

How to set language, time zone, password and application launch options in Comodo One / Dragon portal

Login to Comodo One / Dragon > 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 Comodo One / Dragon 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 Comodo One login page](#)
- [Reset two-factor and regenerate backup codes](#) (Account admin only)

Change your password

- Login to Comodo One / Dragon
- 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

Sess

4

Pass

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

Alert



Your password is changed successfully.

OK

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 Comodo One / Dragon 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

Comodo One / Dragon is available in multiple languages. You can choose the language of the Comodo One / Dragon 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.

Change Local Settings

Time Zone

(+05:30) Asia/Calcutta

Daylight Saving Time

Language

French

Save

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

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

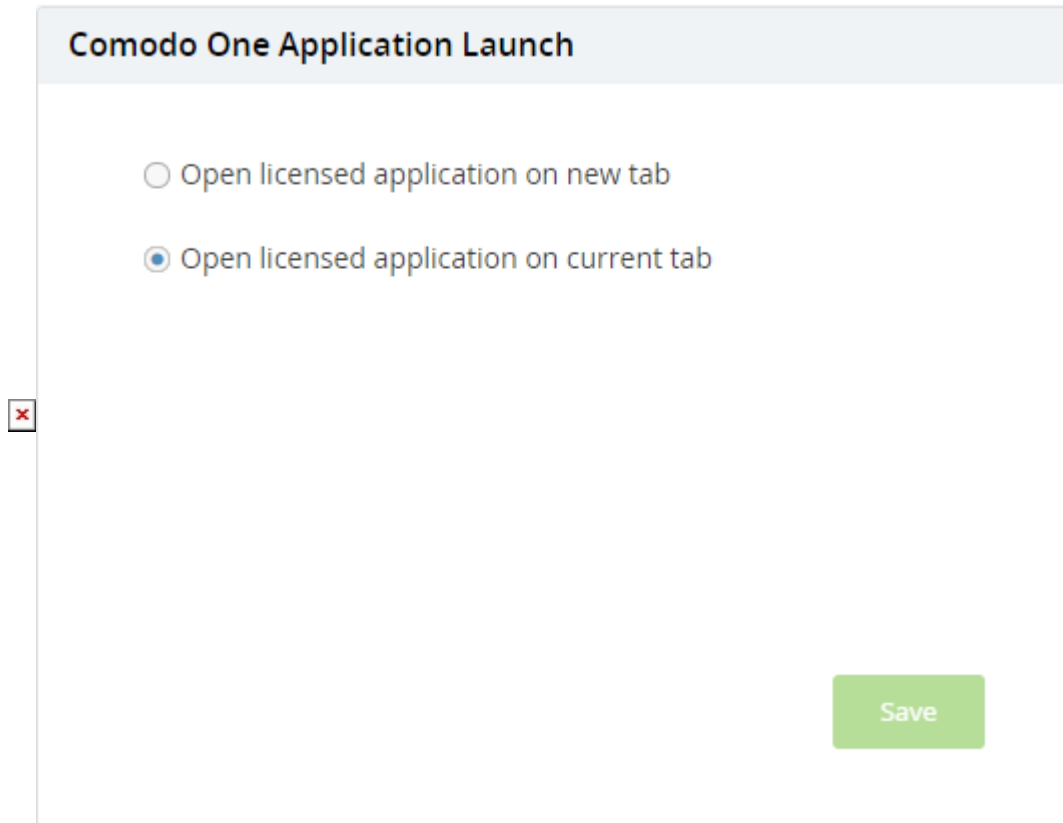
- Click the language shown at the top-right and select the language from the drop-down:

The screenshot shows the top navigation bar of the Comodo One / Dragon interface. The language 'EN' is circled in red. A dropdown menu is open, listing various languages: Chinese, Dutch, English (highlighted with a mouse cursor), French, German, Italian, Japanese, Portuguese, Russian, and Spanish. The background shows a 'Ticket Data' dashboard with a grid of status indicators (High Priority, Open) and an 'Email Support' icon.

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 'Comodo One Application Launch' tile.



Comodo One Application Launch

Open licensed application on new tab

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 Comodo One / Dragon menu should be visible above the application interface.

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

Click 'Save' to apply your changes.

Set an application as your Comodo One login page

Choose which application opens right after you login to Comodo One / Dragon.

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

Comodo One Login Page

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

- Select the application that you want to see immediately after you login to Comodo One / Dragon.
- 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 Comodo One / Dragon guide to read more about admin and staff roles.

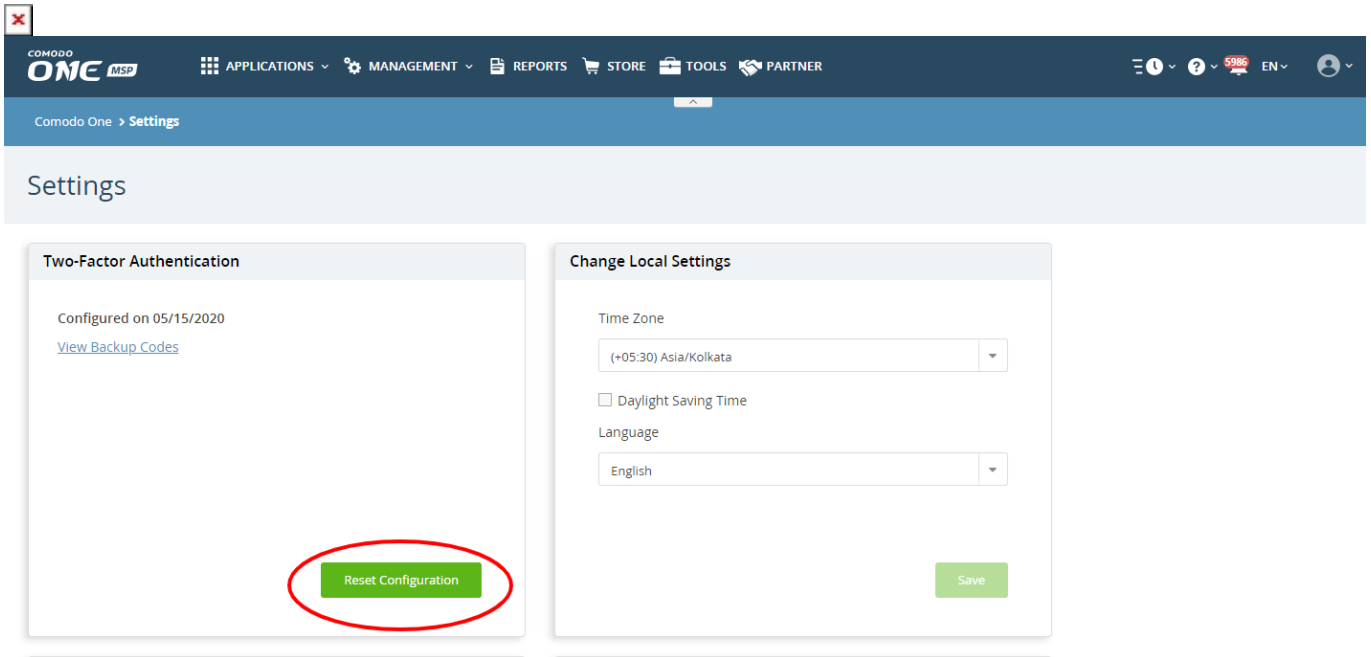
Reset two-factor and regenerate backup codes (account admin only)

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

The image shows a 'Two-Factor Authentication' configuration window. At the top, it says 'Configured on 05/15/2020'. Below this, a link 'View Backup Codes' is circled in red, with a red arrow pointing down to a modal window titled 'View Backup Codes'. The modal window contains the following text: '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.' To the left of this text is a small red 'x' icon. Below the text are two columns of backup codes. At the bottom of the modal are two buttons: 'Generate New Codes' (outlined in green) and 'OK' (solid green).

Two-Factor Authentication

Configured on 05/15/2020

[View Backup Codes](#)

View Backup Codes [Close]

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.

✘

1s7jn86r5	nmxqpcp3k
3qbb88i30	q158ygvz9
6puza8b97	rlwsniujc
ggs5ici69	vzi734c61
l49ko9m1p	w7dtumff2

[Generate New Codes](#) [OK](#)

Keep a copy of the backup codes so you can login to Comodo One / Dragon 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](#)