

# Requesting an organization account

How to access XClarity One

**Lenovo**

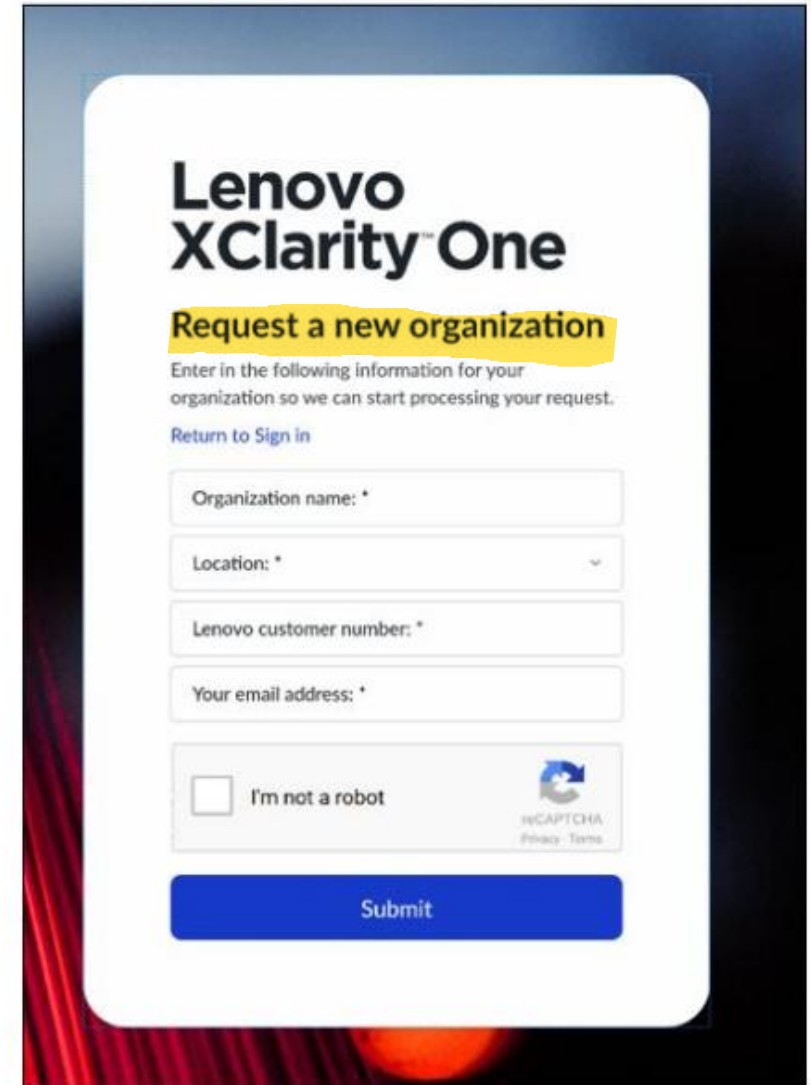
## Setting up an organization account

An organization is typically created for an entire company or for one or more departments in that company. Only the organization owners and users that are assigned to the organization can access the organization's management hubs, devices, and data.

A request for a new organization can be submitted from the Sign in page at <https://xclarityone.lenovo.com>. The registration process can be completed by filling in the necessary information in the pop-in window.

Note:

- A Lenovo customer number is needed to complete the process
- The organization name must be unique
- The request for activation will be sent to the Lenovo enablement administrators



The screenshot shows a web form titled "Lenovo XClarity One" with the subtitle "Request a new organization". Below the title, it says "Enter in the following information for your organization so we can start processing your request." and provides a link "Return to Sign in". The form contains five input fields: "Organization name: \*", "Location: \*" (with a dropdown arrow), "Lenovo customer number: \*", and "Your email address: \*". Below these fields is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy Terms". At the bottom of the form is a blue "Submit" button.

## Managing an organization account request

After a user submits an organization creation request, the organization administrator will receive a request that can be seen in the **Requested organizations** section of the context menu.

The request can be edited, approved, or denied by the organization administrator. If it is approved, the user will receive an activation account email; if it is denied, the user will also receive a notification email.

The Lenovo enablement administrator who approves the customer organization **MUST** check that the customer ID in the portal and the POE are identical.

The screenshot displays the 'Requested organizations' section of a web application. It features a search bar at the top with the placeholder text 'Search for anything'. Below the search bar is a table with the following columns: 'Name of the organization', 'Status', 'Status changed', 'Owner', and 'Location'. A single row is visible in the table for the organization 'Lenovo', which has a status of 'Warning' (indicated by a yellow triangle icon) and was updated '0 minute(s) ago' by the owner 'mtucunete@lenovo.com' in the 'United States'. To the right of the table, a context menu is open, showing three options: 'Accept request' (with a checkmark icon), 'Deny request' (with an 'X' icon), and 'Edit' (with a pencil icon). The 'Accept request' option is highlighted. On the far right, there is a sidebar with two buttons: 'Overview' and 'Requested organizations' (which is currently selected).

<input type="checkbox"/>	Name of the organization	Status	Status changed	Owner	Location
<input checked="" type="checkbox"/>	Lenovo	Warning	0 minute(s) ago	mtucunete@lenovo.com	United States

- Accept request
- Deny request
- Edit

# First login

Logging to the XClarity One portal for the first time

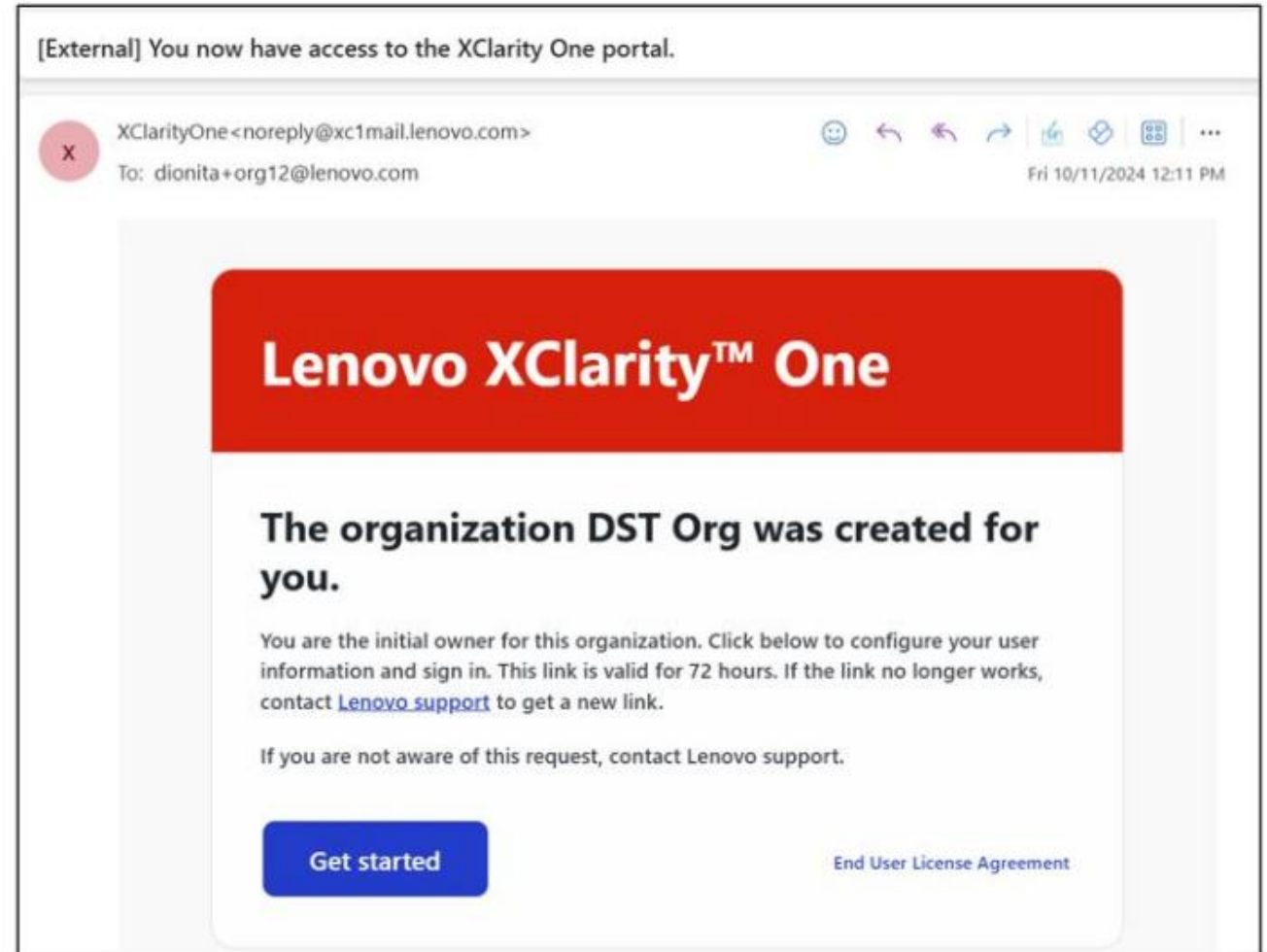
**Lenovo**



First login

## Invitation email

Organization owners or portal users can **invite other people** to join an **organization**. If the invitation is accepted, the user will receive a **welcome email** and **registration link** from **noreply@xc1mail.lenovo.com**. The link will expire after 72 hours, and if the user **does not complete** the registration process in that time, they will have to ask the organization owner or portal administrator to **send a new invitation**.



# User registration steps

After clicking the registration link in the welcome email, users should work through the following steps to complete the registration.

## Step 1: Accept the terms, conditions, and cookie policy

Step 1

Step 2

Step 3

### Lenovo XClarity™ One

#### Terms, conditions, and privacy agreements

When you sign in for the first time, you are asked to agree to the [End User License Agreement](#) and the [Lenovo Privacy Statement](#). Ensure that you read these agreements in their entirety before clicking Accept. You must accept the statements to sign in to XClarity One.

Accept



### Lenovo XClarity™ One

This site relies on cookies, JavaScript, and other web technologies to serve essential elements on the site and cannot be switched off. They are set in response to your use of the services and are intended only to keep this site running and operational. If you set your browser to block or alert you about these cookies, some parts of the site will not work properly.

Click below to acknowledge this and continue setting up your account.

I agree



# User registration steps

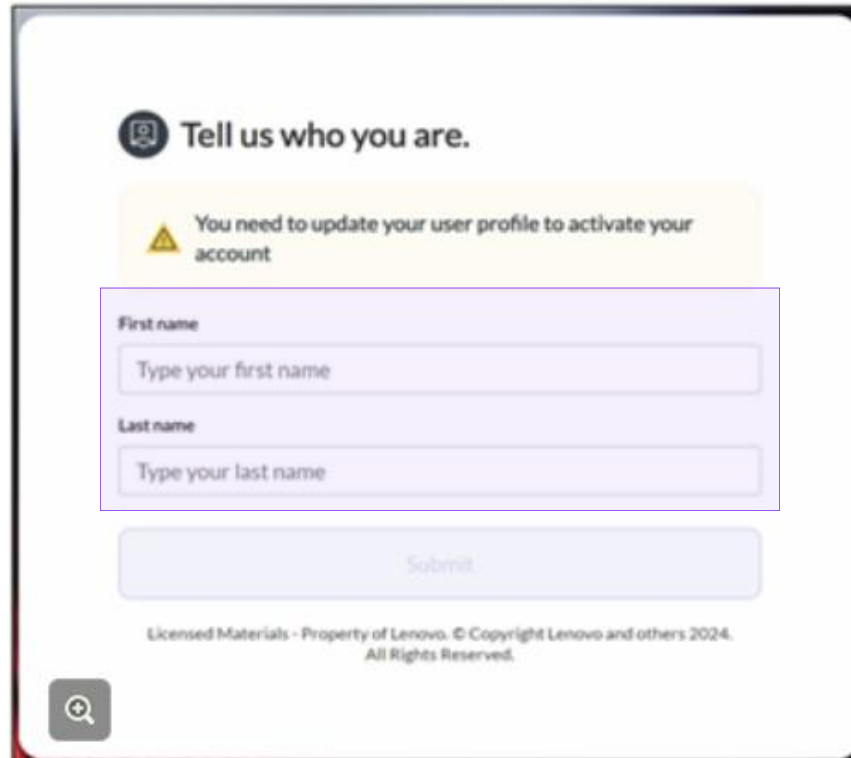
After clicking the registration link in the welcome email, users should work through the following steps to complete the registration.

## Step 1


## Step 2

## Step 3

**Step 2: Enter personal information** and a **password**. Passwords must have a minimum of eight characters and must include at least one of each of the following: an uppercase letter, a lowercase letter, a number, a special character.




**Tell us who you are.**

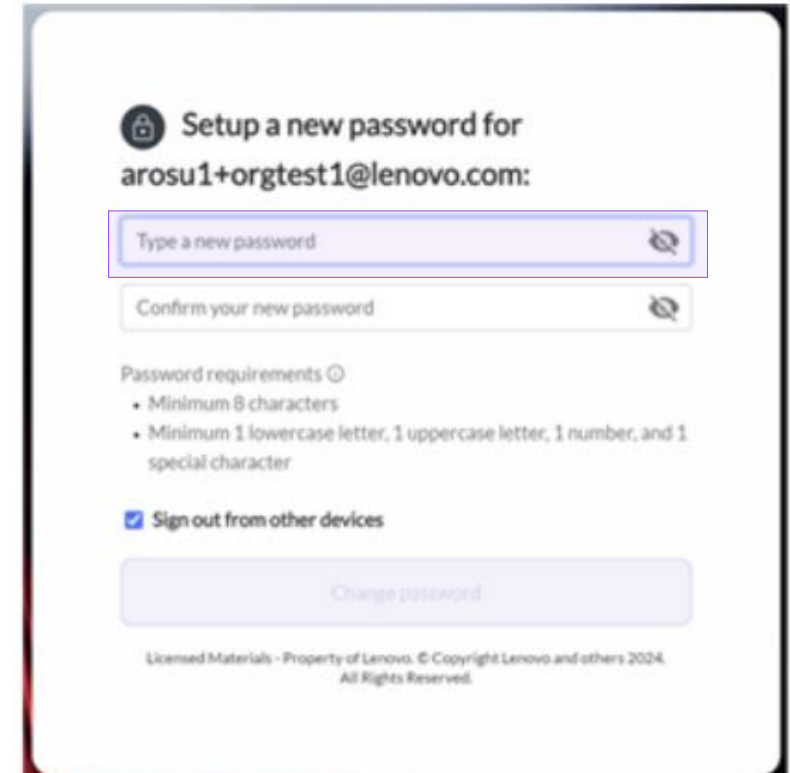
 You need to update your user profile to activate your account

**First name**


**Last name**


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**Setup a new password for arosu1+orgtest1@lenovo.com:**





**Password requirements** ⓘ

- Minimum 8 characters
- Minimum 1 lowercase letter, 1 uppercase letter, 1 number, and 1 special character

☒ **Sign out from other devices**

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# User registration steps

After clicking the registration link in the welcome email, users should work through the following steps to complete the registration.

## Step 1

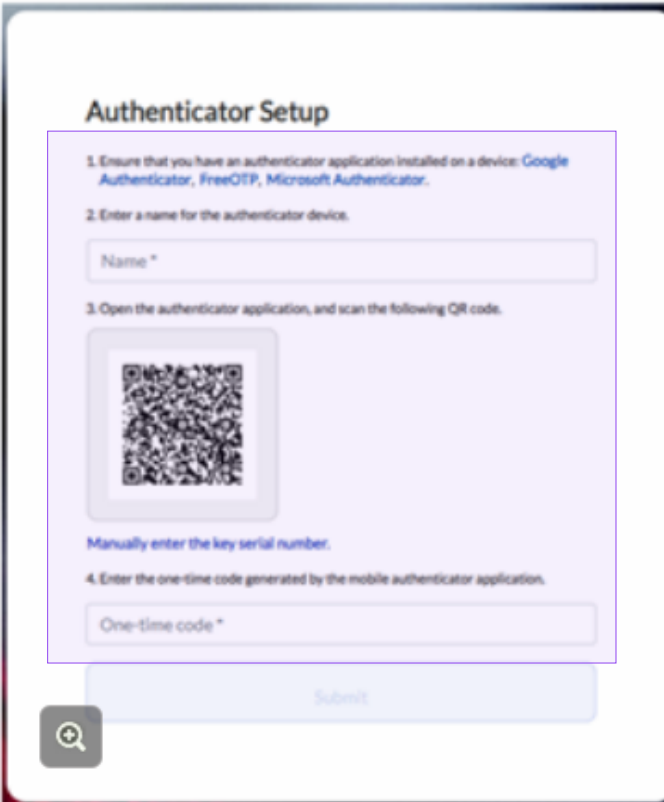
## Step 2

## Step 3

**Step 3: Set up an authenticator application** and connect to XClarity One to obtain a **one-time passcode** (OTP), which will be required for each login.

The following authenticator applications are supported:

- FreeOTP
- Google Authenticator
- Microsoft Authenticator



The screenshot shows a mobile application interface titled "Authenticator Setup". It contains the following elements:

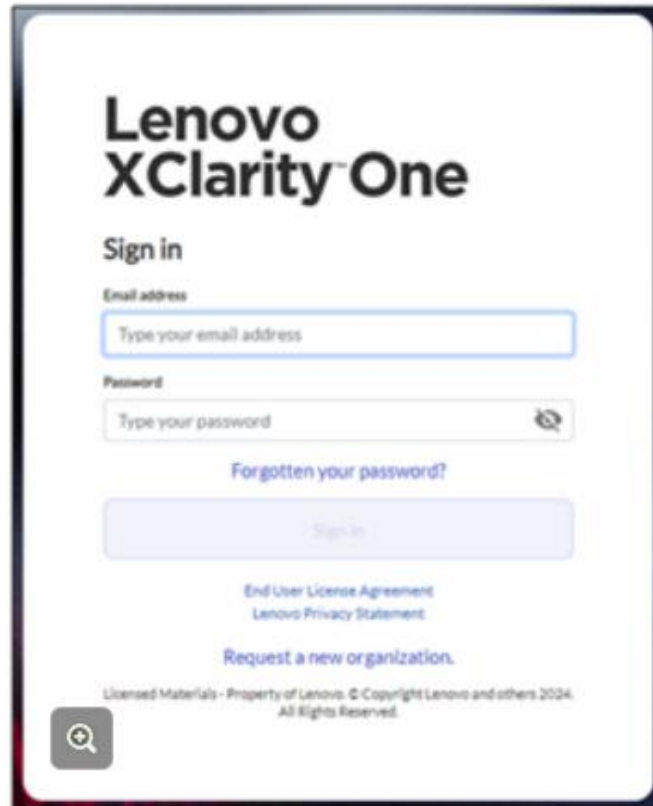
- Instruction 1: "Ensure that you have an authenticator application installed on a device: Google Authenticator, FreeOTP, Microsoft Authenticator."
- Instruction 2: "Enter a name for the authenticator device." Below this is a text input field labeled "Name \*".
- Instruction 3: "Open the authenticator application, and scan the following QR code." Below this is a square QR code.
- Instruction 4: "Manually enter the key serial number." Below this is a text input field labeled "One-time code \*".
- A "Submit" button at the bottom right.
- A magnifying glass icon in the bottom left corner.



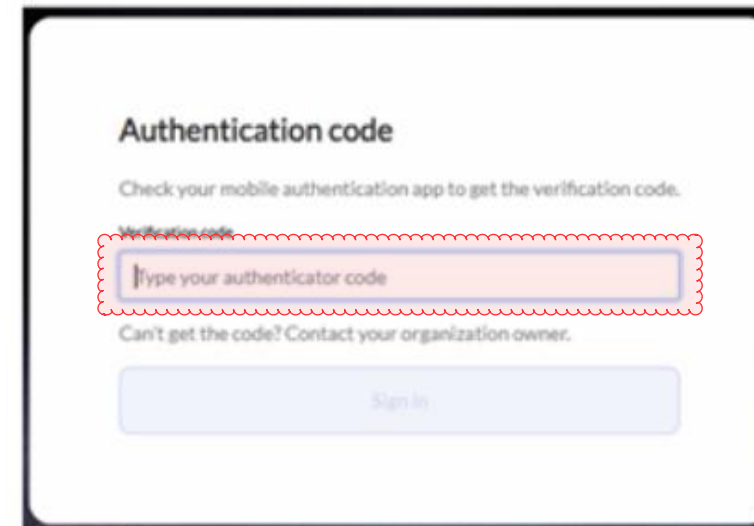
## First login

After the account is activated, the user should open a web browser and go to <https://xclarityone.lenovo.com>.

Logging in requires a two-step authentication process. First, enter the necessary credentials and then enter the OTP code from the configured authenticator application.



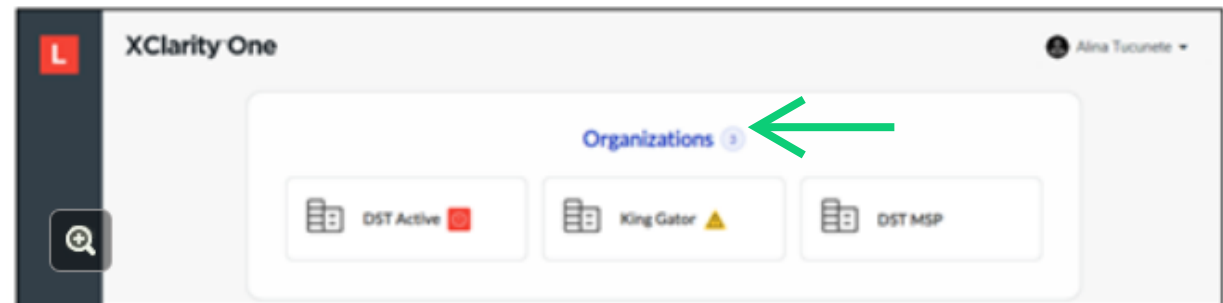
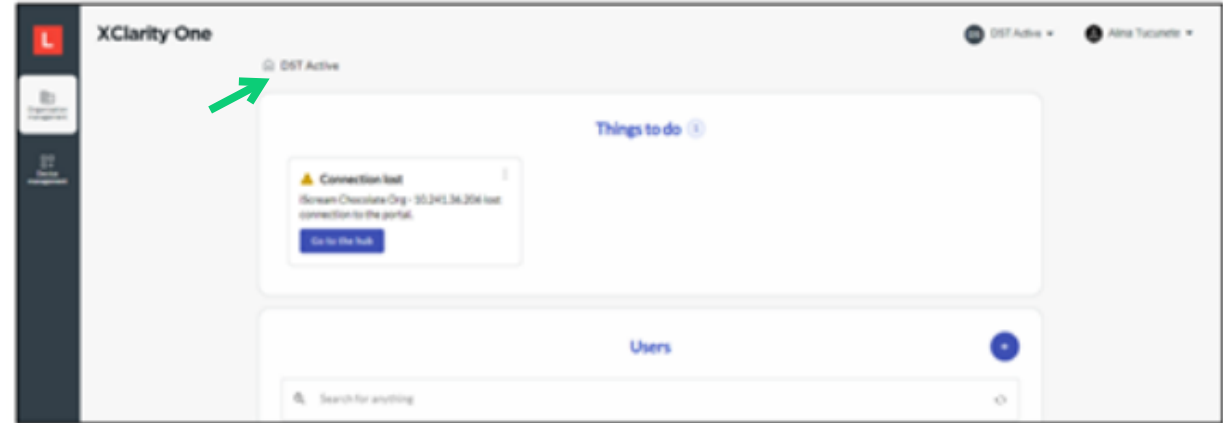
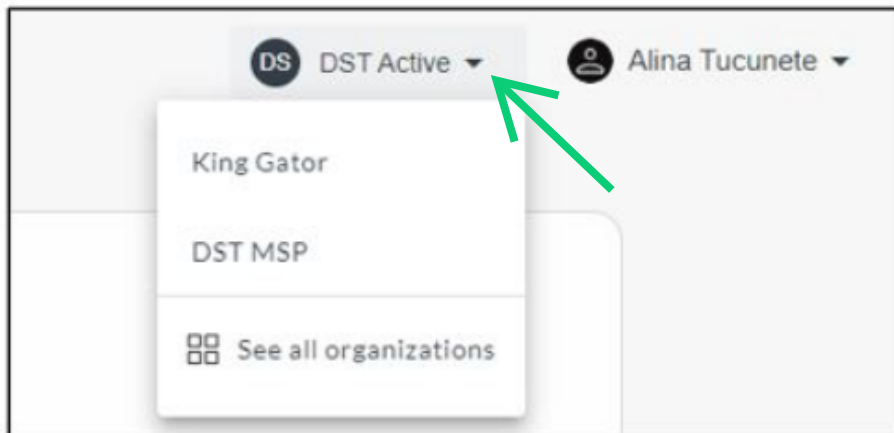
The image shows the 'Lenovo XClarity One' sign-in interface. It features a 'Sign in' heading followed by two input fields: 'Email address' with the placeholder 'Type your email address' and 'Password' with the placeholder 'Type your password' and a toggle icon. Below the password field is a link for 'Forgotten your password?'. A large 'Sign in' button is positioned below these fields. At the bottom, there are links for 'End User License Agreement' and 'Lenovo Privacy Statement', a link to 'Request a new organization.', and a footer with 'Licensed Materials - Property of Lenovo. © Copyright Lenovo and others 2024. All Rights Reserved.' and a small circular icon.



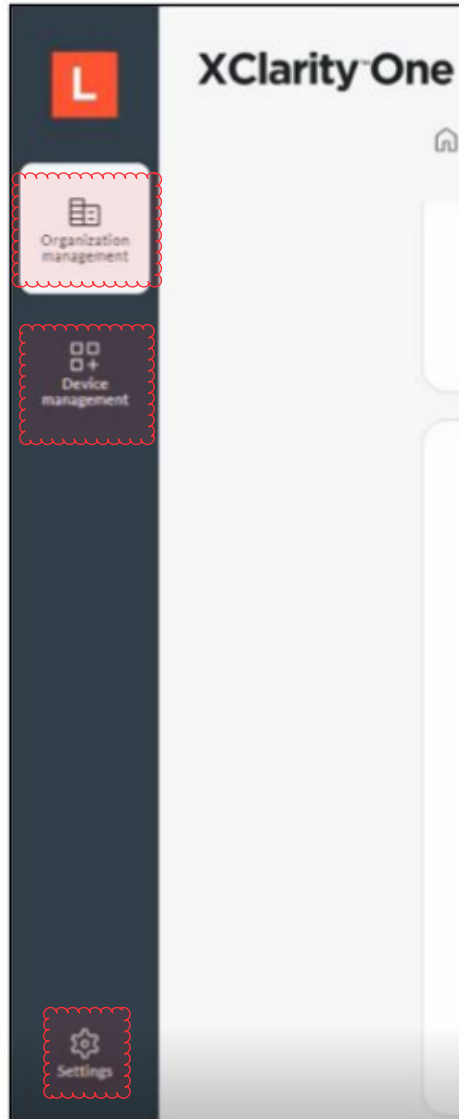
The image shows the 'Authentication code' screen. It instructs the user to 'Check your mobile authentication app to get the verification code.' Below this is a 'Verification code' label and a text input field with the placeholder 'Type your authenticator code'. A red dashed border highlights this input field. Below the field is a link that says 'Can't get the code? Contact your organization owner.' and a 'Sign in' button.

## Selecting an organization

- Users who are only **part of one organization** will be redirected to the **organization dashboard**.
- Users who are **part of multiple organizations** will have to **select** an organization after logging in. At this stage, users will also see whether any **organization they belong to** have a **critical** or **warning health status**.
- Users are able to **switch organizations** at any time by using a **drop-down** menu at the top of the screen.



# XClarity One main menu overview



The main XClarity One menu is displayed on the **left** of the screen.

- **Organization management:** allows users to **manage user accounts** and **hubs** added to their organization – only **device administrators** can **see the hubs**
- **Device management:** allows **users** to **monitor** and **manage devices**
- **Settings:** allows users to **modify organization** details – only **device administrators** can **see the data**, and only the **organization owner** can **update the data**

# Organization management dashboard overview

The dashboard has three panels:

- **Things to do**
- **Users**: Only user administrators can use this panel
- **Management hubs**: Hub administrators can use this panel to go to individual hub pages

The screenshot displays the XClarity One dashboard interface. The top navigation bar includes the XClarity One logo, a 'DST Active' indicator, and a user profile for 'Aline Tutsunets'. The left sidebar contains icons for 'Organization management' and 'Device management'. The main content area is divided into three panels, each highlighted with a red dashed border:

- Things to do**: Contains a 'Connection test' alert for 'Screen Chocolate Org - 10.241.34.206' with a 'Go to the hub' button.
- Users**: Features a search bar with 'intuc' and a table of users. The table has columns for Name, Status, Email, Role, Authentication, and Last activity. One user, 'Aline Tutsunets', is listed with roles 'User administrator', 'Hub administrator', and 'Device administrator'.
- Management hubs**: Features a search bar and a table of management hubs. The table has columns for Name and Address, Status, Managed devices, Location, and Services. Two hubs are listed: 'My\_Hub' (10.241.34.206) and 'TestHub1' (10.241.34.206).

The bottom of the dashboard includes a 'Settings' icon and a 'Help' icon.

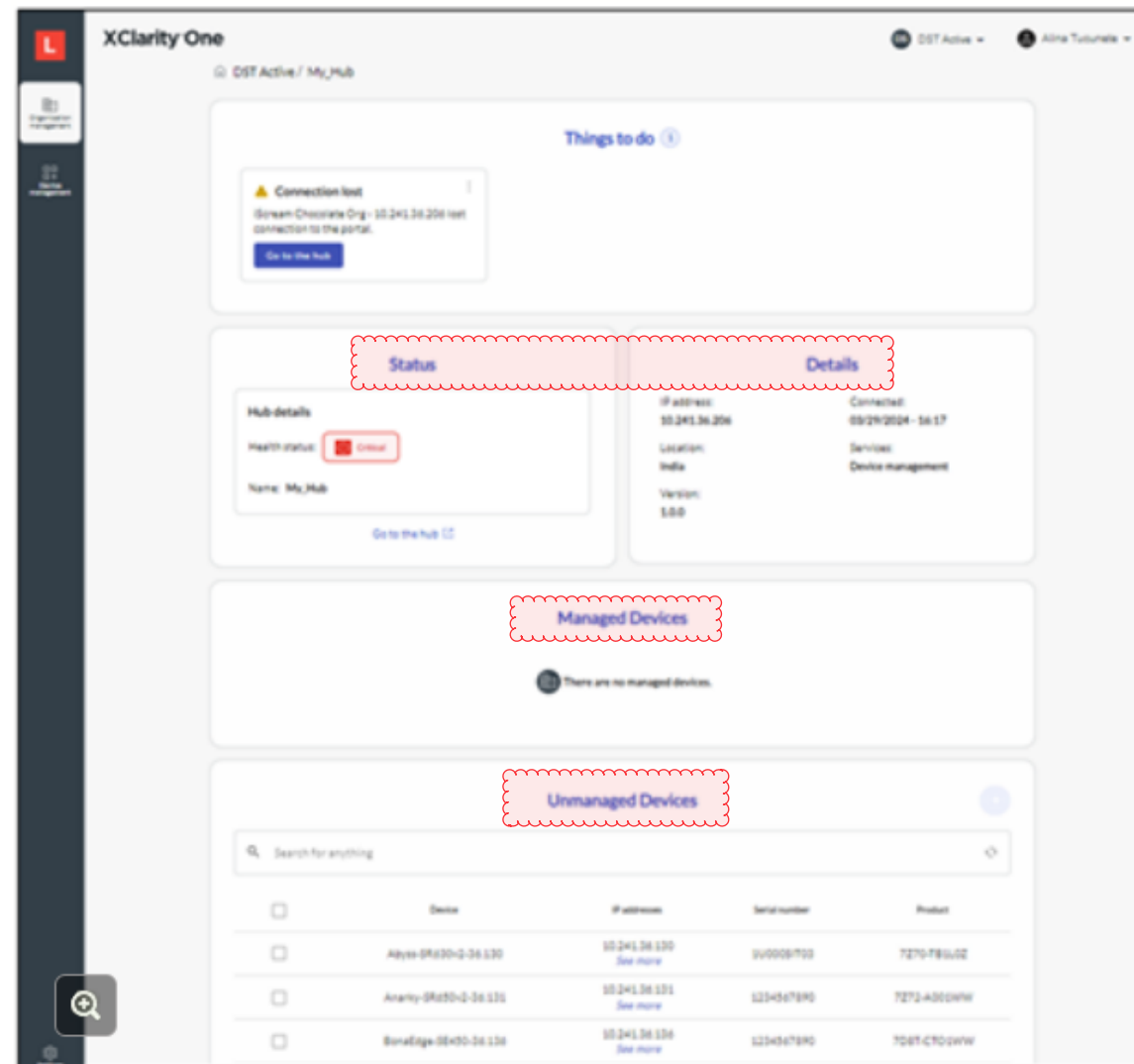


# Management hub overview

After selecting a hub on the dashboard, hub administrators can see the following information displayed:

- Details about the hub such as status, IP address, version, last connectivity
- Devices managed by this hub
- Devices discovered by this hub

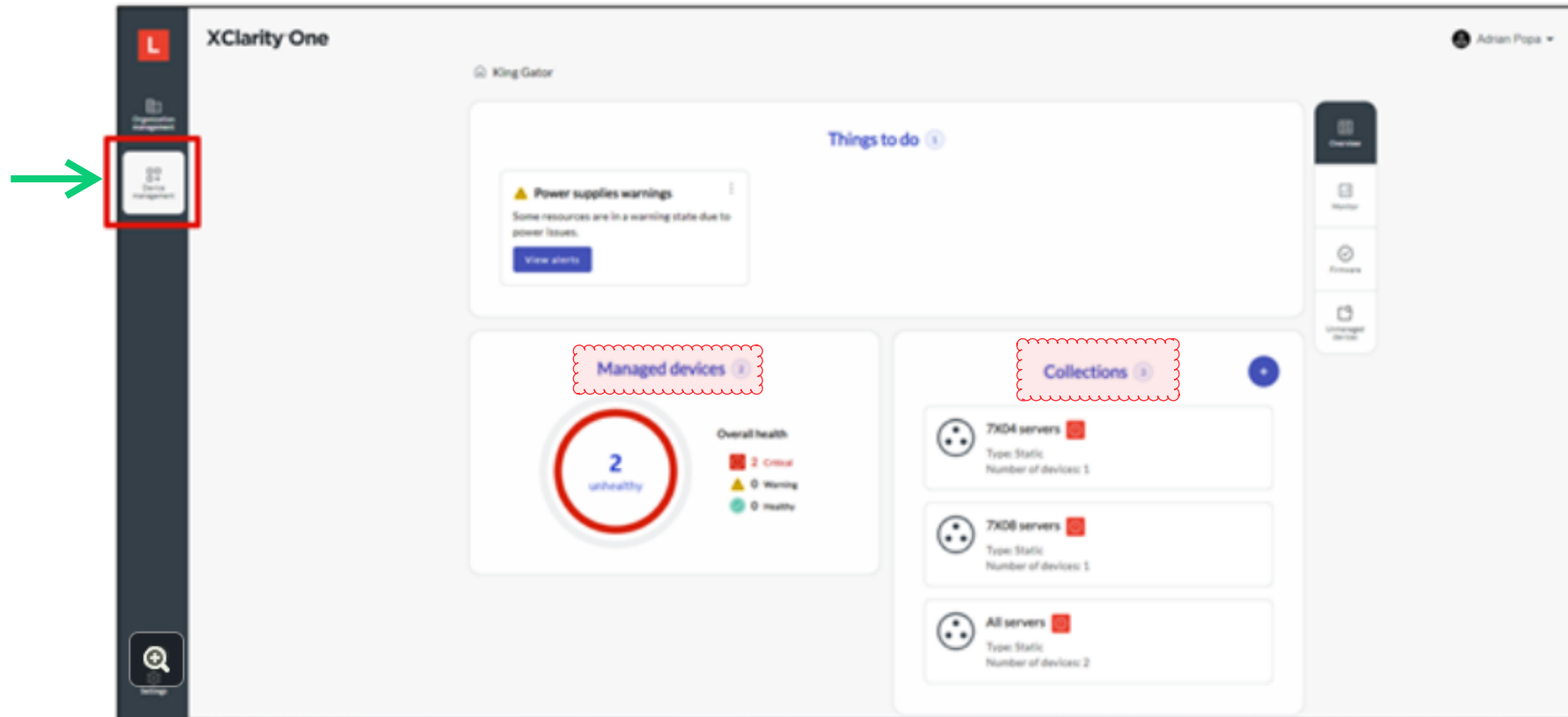
If the user is also a device administrator, they will also be able to manage the devices on this page.



# Device management overview

By selecting **Device management** on the left, users can complete the following tasks:

- Manage devices and collections
- Monitor alerts, vulnerabilities, service tickets, events, and jobs
- Update firmware



## Managed devices overview

On the **Managed devices** page, users can see the devices managed by their organization and also check details about them, including the **name**, **IP address**, **health status**, **product** and **collections** they're a part of, and the **hub** that manages them.

Managed devices				
<input type="text" value="Search for anything"/>				
<input type="checkbox"/>	Name / IP	Status	Product	Collections
<input type="checkbox"/>	Constantine-SR530-31.29 10.241.31.29		ThinkSystem SR530 7X08 CTO1WW	7X08 servers All servers
<input type="checkbox"/>	Carnage-SR550-31.23 10.241.31.23		ThinkSystem SR550 7X04 CTO1WW	7X04 servers All servers
0 selected				
Items displayed 10 1 - 2 of 2				

- Overview
- Management
- Firmware status
- Vulnerabilities
- Warranty information