

How to set language, time zone, password, password reset and application launch options in Xcitium

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

- The settings area lets you change your password, select language, set your time-zone, specify launch preferences, change your phone number and security questions, and more.
- You can also choose the language of the xcitium interface.

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

- [Change your password](#)
- [Account security](#)
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Change your password

- Login to xcitium
- Click the user icon at the 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 the 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 xcitium before they need to log in 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 the reseller account is 90 days by default.

Click 'Apply' for your settings to take effect

Language and time zone

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

- Click the user icon at the 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

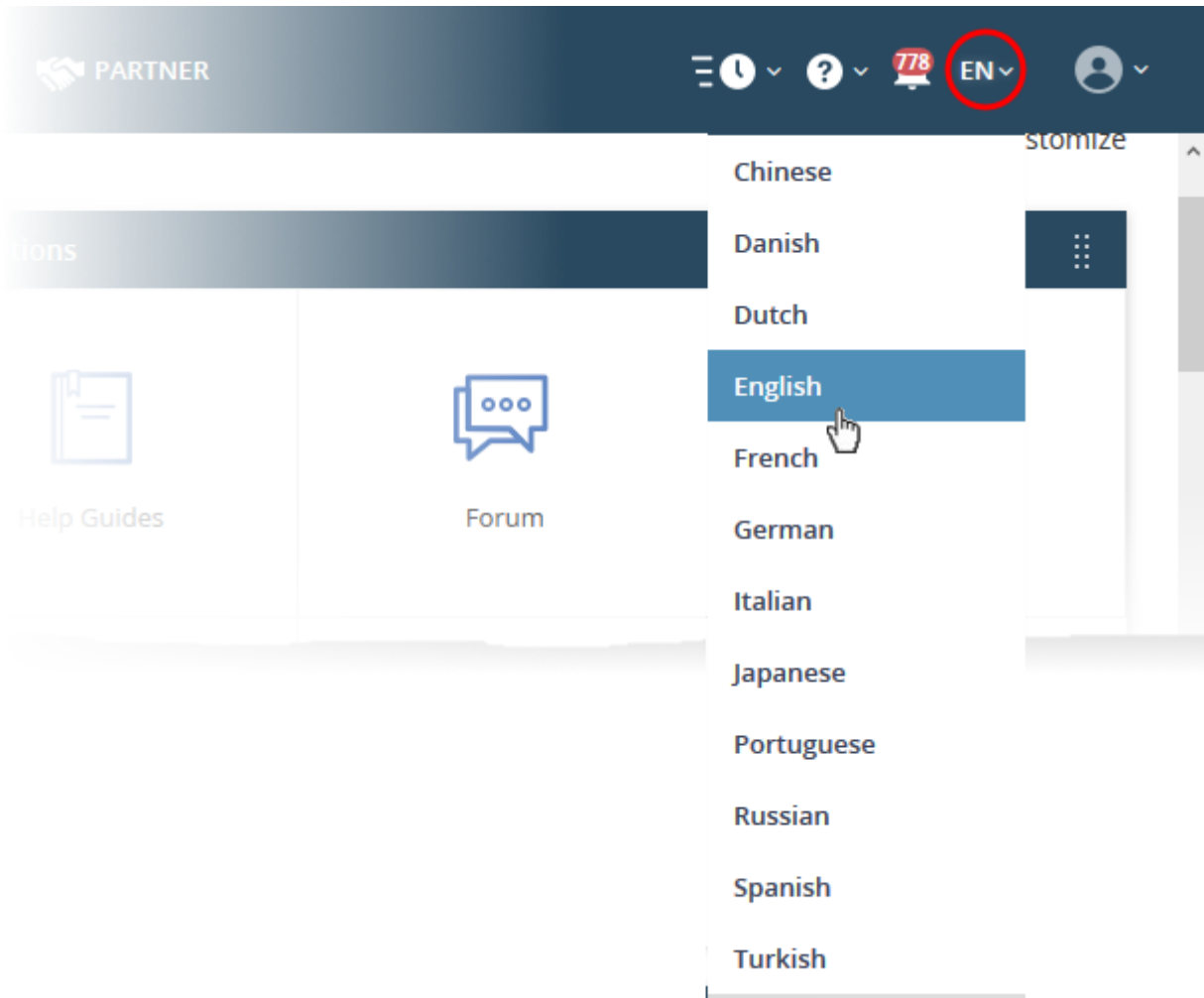
French ▼

Save

- Select your preferred time zone, enable 'Daylight Saving Time' if applicable, set your xcitium 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 the top-right then click 'Settings'
- Scroll to the 'Comodo One Application Launch' tile.

Comodo One Application Launch

Open licensed application on new tab

Comodo One Default Menu Settings

Open Comodo One menu as collapsed

Open Comodo One menu as extended

Open licensed application on current tab

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 Xcitium menu should be visible above the application interface.

- **Open Xcitium menu as collapsed** - The Xcitium 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 Xcitium menu as extended** - The Xcitium menu bar is shown on the new browser tab.

Open licensed application on current tab - Applications will load in the same tab. The Xcitium menu bar is displayed by default.

Click 'Save' to apply your changes.

Set an application as your Xcitium login page

Choose which application opens right after you log in to Xcitium.

- Click the user icon at the top-right then click 'Settings'
- Scroll to the 'Xcitium 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 Secure Internet Gateway as login page
- Set Secure Web Gateway as login page
- Set Data Loss Prevention as login page
- Set Secure Email Gateway Enterprise as login page

Save

- Select the application that you want to see immediately after you log in to Xcitium.
- Click 'Save' to apply your changes.

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

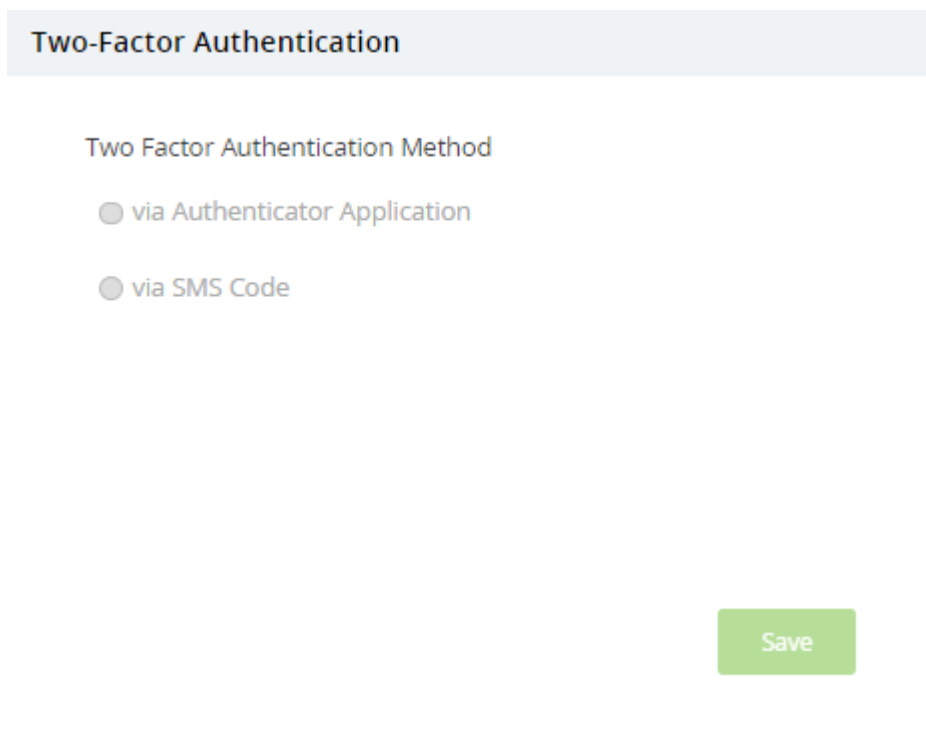
- See [this help page](#) in Xcitium guide to read more about admin and staff roles.

Update your two factor authentication

- Two-factor authentication (2FA) provides additional security by requiring admins and staff to present

two proofs of identity before they can log in to Xcitium.

- They need to enter their regular UN/PW + a unique code sent to their mobile device.
 - See [this page](#) in the Xcitium help guide for help to set up two-factor authentication in Xcitium



The screenshot shows a configuration page titled "Two-Factor Authentication". Under the heading "Two Factor Authentication Method", there are two radio button options: "via Authenticator Application" and "via SMS Code". A green "Save" button is located at the bottom right of the form.

- There are two two-factor authentication methods to choose from:
 - **Authenticator application** – You need to enter the verification code generated for you at the google authenticator app on the device, paired with your Xcitium account
 - **Via SMS code** – You need to enter the security code sent to your mobile number through SMS (Available only for accounts with more than 50 managed endpoints)
 - See [this page](#) in the Xcitium help guide for help to set up two-factor authentication in Xcitium
- The account admin can update their 2FA configuration at any time. You may want to do this if you want to pair a new device for authentication or change your phone number.

[Reset your two factor authentication device configuration](#)

[Update your phone number](#)

Reset your two factor authentication device configuration

Note: The 'Settings' interface allows only account admin to reset device configuration. 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.

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

Two-Factor Authentication

Configured on 06/15/2020

Reset Configuration

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

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

Update your phone number for two factor authentication

- You should specify a phone number to receive a security code during your first login.
- This is mandatory for accounts with more than 50 managed devices.
- The phone number is used for authentication if you have chosen 'Via SMS code' as your preferred two-factor authentication method.
 - See [this page](#) in the Xcitium help guide to read more about account security settings and adding a phone number.
- You can update your phone number anytime if you want to receive the code on a new number

Change your phone number

- Click the user icon at the top-right then select 'Settings'
- Locate the 'Phone Settings' tile.
- Enter the new phone number and click 'Send'

Phone Settings

Phone number

India (+91) ▼

You will receive a one-time password (OTP) on your new mobile number.

- Enter the one time code and click 'Verify'

Phone Settings

Phone number

India (+91) ▼

Enter text code sent to your phone 02:43

Your phone number is verified.

Phone Settings

Phone number

India (+91) [dropdown] [masked number] [Send]

Enter text code sent to your phone 01:17

892777 [Verify]

Phone number verified

[Apply]

- Click 'Apply' for your settings to take effect.

You will receive the security code for logging in to your account only on this new number if you have chosen the 'SMS Code' option as your preferred two-factor authentication method.

Update your security questions for password reset

- You should specify three security questions for challenge-response.
- The security questions are used to authenticate you, if you choose to reset your password by clicking the 'Forgot password' link in the login screen.
- This is mandatory for accounts with more than 50 managed devices and optional for other accounts. In the case of accounts with more than 50 devices, you should have specified the questions and answers during your first login.
 - See [this page](#) in the Xcitium help guide to read more about account security settings and adding security questions.
- You can add/update your security questions and answers at any time from the 'Settings' screen.
- Answers for the security questions are now only showing the initial character and the others are hidden.

Change your security questions and answers

- Click the user icon at the top-right then select 'Settings'
- Locate the 'Security Questions' tile.

Security Questions

Security Question 1

What is your favorite food? ▼

Answer

.....

Security Question 2

What city were you born in? ▼

Answer

.....

Security Question 3

Where is your favorite place to vacation? ▼

Answer

.....

- Select a question from the 'Security Question 1' drop-down and enter an answer for it
- Repeat the process to add more questions and answers
- Click 'Apply' for your settings to take effect.

Further reading:

[Manage Admins and Staff](#)

[Manage Roles](#)