



Delinea

Thycotic One

Documentation © 1.0.0



Table of Contents

Thycotic One and Cloud Manager Documentation	4
Introduction	4
Documentation	4
Primary Documentation	4
Help	4
Secret Society (Forum)	4
Cloud Manager General Procedures	5
Opening Cloud Manager	5
Understanding the Cloud Manager Dashboard	7
Cloud Manager Teams	9
Understanding Teams	9
Editing Team Names	9
Setting a Team Role for Users	9
Team Products	11
<i>Viewing Team Products</i>	11
Team Subscriptions	12
<i>Viewing and Editing Team Subscriptions</i>	12
<i>Editing the Subdomain</i>	13
<i>Linking to an Instance</i>	13
<i>Listing Cloud Subscriptions</i>	13
<i>Listing Hostnames</i>	13
Team Roles	14
<i>Billing Manager Role and Permissions</i>	14
<i>Bundle Management Permissions</i>	14
<i>Owner</i>	14
<i>Technical Manager</i>	14
Cloud Status	15
Viewing Cloud Status	15
Cloud Alert Subscriptions	17
Subscribing to Cloud Alerts	17
Viewing or Editing Alert Subscription Details	20
Thycotic One Organizations	24
Organization General Procedures	25
<i>Adding External Authentication Providers</i>	25
<i>Editing Organization Settings</i>	26
<i>Setting the Lockout Policy</i>	28

<i>Setting the Multifactor Authentication Policy</i>	29
<i>Setting the Password Policy</i>	29
Organization Users	30
<i>Auditing Users</i>	30
<i>Configuring Multifactor Authentication</i>	32
<i>Editing Organization Users</i>	33
Task 1: Edit General Settings	33
Task 2: Setting Phone Numbers	34
Task 3: Setting Email Addresses	36
Task 4: View Two-Factor Authentication Status	36
<i>Enabling Thycotic One Users</i>	37
<i>Listing Thycotic One Users</i>	37
<i>Setting Phone Numbers and Email</i>	37
<i>Unlocking a User Account</i>	37
Thycotic One Application Credentials	39
<i>Editing Credentials</i>	39
<i>Viewing the Client ID</i>	40
<i>Viewing and Editing the Post-login Redirect URI</i>	40
<i>Viewing the Post-logout Redirect URI</i>	40
<i>Setting External Authorization Providers</i>	41
Thycotic One Organization Applications	42
<i>Deleting Applications</i>	42
<i>Editing Secret Server Cloud and Other Applications</i>	42
<i>Setting Application Links</i>	44
<i>Setting Expiration Dates</i>	44
Help	45
Document Conventions	46
<i>Capitalization</i>	46
<i>Code and Command Line Text</i>	46
<i>Keyboard Shortcuts</i>	46
<i>Notes</i>	46
<i>Other Special Text</i>	46
<i>Screen Components and Attentional Targets</i>	47
Requesting New Features	48
Self-Help Resources	49
<i>Thycotic Blog</i>	49

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

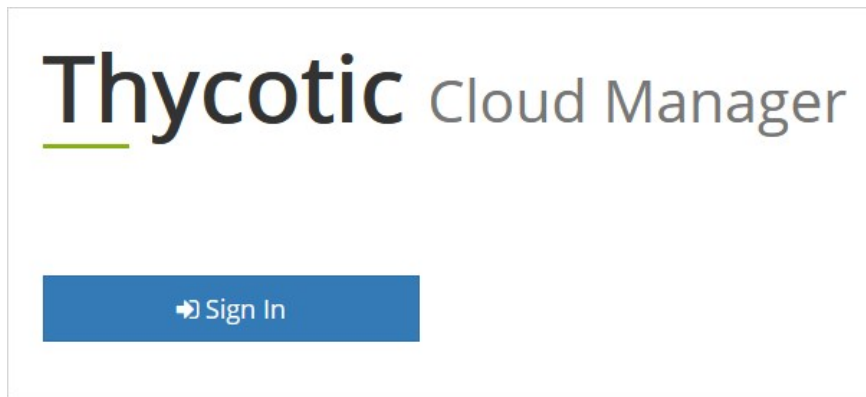
- [Document Conventions](#)
- [Self-Help Resources](#)
- [Technical Support](#)

- [Forum](#) (legacy—replaced by Secret Society)
- [Thycotic Secret Society](#): An Educational Community, replacing the Forum.

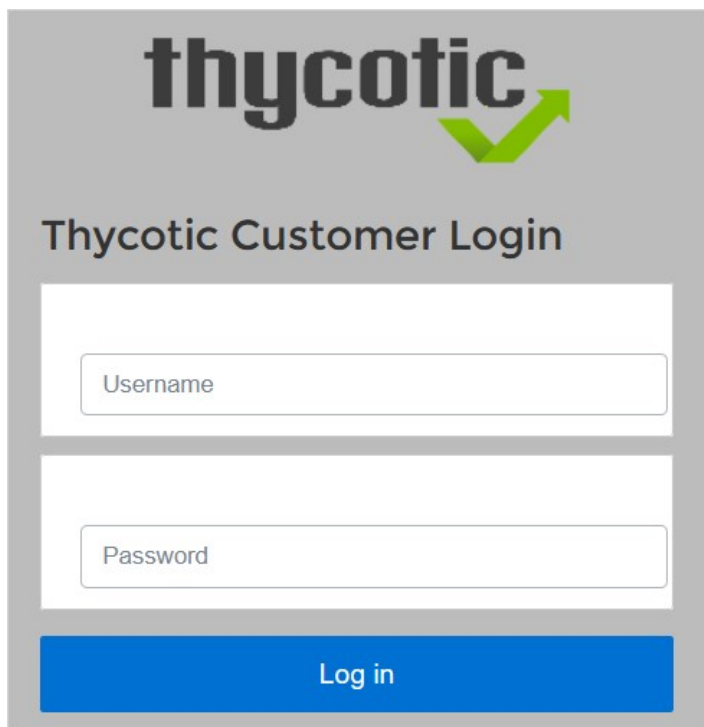
Cloud Manager General Procedures

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](#)

Domain worldozippy.secretservercloud.com	Frequency Trial (September 19, 2020)
Cloud United States	Status ✔ Provisioned
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. <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	Edit	Organizations	Subscriptions	Roles	Users	Products
#	Thycotic # 137	24645-8734-3	Edit	Organizations	Subscriptions	Roles	Users	Products

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.
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.
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	Edit Delete

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.
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:

Moon Unit One - Product Environment

[« Back to teams](#)

#	Product Environment	Hostname	Instance Details
---	---------------------	----------	------------------

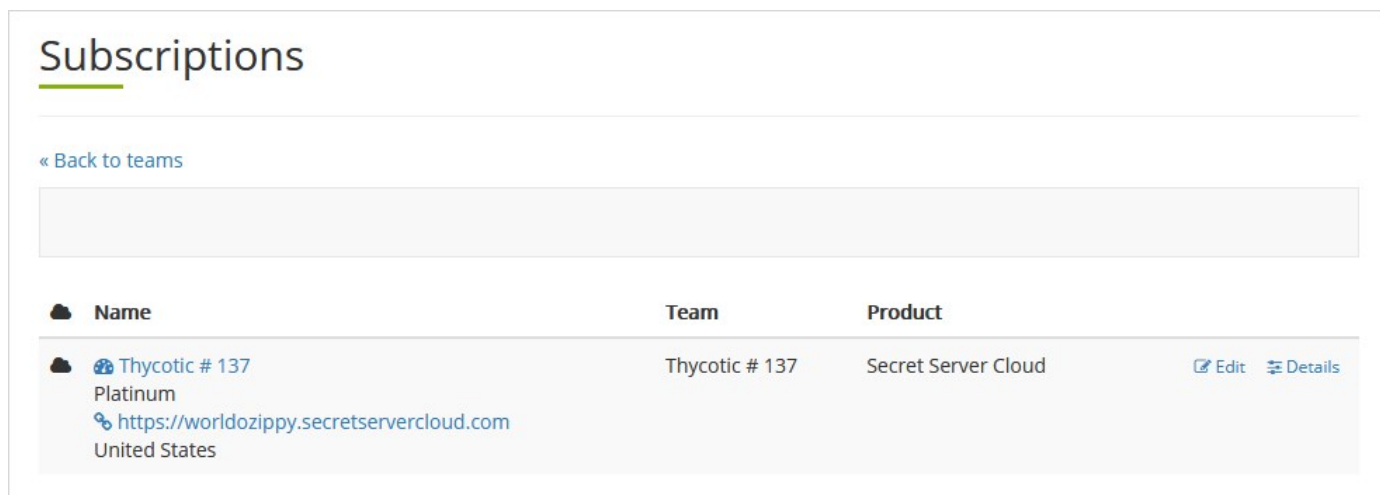
Subscriptions are SSC instances. Products are essentially the exact same thing for Thycotic cloud products other than SSC, such as Privilege Manager Cloud, DevOps Vault, and Account Lifecycle Manager.

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.

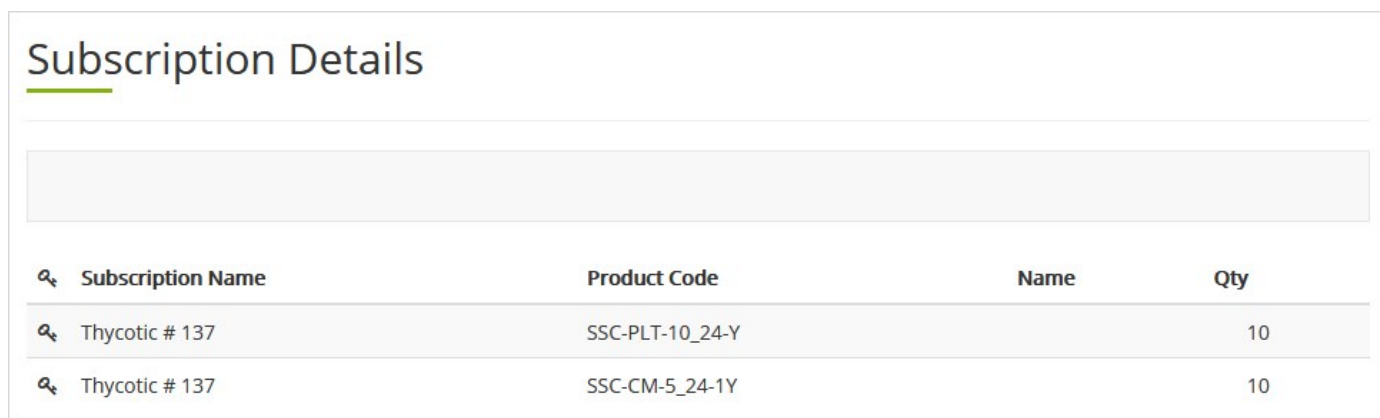
1. Log on to your Cloud Manager at portal.thycotic.com.
2. Click the **Manage** link and select **Teams**. The Teams page appears.
3. Click the **Subscriptions** button for the desired team. The Subscriptions page appears:



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

Name	Team	Product
Thycotic # 137 Platinum https://worldozippy.secretservercloud.com 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 it is a large empty rectangular box. Below that is a table with four columns: 'Subscription Name', 'Product Code', 'Name', and 'Qty'. The table contains two rows of data.

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:

The image shows a 'Subscription' dialog box with the following fields and options:

- Bundle:** A dropdown menu currently showing 'Platinum'.
- Cloud Environment:** A dropdown menu currently showing 'United States'.
- Name:** A text input field containing 'Thycotic # 137'.
- Subdomain:** A text input field containing 'worldozippy' and a separate field containing '.secretservercloud.com'.
- Warning:** A red text warning: 'Warning: changing your hostname is not recommended if you have deployed Distributed Engines'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom right.

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.
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 ⓘ

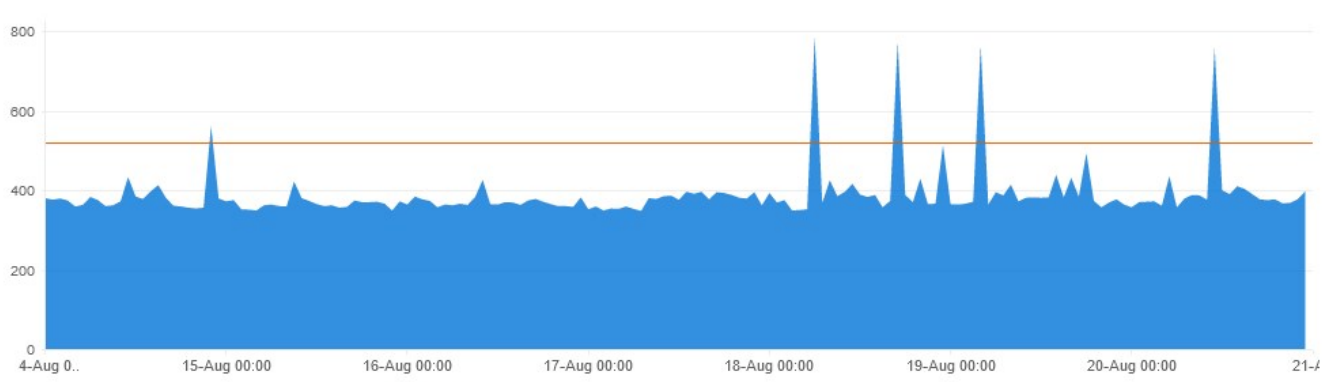
< Aug 21 to Aug 15 >

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 RESOLVED</p> <p>Type Real-time Incident</p> <p>Severity Major Outage</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.
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. 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

1. Log on to your Cloud Manager at 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.
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 organization name. Below the header is a navigation link '« Back to teams'. A search bar is present with a '+ New' button on the right. Below the search bar 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 **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 header with the organization name. Below the header is a navigation link '« Back to organizations'. A search bar is present with a '+ New' button on the right. Below the search bar is a table with four columns: 'Description', 'Provider URL', 'Client ID', and '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

6. Type in the parameters for your desired provider.
 - o **Description** is a display name.
 - o **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>.
 - o **Client ID** and **Secret** are the credentials used to connect to and authenticate with the provider.
 - o **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.
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	Credentials Users Auth Providers Apps Edit Delete

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

Thycotic One Organization
✕

Name

Thycotic One Connection

Security Policy

Lockout Attempt Count

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

Minimum Password Strength

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

Policy for SMS-based two-factor login.

TOTP Two Factor Policy

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.
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 organization name and a green underline. Below the header is a navigation link '« Back to teams'. A search bar is present with a '+ New' button on the right. Below the search bar is a table with two columns: 'Name' and 'Connection'. The table contains one row for 'Thycotic # 137 - #1' connected to 'Thycotic One US East'. To the right of this row are several action buttons: 'Credentials', 'Users', 'Auth Providers', 'Apps', 'Edit', and 'Delete'.

Name	Connection	
Thycotic # 137 - #1	Thycotic One US East	Credentials Users Auth Providers Apps Edit Delete

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

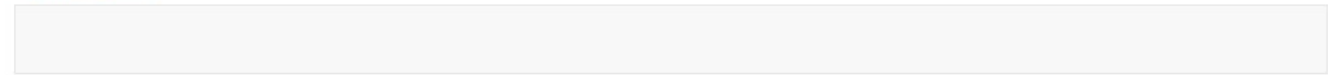
The screenshot shows the 'Thycotic # 137 - #1 - Thycotic One Users' page. At the top, there is a header with the organization name and a green underline. Below the header is a navigation link '« Back to organizations'. A search bar is present. Below the search bar is a table with three columns: 'Name', 'Enabled', and 'Active'. The table contains one row for the user 'zardoz2020@mailinator.com' with 'Enabled' and 'Active' status both marked with green checkmarks. To the right of this row are several action buttons: 'Edit', 'Phones', 'Emails', 'Two-Factor', 'Audits', and 'Unlock'.


Name	Enabled	Active	
zardoz2020@mailinator.com	✓	✓	Edit Phones Emails Two-Factor Audits Unlock

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

Thycotic # 137 - #1 - zardo2020@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	zardo2020@mailinator.com	zardo2020@mailinator.com	View
 LoginSuccess	August 21, 2020 11:23 AM	User	User	zardo2020@mailinator.com	zardo2020@mailinator.com	View

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.
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.

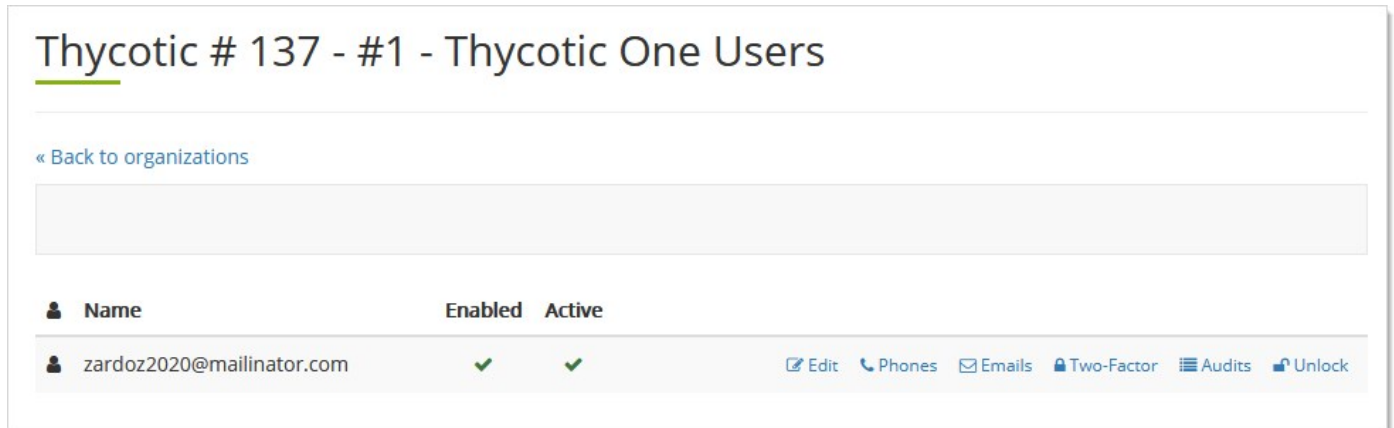
Editing Organization Users

Task 1: Edit General Settings

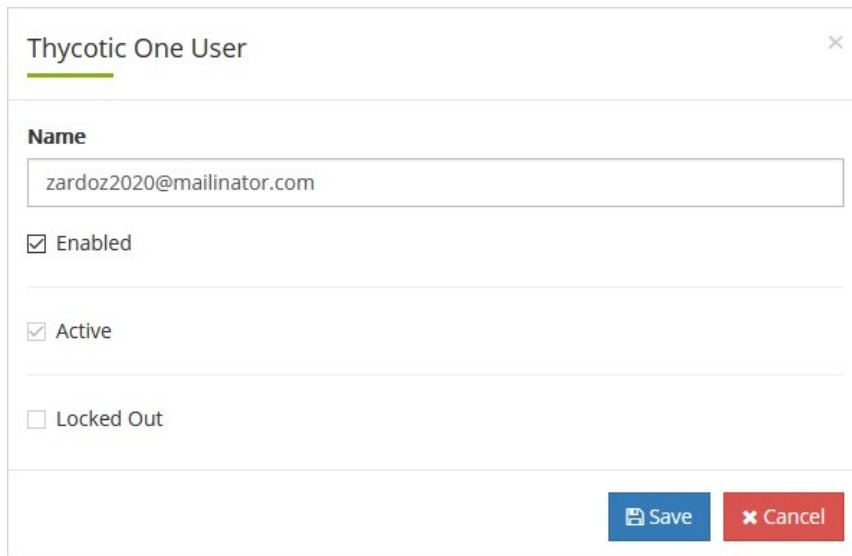
1. Log on to your Cloud Manager at portal.thycotic.com.
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:



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



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

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.

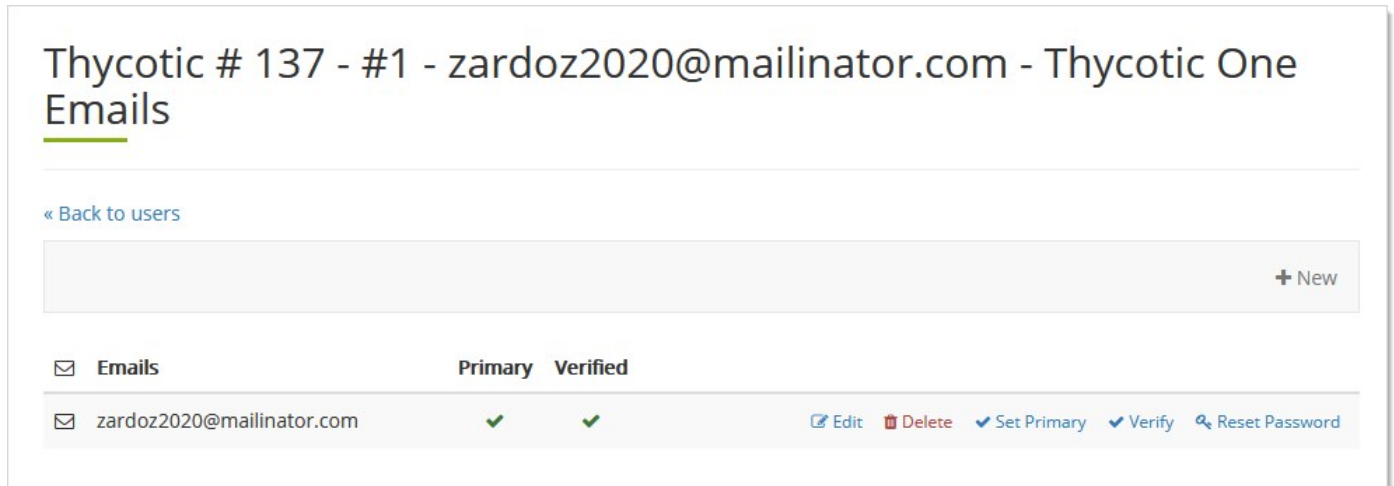
3. Existing phone numbers:

- 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:



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

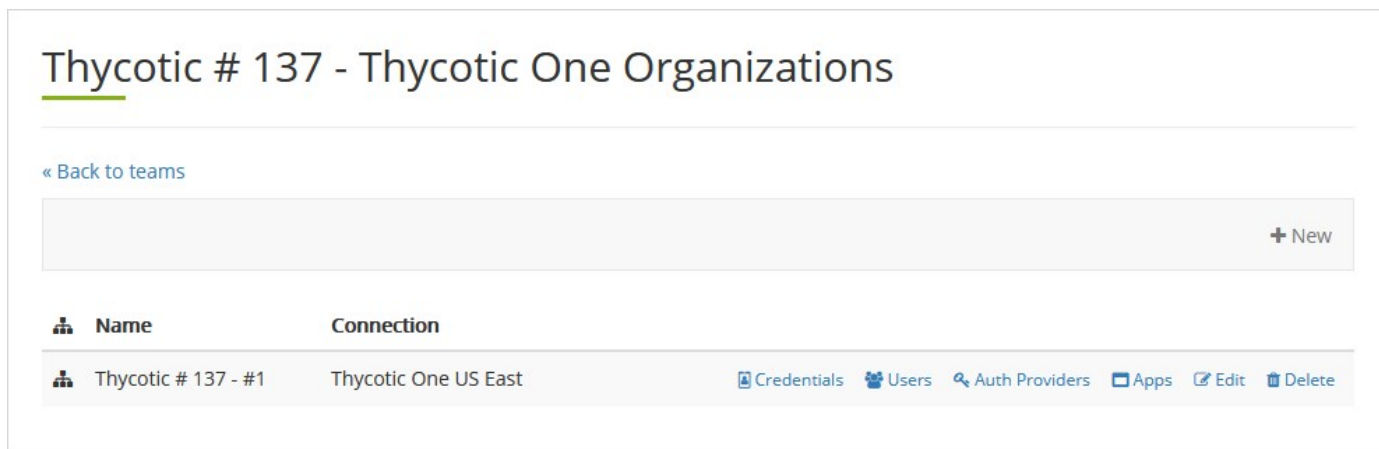
See [Editing Organization Users](#).

Setting Phone Numbers and Email

See [Editing Organization Users](#).

Unlocking a User Account

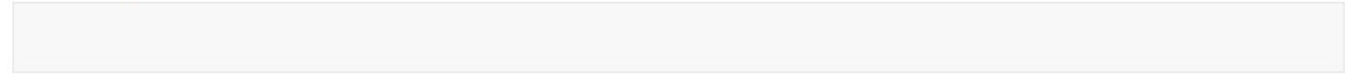
1. Log on to your Cloud Manager at portal.thycotic.com.
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:




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	✓	✓	Edit Phones Emails Two-Factor Audits Unlock

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.
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. Below the header is a navigation link '« Back to teams'. A large empty box with a '+ New' button is present. Below this 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 the table 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 organization name. Below the header is a navigation link '« Back to organizations'. A large empty box with a '+ New' button is present. Below this 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 the table 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

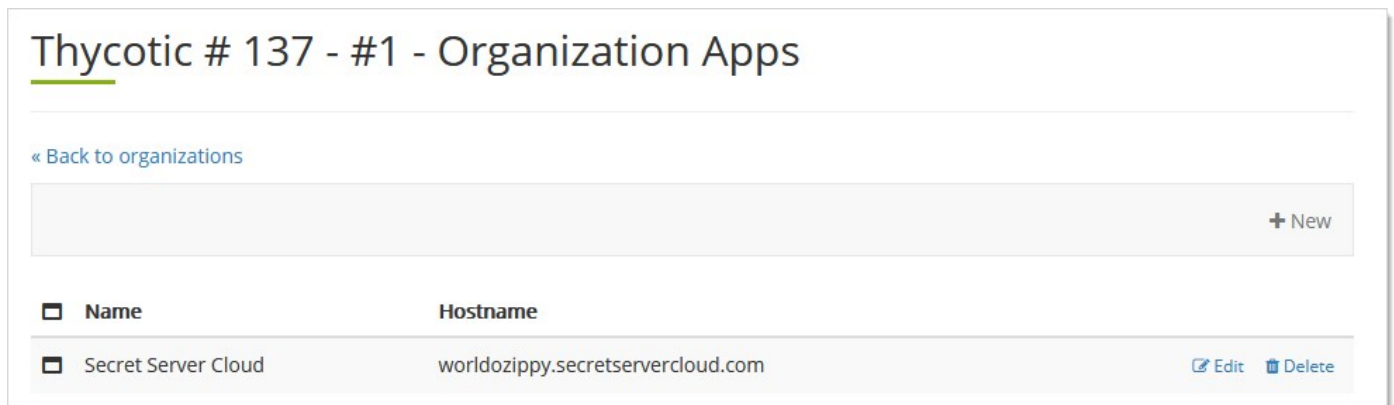
1. Log on to your Cloud Manager at portal.thycotic.com.
2. Click the **Manage** link on the dashboard. The Teams page appears.
3. Click the **Organizations** button for the desired team. The Thycotic One Organizations page appears:



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 organizations with columns for 'Name' and 'Connection'. The first entry is 'Thycotic # 137 - #1' connected to 'Thycotic One US East'. To the right of this entry are several action buttons: 'Credentials', 'Users', 'Auth Providers', 'Apps', 'Edit', and 'Delete'.

Name	Connection	Actions
Thycotic # 137 - #1	Thycotic One US East	Credentials Users Auth Providers Apps Edit Delete

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 title and a '« Back to organizations' link. Below this 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 'Edit' and 'Delete' buttons.

Name	Hostname	Actions
Secret Server Cloud	worldozippy.secretservercloud.com	Edit Delete

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.
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	Credentials	Users	Auth Providers	Apps	Edit Delete

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	Edit Delete

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.
- 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 where you can discuss and vote on new features.

Thycotic Blog

[Thycotic Blog](#)