



## Request a New Discover Account

### Let us know in a support ticket

If a new team member on your side requires Discover access, this can be requested by submitting a support ticket

Choose the option shown below to flag your request:

- Issue Type**
- ☐ Application issue
  - ☐ Server issue
  - ☐ Related to existing custom work
  - ☒ New Discover user request

Make sure to provide the person's **full name** and **email address** in the ticket description so that we can create the account.

The email address associated will receive all Discover notifications so it is paramount the person has access to this and is monitoring it.

**Please note:** We have a maximum of 10 Discover accounts per client.

### Changes over time

We can remove any Discover profiles no longer needed to ensure only appropriate users have access to this and require your assistance to manage this over time.

We understand that personnel changes happen and we appreciate your team updating us if any of your current Discover users leave the company or no longer require access so that we can manage the active list for you.

In cases where your main Discover contact is leaving or the responsibility is being given to someone else, please submit a support ticket so we can create a Discover profile for them as well as offer further support or training as required.

Failure to update Claromentis about personnel changes can cause significant delays in support as the incorrect users will be receiving notification updates.

In this instance where no named contacts are with the company anymore, a member of your billing team will need to confirm in writing new admin Discover users to be added. This will need to include the **date** and the **amount** of the last payment made to Claromentis to verify.

## Two factor

Every Discover user will need to authenticate with two factor, the steps to see this up are here.

It is not at Claramentis' discretion the device used for this, whether a mobile or laptop.

Two factor is an industry standard and it's expected for every user to be able to set this up on a device of their choosing and be able to access this at every login.

If a user cannot set up two factor or does not have a device to use for this, they cannot have a Discover account and this responsibility should be given to a team member who can set this up.

As we cannot disable two factor it forces everyone to have an individual means to log in. This means we cannot accept shared Discover accounts and instead require every user to have their own.

---

Created on 1 March 2022 by Hannah Door. Last modified on 7 March 2024

Tags: administrator, discover, user