

Login to ITarian > click the user icon at the top right > 'Settings'

- The settings area lets you change your password, set your time-zone, specify launch preferences, reset two-factor authentication, and more.
- You can also choose the language of the ITarian interface.

Use the links below to jump to the task you need help with:

- [Change your password](#)
- [Account security](#)
- [Language and time zone](#)
- [Application launch settings](#)
- [Set an application as your ITarian login page](#)
- [Reset two-factor and regenerate backup codes](#) (Account admin only)

Change your password

- Login to ITarian
- Click the user icon at top-right then click 'Settings'
- Scroll down to the 'Change Password' tile under 'Password and Account Settings'

Password and Account Settings

Change Password

Old Password *

New Password *

New Password (Again) *

Clear Form

Save

Password

Lock

30

Session

4

Password

3

- Enter your current password in the 'Old Password' field
- Enter your new password and confirm it in the respective fields
- Click 'Save' to register your new password



Account security

- Click the user icon at top-right then click 'Settings'
- Scroll down to the 'Password and Account Policies' tile:

Password and Account Policies

Lockout Time

30 minutes
▼

Session Timeout Time

4 hours
▼

Password Expiry Period

3 years
▼

Apply

- **Lockout Time** - Length of time a user is prevented from logging in after 5 invalid login attempts. Options range from 30 – 150 minutes (30 mins default).
- **Session Timeout Time** - Maximum length of time a user can remain logged into ITarian before they need to login again. Options are 1 hour, 2 hours, and 4 hours (4 hours default).
- **Password Expiry Period** - Maximum length of time a user can keep the same password before they need to change it. Options are 45 days, 90 days, 180 days, 365 days and 3 years. (3 years default). The password expiry period for reseller account is 90 days by default.

Click 'Apply' for your settings to take effect

Language and time zone

ITarian is available in multiple languages. You can choose the language of the ITarian interface and the time zone, depending on your location.

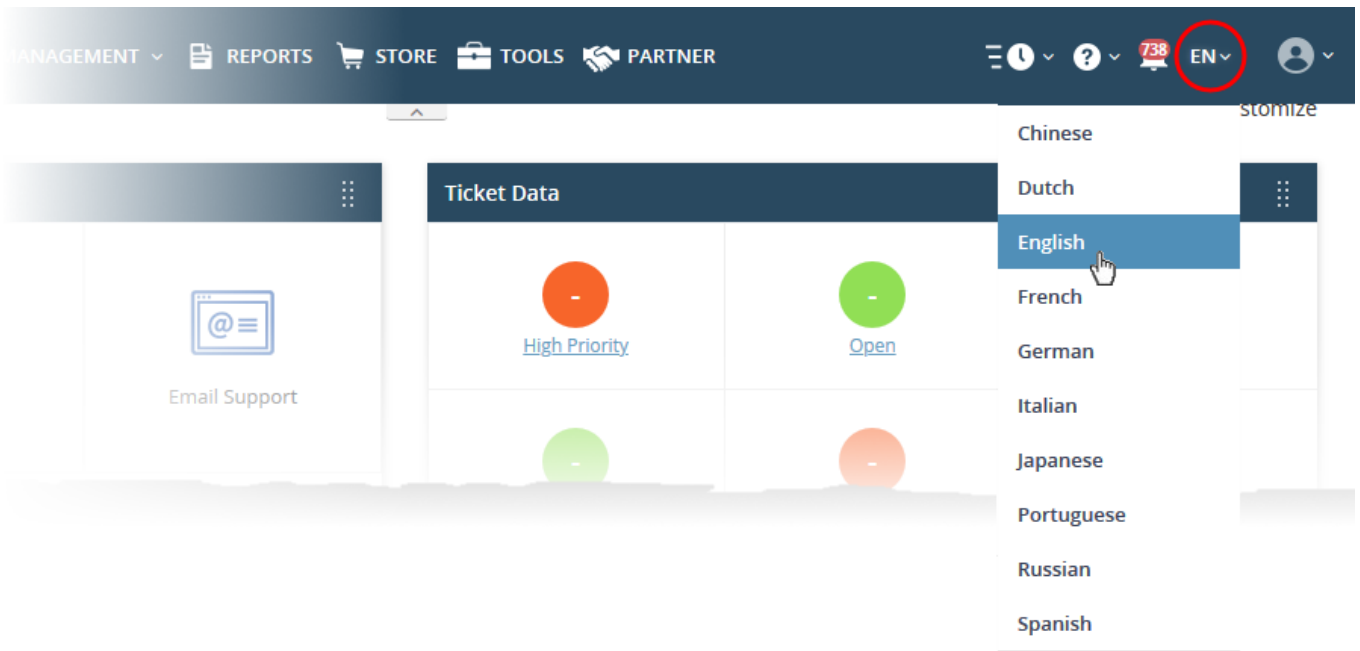
- Click the user icon at top-right then click 'Settings'
- Go to the 'Change Local Settings' tile.



- Select your preferred time zone, enable 'Daylight Saving Time' if applicable, set your ITarian interface language.
- Click 'Save'

You can also change the interface language from the menu bar:

- Click the language shown at the top-right and select the language from the drop-down:



Application launch settings

Choose whether applications launched from the 'Applications' menu open in a new tab or the same tab.

- Click the user icon at top-right then click 'Settings'
- Scroll to the 'ITarian Application Launch' tile.

ITarian Application Launch

Open licensed application on new tab

ITarian Default Menu Settings

Open ITarian menu as collapsed

Open ITarian menu as extended

Open licensed application on current tab

Save

Open licensed application in new tab – Applications you open from the 'Applications' menu will open in a new browser tab. You can also choose whether the ITarian menu should be visible above the application interface.

- **Open ITarian menu as collapsed** - The ITarian menu bar is not shown on the new browser tab. You can open the menu bar by clicking the down arrow at center top.

- **Open ITarian menu as extended** - The ITarian menu bar is shown on the new browser tab.
- **Open licensed application on current tab** - Applications will load in the same tab. The ITarian menu bar is displayed by default.

Click 'Save' to apply your changes.

Set an application as your ITarian login page

Choose which application opens right after you login to ITarian.

- Click the user icon at top-right then click 'Settings'
- Scroll to the 'ITarian Login Page' tile.

ITarian Login Page

- Set Overview Page as login page
- Set Service Desk as login page
- Set Endpoint Manager as login page
- Set cWatch as login page
- Set Quote Manager as login page
- Set CRM as login page
- Set Secure Internet Gateway as login page

Save

- Select the application that you want to see immediately after you login to ITarian.
- Click 'Save' to apply your changes.

The chosen application will open automatically the next time you login to your account. Please note that your role permissions need to allow you to access the application.

- See [this help page](#) in ITarian guide to read more about admin and staff roles.

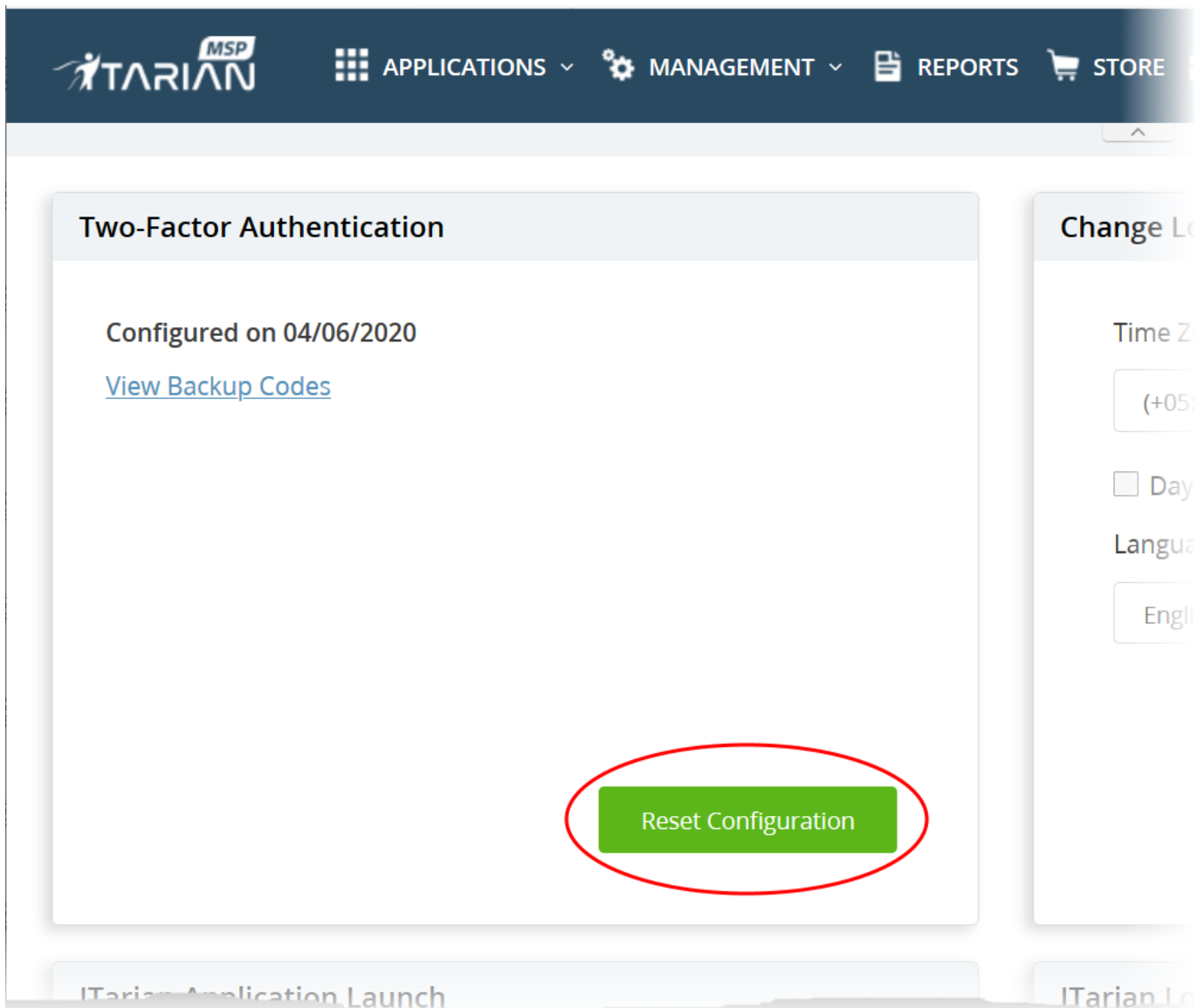
Reset two-factor and regenerate backup codes (account admin only)

- Two-factor authentication (2FA) provides additional security by requiring admins and staff to present two proofs of identity before they can login to ITarian.
- They need to enter their regular UN/PW + a unique code sent to their mobile device.
 - See [this page](#) in the ITarian help guide for help to setup two factor authentication in ITarian

- The account admin can reset their 2FA at any time from the settings interface. You may want to do this if you want to pair a new device for authentication.
 - This applies only to the account admin.
 - You can reset 2FA for others by clicking 'Management' > 'Staff' > select a staff member > 'Reset Two-Factor Authentication'. See [this page](#) if you need help with this.

Reset your two factor authentication

- Click the user icon at top-right then click 'Settings'
- Locate the 'Two Factor Authentication' tile. This tile is only available if two-factor is already enabled.



- Click the 'Reset Configuration' button
- Click 'OK' in the confirmation dialog

You will be prompted to repeat the two-factor authentication process at next login.

- Click 'View Backup Codes' to see your unused backup codes:

Two-Factor Authentication

Configured on 04/06/2020

[View Backup Codes](#)



View Backup Codes



You have 10 unused backup codes

If you lose access to your authentication device, you can use one of these backup codes to login to your account. Each code may be used only once. Make a copy of these codes and store it somewhere safe. Below codes are sent to your email address.

7ehaawbsm
7hfk80od
ajgqmbcij
cf23bys8o
dx8nr4upt

f070btgu6
ij7h3fl9v
k04dn2rtx
p7swxd3iq
qcxn2t8fm

Generate New Codes

OK

Keep a copy of the backup codes so you can login to ITarian when you don't have access to your authentication device.

- Click 'Generate New Codes' if you want to create a new set of codes for future use.

After you generate a new set of codes, you cannot use the old codes.

Further reading:

Manage Admins and Staff

Manage Roles