Requesting an organization account
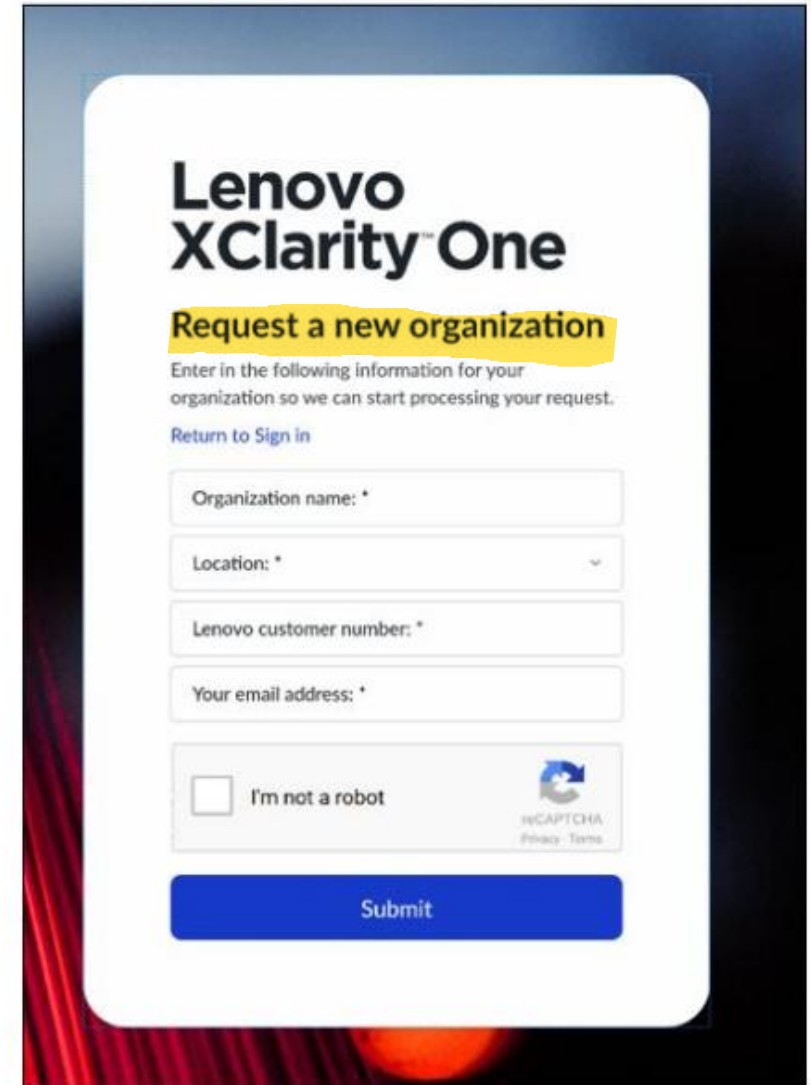
How to access XClarity One

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

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Request a new organization

Enter in the following information for your organization so we can start processing your request.

Return to Sign in

Organization name: *

Location: *

Lenovo customer number: *

Your email address: *

[ ] I'm not a robot — reCAPTCHA — Privacy · Terms

Submit

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.

First login

Logging to the XClarity One portal for the first time

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.
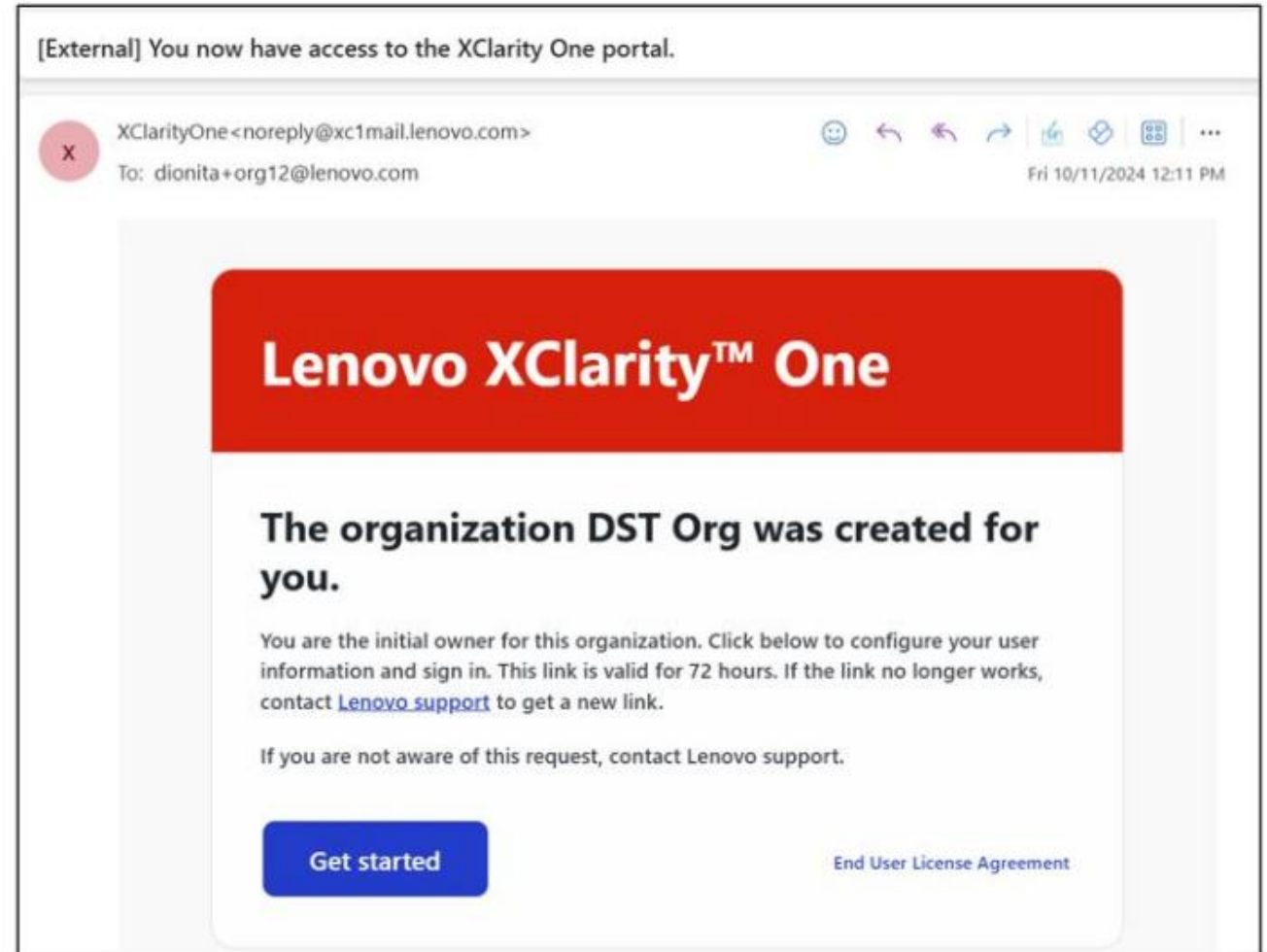
First login

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

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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.
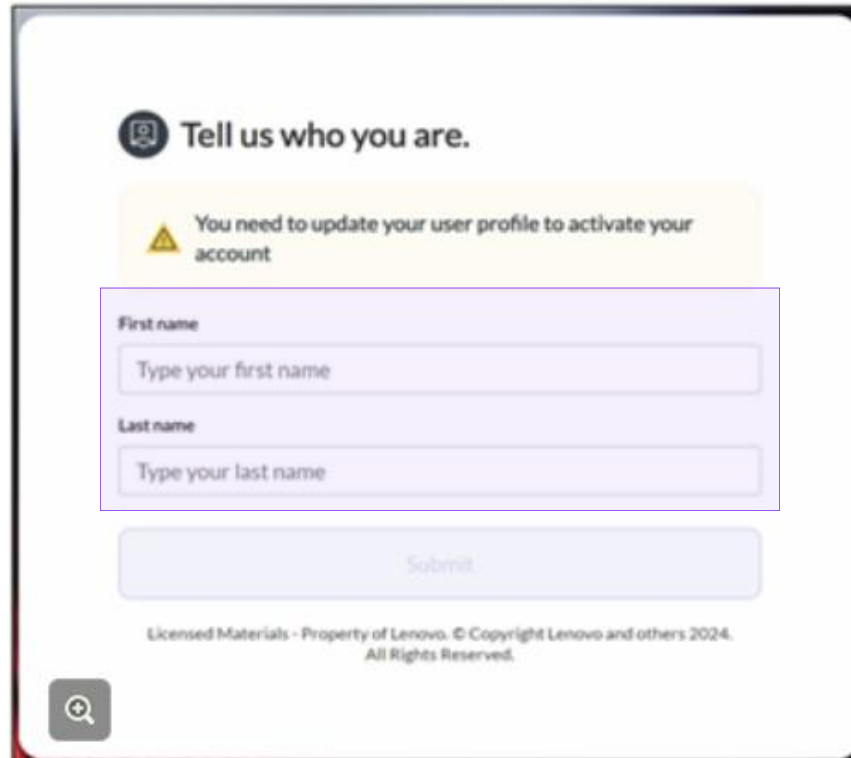
I agree

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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 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.
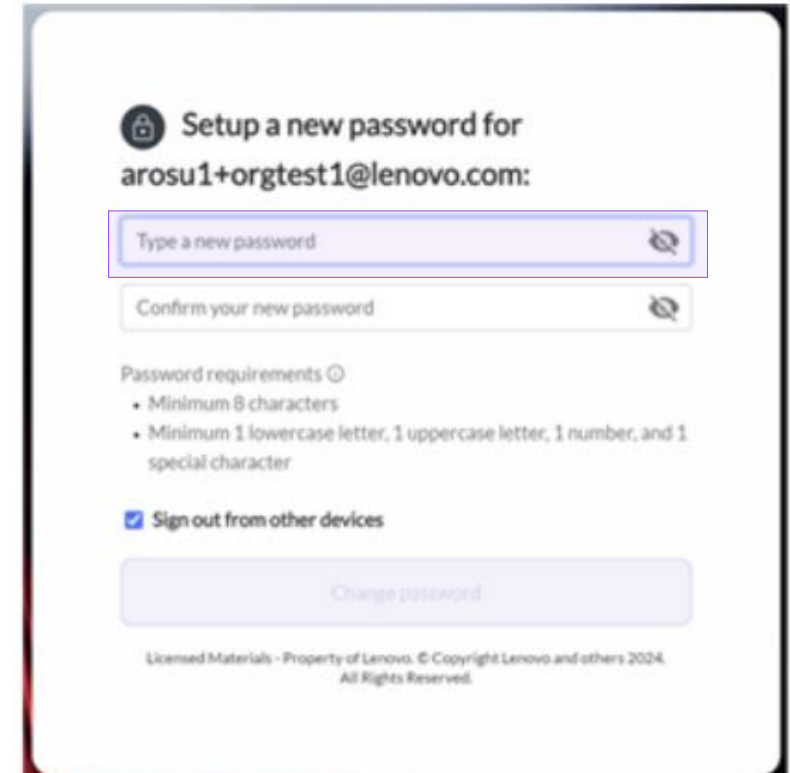
Step 1

Step 2

Step 3

Tell us who you are.

⚠ You need to update your user profile to activate your account

First name

Type your first name

Last name

Type your last name

Submit

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

Type a new password

Confirm your new password

Password requirements ⓘ
• Minimum 8 characters
• Minimum 1 lowercase letter, 1 uppercase letter, 1 number, and 1 special character

☑ Sign out from other devices

Change password

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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
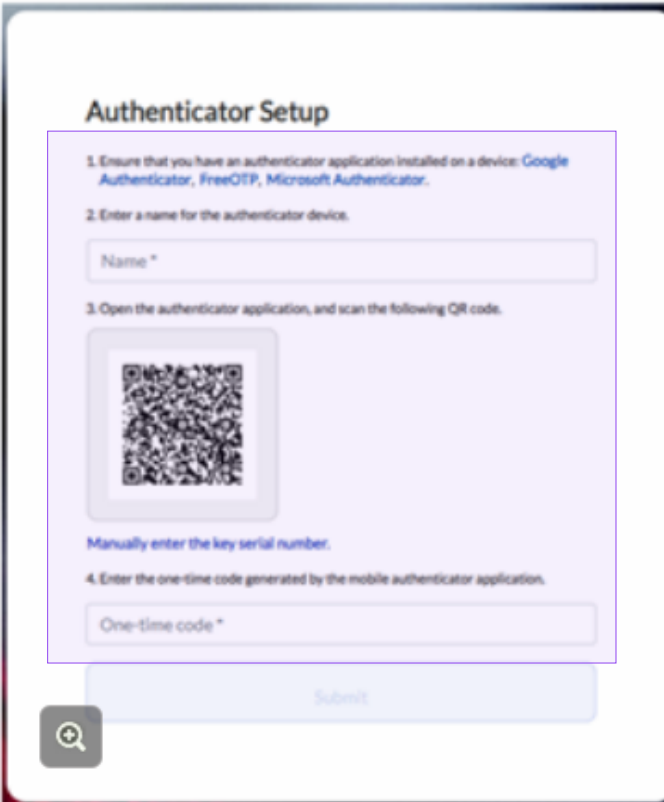
Step 2

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
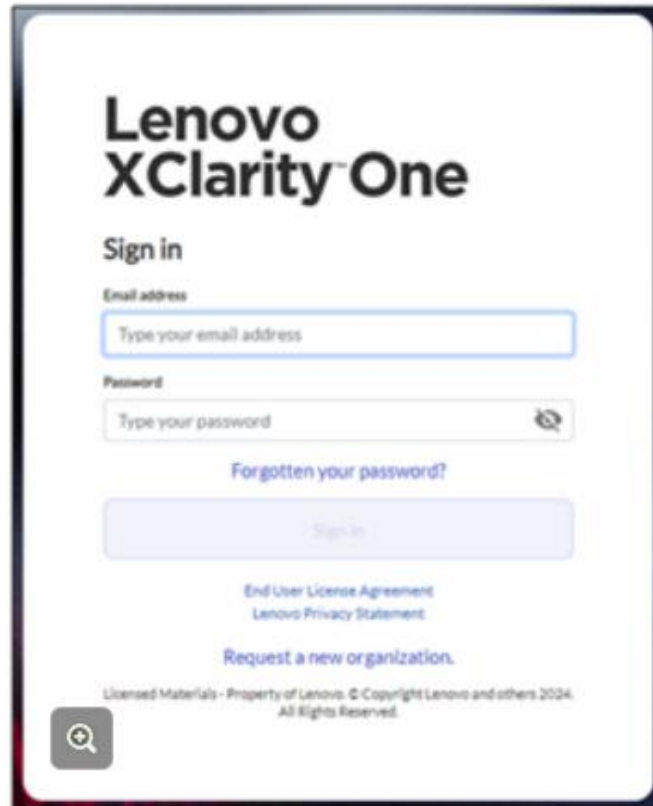
Authenticator Setup

1. Ensure that you have an authenticator application installed on a device: Google Authenticator, FreeOTP, Microsoft Authenticator.

2. Enter a name for the authenticator device.

Name *

3. Open the authenticator application, and scan the following QR code.

Manually enter the key serial number.

4. Enter the one-time code generated by the mobile authenticator application.

One-time code *

Submit

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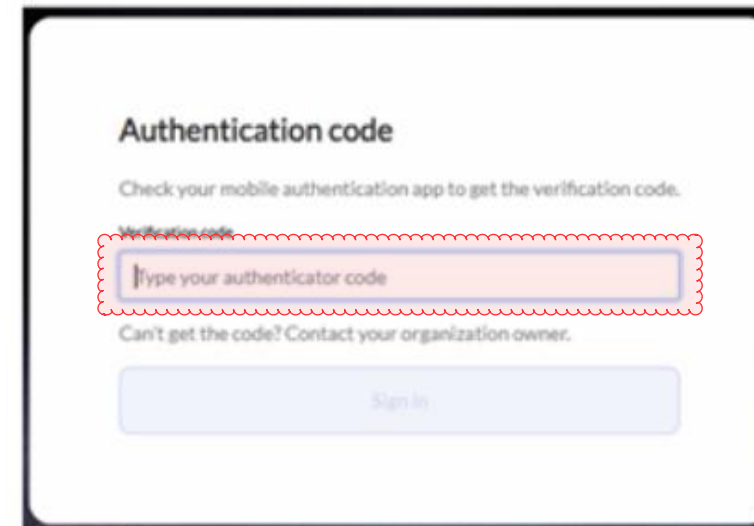
First login

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.

Lenovo XClarity One

Sign in

Email address
Type your email address

Password
Type your password

Forgotten your password?

Sign in

End User License Agreement
Lenovo Privacy Statement

Request a new organization.

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Authentication code

Check your mobile authentication app to get the verification code.

Verification code
Type your authenticator code

Can't get the code? Contact your organization owner.

Sign in

Lenovo

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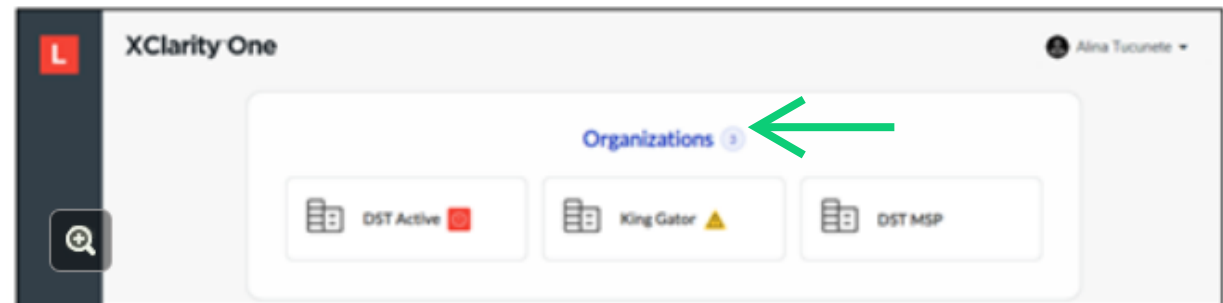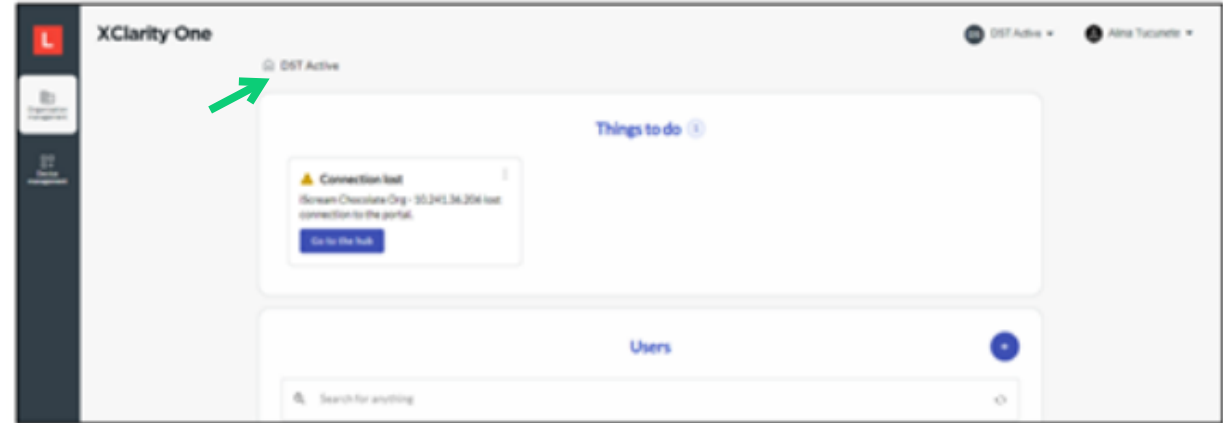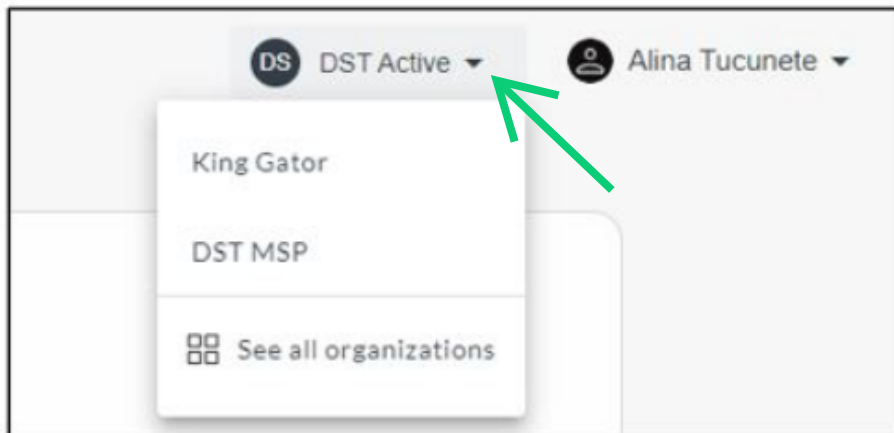
XClarity One main menu overview
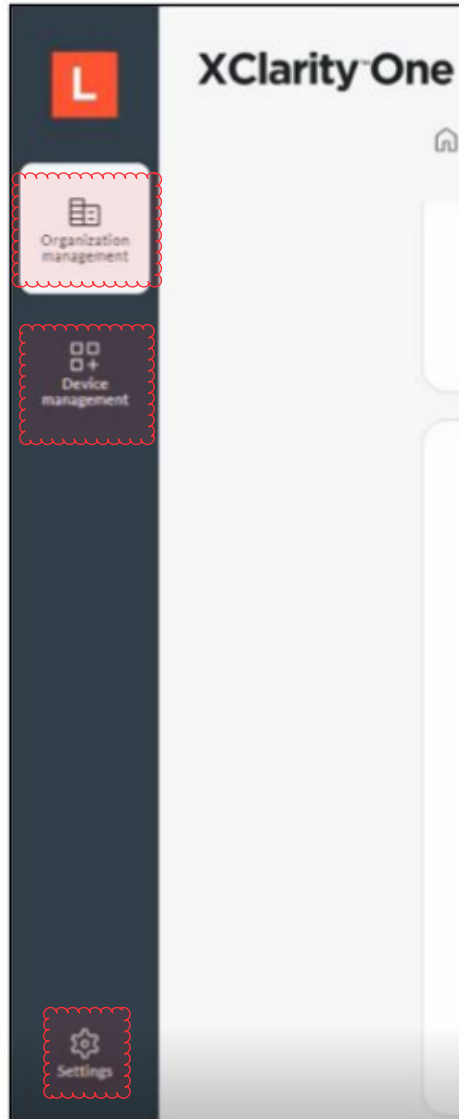
The main XClarity One menu is displayed on the left of the screen.

- **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
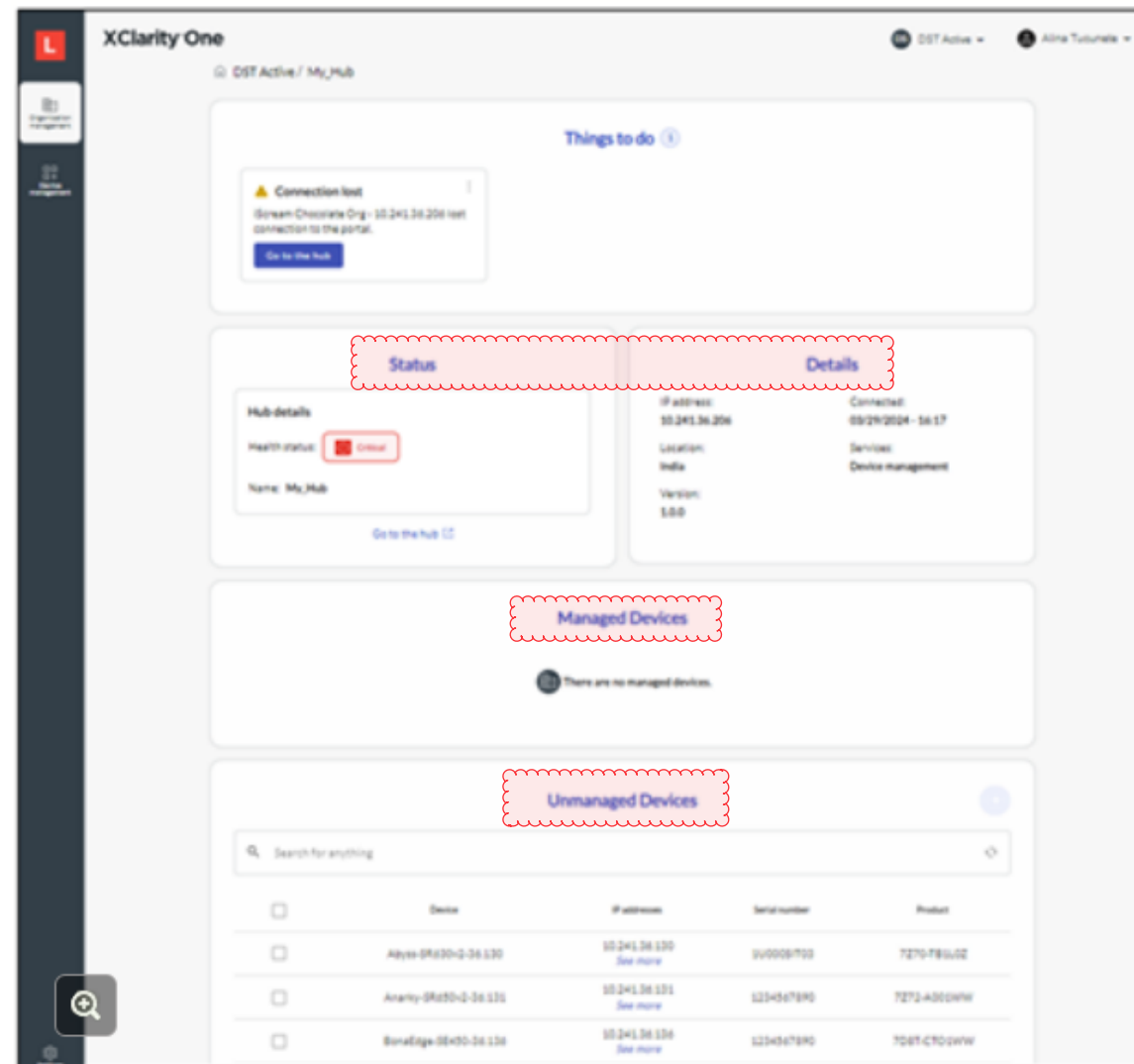
Management hub overview

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
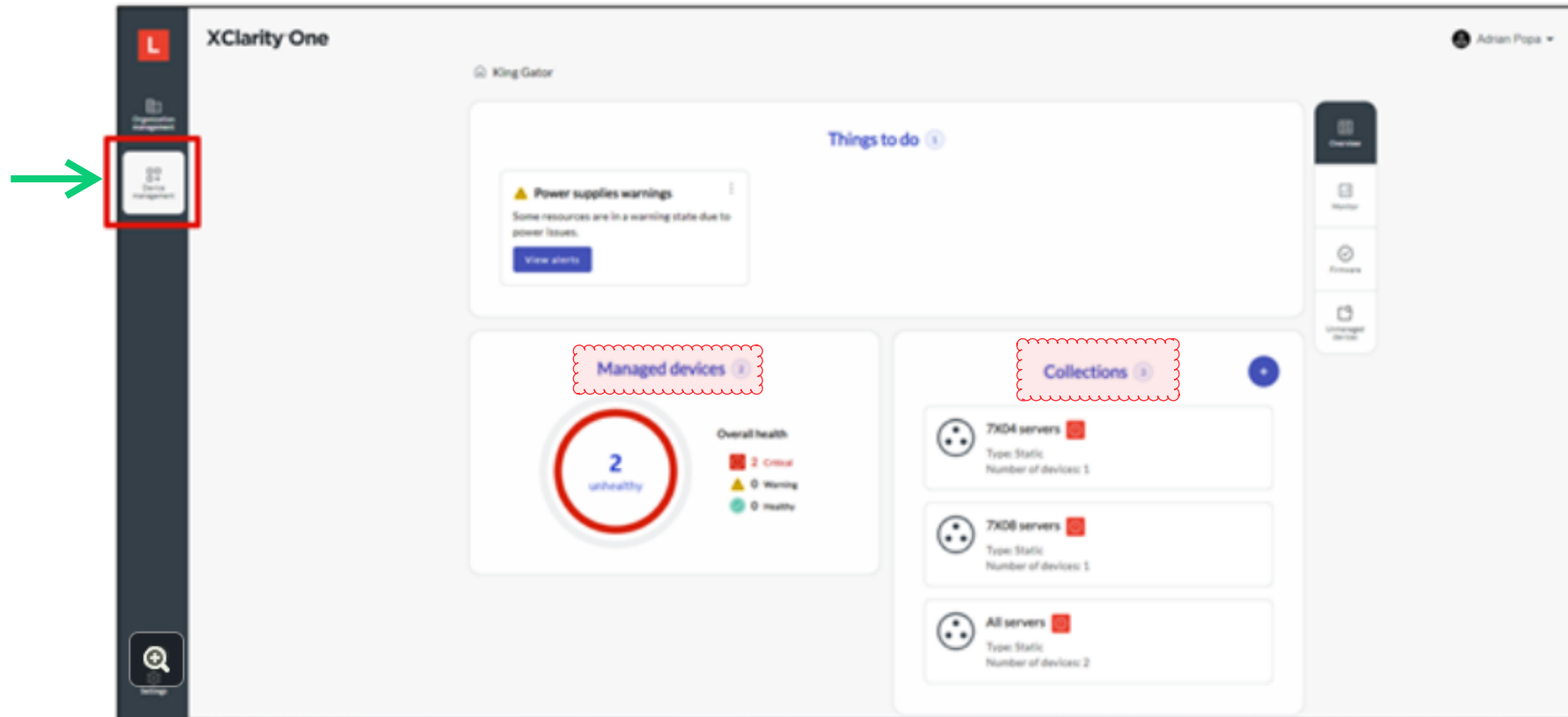- Devices discovered by this hub

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.

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