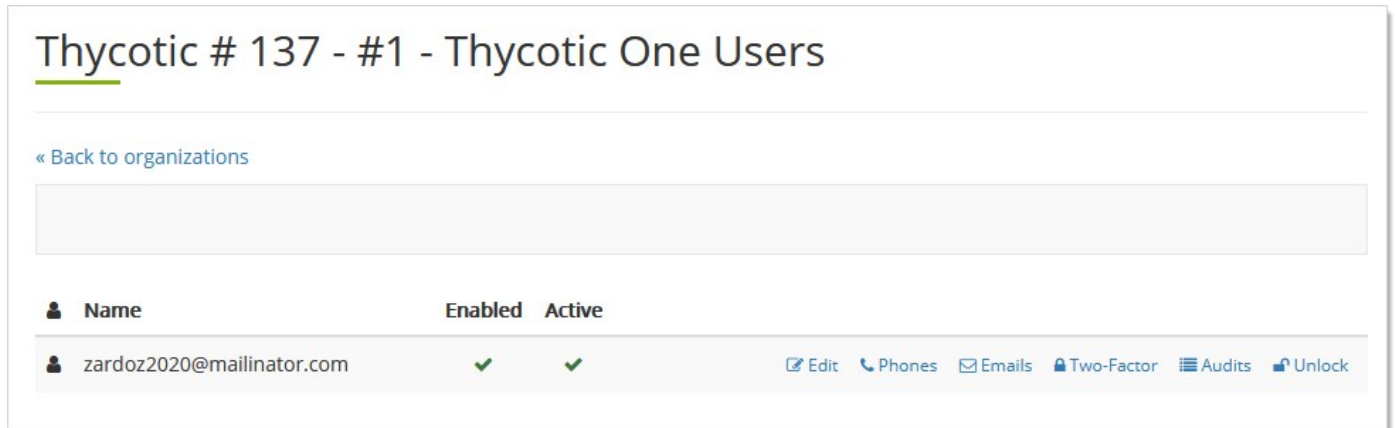
## Thycotic # 137 - Thycotic One Organizations

[« Back to teams](#)

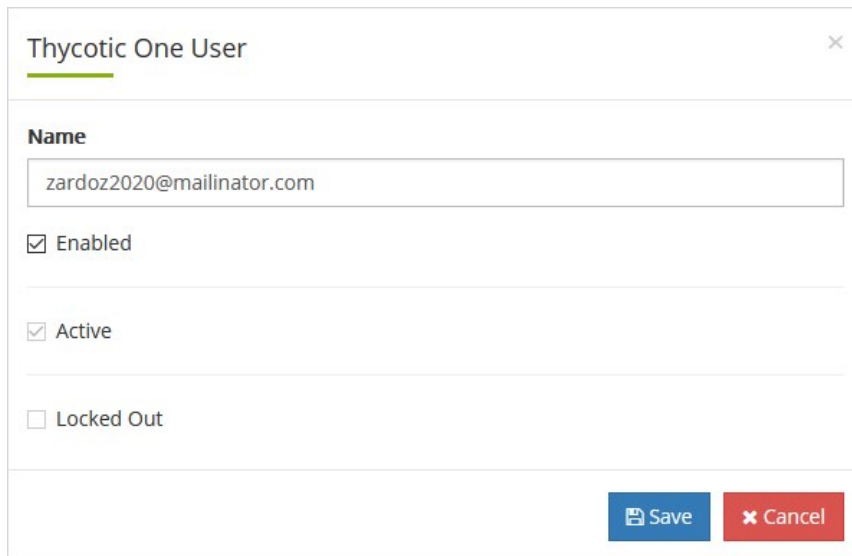
[+ New](#)

 Name	Connection					
 Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a>	<a href="#">Users</a>	<a href="#">Auth Providers</a>	<a href="#">Apps</a>	<a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Users** button for the desired organization. The Thycotic One Users page, which lists all the users, appears:



5. Click the **Edit** button. The user's page appears:



6. Edit the following as desired:

- **Name:** This is the user's email address or other display name.
- **Enabled:** Allows you to toggle a user's access without having to reenter the user later.
- **Active:** Read only. This is a flag that indicates if a user has ever logged on.
- **Locked Out:** Read only. Toggle the setting on the user row on the users table.

7. Click the **Save** button. You are returned to the Users page.

## Task 2: Setting Phone Numbers

1. Click the **Phone** button next to the desired user on the User page. That user's Phones page appears:

## Thycotic # 137 - #1 - zardoz2020@mailinator.com - Thycotic One Phones

[« Back to users](#)

[+ New](#)

 Phone

Primary

Verified

2. New phone numbers:

1. Click the **+ New** button. A popup appears:

### Thycotic One Phone

**Country Code**

**Phone**

[Save](#) [Cancel](#)

2. Type the phone parameters in the text boxes. Do not include hyphens or parentheses.

3. Click the **Save** button. The number appears in the Phones list:

## Thycotic # 137 - #1 - zardoz2020@mailinator.com - Thycotic One Phones

[« Back to users](#)

[+ New](#)

 Phone

Primary Verified

 +1 1231231234





[Edit](#) [Delete](#) [Set Primary Phone](#)

**Note:** Verification occurs when the user logs on Thycotic One and goes to the Phone page to run a verification.

### 3. Existing phone numbers:

- Click the **Edit** button to change the number.
- Click the **Set Primary Phone** button to toggle the phone as the user's main phone.
- Click the **Delete** button to remove the phone number.

### 4. Click the **Back to users** link to return to the **Users** page.

#### Task 3: Setting Email Addresses

### 1. Back on the **Users** page click the **Emails** link. The user's Emails page appears:

Thycotic # 137 - #1 - zardoz2020@mailinator.com - Thycotic One  
Emails

[« Back to users](#)

+ New

✉ Emails	Primary	Verified	
✉ zardoz2020@mailinator.com	✓	✓	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Set Primary</a> <a href="#">Verify</a> <a href="#">Reset Password</a>

### 2. Existing email addresses:

- Click the **Edit** button to change the address.
- Click the **Set Primary** button to toggle the email address as the user's main one.
- Click the **Verify** button to send a verification email to the user. When the user verifies a green checkmark appears.
- Click the **Reset Password** button to send the user a password reset email.
- Click the **Delete** button to remove the phone number.

### 3. New email addresses:

1. Click the **+ New** button. A popup appears for you to type the address.
2. Click the **Save** button. The new address appears in the table as unverified.
3. Click the **Verify** button to send a verification email to the user. When the user verifies a green checkmark appears.
4. Click the **Edit** button to configure the user.

#### Task 4: View Two-Factor Authentication Status

**Note:** This is an organization-level parameter, which is why it is read only.

### 1. Back on the **Users** page click the **Two-Factor** button. The Thycotic One Two-Factor Authentication page appears:



2. Click the **Back to users** link to return to the **Users** page.

## Enabling Thycotic One Users

See [Editing Organization Users](#).

## Listing Thycotic One Users

See [Editing Organization Users](#).

## Setting Phone Numbers and Email

See [Editing Organization Users](#).

## Unlocking a User Account

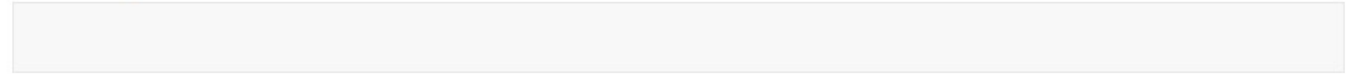
1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:





4. Click the **Users** button for the desired organization. The Thycotic One Users page, which lists all the users, appears:

## Thycotic # 137 - #1 - Thycotic One Users

[« Back to organizations](#)



 Name	Enabled	Active	
 zardo2020@mailinator.com	✓	✓	<a href="#">Edit</a> <a href="#">Phones</a> <a href="#">Emails</a> <a href="#">Two-Factor</a> <a href="#">Audits</a> <a href="#">Unlock</a>

5. Click the **Unlock** button to unlock the account.

An *application credential* is an OpenID Connect client ID and client secret that applications, such as Secret Server Cloud, use to connect to Thycotic One and authenticate against it. Credentials can also push user accounts into Thycotic One. For example, SSC syncs its user account list with Thycotic One when that option is enabled. All those users belong to the original organization, which is set up for them when they provision the instance.

## Editing Credentials

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

The screenshot shows the 'Thycotic # 137 - Thycotic One Organizations' page. At the top, there is a header with the team name and a '« Back to teams' link. Below the header is a large empty box with a '+ New' button in the top right corner. Underneath is a table with two columns: 'Name' and 'Connection'. The table contains one row: 'Thycotic # 137 - #1' under 'Name' and 'Thycotic One US East' under 'Connection'. To the right of this row are several action buttons: 'Credentials', 'Users', 'Auth Providers', 'Apps', 'Edit', and 'Delete'.

4. Click the **Credentials** button. The Organization Credentials page appears:

The screenshot shows the 'Thycotic # 137 - #1 - Organization Credentials' page. At the top, there is a header with the team name and a '« Back to organizations' link. Below the header is a large empty box with a '+ New' button in the top right corner. Underneath is a table with three columns: 'Name', 'Client Id', and 'Active'. The table contains one row: 'Secret Server Cloud worldozippy.secretservercloud.com' under 'Name', '838d520e-dd64-4284-b2f1-5e4d64dc8b55' under 'Client Id', and a green checkmark under 'Active'. To the right of this row are two action buttons: 'Edit' and 'Delete'.

5. Click the **Edit** button next to the desired credential. The Organization Credential page appears:

6. Edit the controls as follows:

- **Name:** A display name for this credential.
- **Post-Login Redirect URIs:** Allowed callback URLs to which the user may be redirected after logging in. These are typically provided by the application that users will be logging into. The redirect URI provided during the login process must match one of these URIs exactly, or the login will fail.
- **Post-Logout Redirect URIs Credentials:** Allowed callback URLs to which the user may be redirected after logging out. These are optional, and only supported if the consuming application supports this feature.
- **Revoked:** Click to select this if you wish to revoke the credential. This can be used if you want to temporarily disable a credential, but not permanently delete it.

7. Click the **Save** button.

## Viewing the Client ID

See [Editing Credentials](#).

## Viewing and Editing the Post-login Redirect URI

See [Editing Credentials](#)

## Viewing the Post-logout Redirect URI

See [Editing Credentials](#)



## Setting External Authorization Providers

See [Editing Credentials](#).

Organization *applications* are subscriptions (SSC instances), products (other Thycotic cloud products), Thycotic on-premises applications, or even third-party cloud or on-premises applications that run under Thycotic One single sign on, that is, to appear on your Thycotic One log on page. The configured applications appear on your Thycotic One log on page.

## Deleting Applications

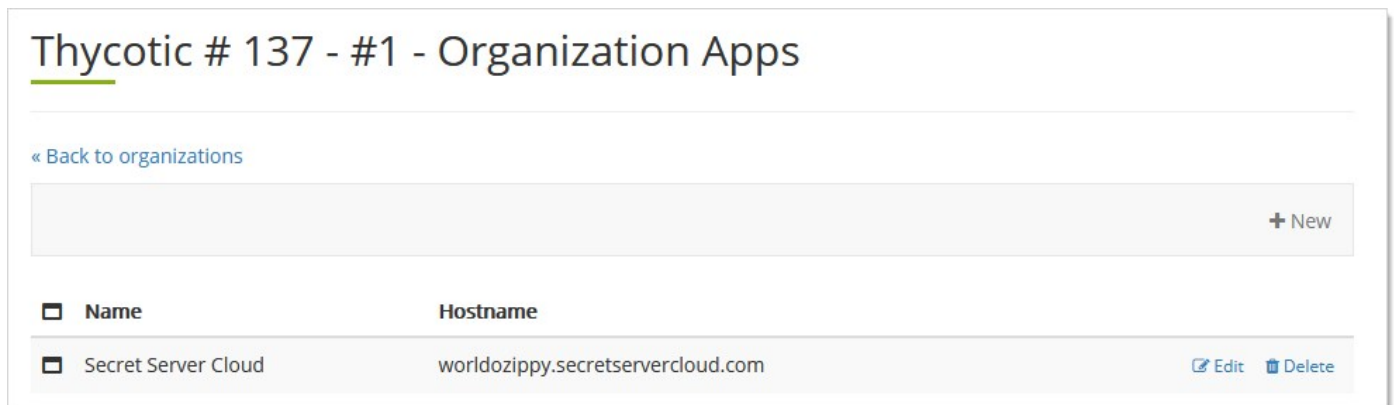
1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:



The screenshot shows the 'Thycotic # 137 - Thycotic One Organizations' page. At the top, there is a header with the title and a '« Back to teams' link. Below the header is a search bar with a '+ New' button on the right. A table lists the organizations with columns for 'Name' and 'Connection'. The first entry is 'Thycotic # 137 - #1' with connection 'Thycotic One US East'. To the right of this entry are several action buttons: 'Credentials', 'Users', 'Auth Providers', 'Apps', 'Edit', and 'Delete'.

Name	Connection	
Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a> <a href="#">Users</a> <a href="#">Auth Providers</a> <a href="#">Apps</a> <a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Apps** button. The Organization Apps page appears:



The screenshot shows the 'Thycotic # 137 - #1 - Organization Apps' page. At the top, there is a header with the title and a '« Back to organizations' link. Below the header is a search bar with a '+ New' button on the right. A table lists the applications with columns for 'Name' and 'Hostname'. The first entry is 'Secret Server Cloud' with hostname 'worldozippy.secretservercloud.com'. To the right of this entry are two action buttons: 'Edit' and 'Delete'.

Name	Hostname	
Secret Server Cloud	worldozippy.secretservercloud.com	<a href="#">Edit</a> <a href="#">Delete</a>

5. Click the **Delete** button next to the desired application.



## Editing Secret Server Cloud and Other Applications

1. Log on to your Cloud Manager at [portal.thycotic.com](https://portal.thycotic.com).
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:

## Thycotic # 137 - Thycotic One Organizations

[« Back to teams](#)

[+ New](#)



 Name	Connection					
 Thycotic # 137 - #1	Thycotic One US East	<a href="#">Credentials</a>	<a href="#">Users</a>	<a href="#">Auth Providers</a>	<a href="#">Apps</a>	<a href="#">Edit</a> <a href="#">Delete</a>

4. Click the **Apps** button. The Organization Apps page appears:

## Thycotic # 137 - #1 - Organization Apps

[« Back to organizations](#)

[+ New](#)

 Name	Hostname	
 Secret Server Cloud	worldozippy.secretservercloud.com	<a href="#">Edit</a> <a href="#">Delete</a>

5. Click the **Edit** button next to your SSC instance or other application. The Organization App popup page appears:

### Organization App ×

**Name**

**Base URL**

**Login URL**

**Icon URL**

6. Edit the provided settings as desired.

7. Click the **Save** button.

## Setting Application Links

See [Editing Secret Server Cloud and Other Applications](#).

## Setting Expiration Dates

## Help

[Document Conventions](#)

[Requesting New Features](#)

[Self-Help Resources](#)

[Technical Support](#)

## Capitalization

Technical writing is typically so awash in capitalization that it often denotes nothing and harms legibility. To counter that, in general, this document follows the IBM Style Guide rule:

*"Do not capitalize the names of features and components unless they are sold separately or are trademarked."*

More specifically, the only things capitalized in this document are:

- Company, person, country, geographic place, or organization names
- Official or trademarked products or services, unless they officially have atypical capitalization, for instance *iPod*.
- Acronyms and initializations
- When referring to any UI labels or pages that are capitalized
- When the word begins a sentence or phrase

## Code and Command Line Text

Variable text in literal typed-in text and command-line parameters follow these industry-wide standards:

- All code and command-line interface text appears in monospaced text.
- Required parameters appear in angle brackets: `ping <hostname>`
- Optional parameters appear in square brackets: `mkdir [-p] <dirname>`
- Repeated parameters are followed by ellipses: `cp <source1> [source2...] <dest>`
- Multiple choice items are separated by vertical bars and grouped by curly brackets: `netstat {-tl-u}`

## Keyboard Shortcuts

- Keyboard keys are bolded and surrounded with square brackets: **[Enter]**
- Concurrent key presses are denoted with plus signs: **[Ctrl]+[Alt]+[Del]**
- Sequential key presses are denoted by commas: **[Page Down], [Enter]**

## Notes

There are three types of notes: *regular*, *important* and *warning*.

**Note:** Regular notes have a title, either "Note" or something custom, which appears as a phrase followed by a colon at the beginning of the note. A note contains tangential (an aside) or supplemental information (a tip or clarification).

**Important:** Important notes contain substantive information that should be heeded, or negative consequences can occur, involving frustration, wasted time, or minor data loss.

**Warning:** Warning notes contain substantive information that should be heeded, or negative consequences can occur, involving injury, major data loss, or equipment damage.

## Other Special Text

- Email addresses and URLs are usually denoted by a colored underline: [support@thycotic.com](mailto:support@thycotic.com).
- When URLs are part of the instruction, as opposed to clickable link, they appear in monospaced text: Type `https://www.somewhere.com` OR click `https://www.somewhere.com`.
- Cross-references to headings are hyperlinks: See [\[Booting a Server\]](#).
- Document or article names (not sections) appear in italics: See the *Server Administration Guide*. They may or may not be hyperlinks.
- All file and folder paths appear in monospaced text: `app\bin\web_config.xml`
- File names by themselves do *not* appear in monospaced text: `web_config.xml`. If the file name contains spaces, the name is surrounded by quotation marks: `"web config.xml"`.

**Note:** Ending punctuation may be omitted for clarity when following typed-in text, including URLs.

## Screen Components and Attentional Targets

- Mouse-click, keyboard, and other attentional targets (anything a looks for) are denoted by bold type: **OK** button or **Login** link.
- Attentional Targets and screen component names in system *responses* are not bolded: "The OK button appears" verses "Click the **OK** button."
- Names of screen components, such as tabs, buttons, and text boxes, are corrected for spelling and capitalization. The component type appears in lowercase. Example: **SEARVER CONFIGURATION** window becomes **Server Configuration** window.

We encourage customers with active support licensing to participate on [feedback.thycotic.com](https://feedback.thycotic.com) where you can discuss and vote on new features.



**Thycotic Blog**

[Thycotic Blog](#)