



The Privileged Appliance and Modules (TPAM)

Mobile Device Guide

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Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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TPAM Mobile Device Guide

Introduction

Users can add/manage requests, retrieve passwords and review password releases/sessions via their mobile device. This manual should be used to help you navigate through the process of completing these transactions on your mobile device and is not meant to provide an in depth explanation of each process. For more details please refer to the User Manuals that can be downloaded through the web interface of the TPAM application.

In order to access TPAM from your mobile device your Administrator or User Administrator will need to set your user ID up for this access on the UserID Details tab within TPAM.

Device requirements

Mobile devices running iOS, Android and Windows Phone are supported.

Access TPAM

To login in to TPAM:

1. From your mobile device using the browser, go to <https://XXXXXXXXXXXX/tpam>
2. Enter your username and password and click the **Login** button.

Home page

Your home page is based on the permissions assigned to your user ID in the TPAM application. Based on the permissions assigned to your account you may not see all the

options that are described in this guide. You can return to the home page from anywhere in the application by clicking the Home link located on the top upper left hand side of the screen.

There are two modes of the TPAM mobile interface, Advanced and Simplified. By default when you first log in you will be in Advanced mode. The steps outlined in this guide will cover Advanced mode operations. To switch to simplified mode click the **Simplified** link at the top of the home page.

Add a request

To add a password/session/file request:

1. From the home page click on **Password, File** or **Session** next to Add Request. (In this example a password request will be completed.)
2. Enter your filter criteria and click the **Go** button.
3. Click the **Select** link for the account you want.
4. For a request scheduled in the future, clear the Request Immediate check box and enter the Date/Time Required. For an immediate request, leave the Request Immediate check box selected.
5. Adjust the Requested Duration as desired.
6. Enter the Request Reason, Reason Code, Ticket System and Ticket Number, if required and click the **Save** button. .
7. Click the **Save** button.

Retrieve a password

Once your request has been approved or denied you will receive an e-mail, notifying you the status of your request.

To retrieve the password for an approved request:

1. From the Home page click on **My Current Requests**.
2. Click on the Req ID.
3. Click on the **Passwd** tab.

Cancel/expire a request

To expire/cancel a request:

1. From the Home page click on the **My Current Requests** link.
2. Click on the Req ID.
3. Type a cancel/expire reason.
4. Click the **Save** button.

Approve/deny a request

When a request has been submitted that required your approval you will be notified via e-mail of the pending request. In this example we will be approving a password request.

To quick approve/deny a request:

1. From the Home page click the **Approvals** tab.
2. To see the request details click on the Request ID.
3. Click on the **Quick Deny** or **Quick Appr** button.

To approve/deny a request with comments:

1. From the home page click the **Password Requests Pending Approval** link.
2. Enter any filter criteria and click the **Go** button.
3. Click on the **Request ID** number for the request.
4. Enter a comment in the Request Response box.
5. Click the **Approve** or **Deny** button.

Review a password release

In the Advanced version of the TPAM mobile application the user can review password releases and PSM sessions. If there is a release pending your review you will receive an email notification. Reviews cannot be done in the simplified mode of the mobile interface.

To review a release:

1. From the Home page click the **Pending Reviews** tab.
2. Click on the Request ID of the release you want to review.
3. Enter your comments in the Review Comment box.

4. To save your comments and leave the review uncompleted, click the **Save** button. To mark the release as reviewed click the **Complete** button.

Review a session

Reviewing sessions on the mobile device works just like reviewing password releases on the mobile device with one exception. You will not be able to replay the session from the mobile device so you can only "Complete" the review of the session if you have already replayed the session through a desktop browser. If you have not replayed the session yet, you will still be able to save review comments via the mobile device.

To review a release:

1. From the Home page click the **Pending Reviews** tab.
2. Click on the Request ID of the release you want to review.
3. Enter your comments in the Review Comment box.
4. To save your comments and leave the review uncompleted, click the **Save** button. To mark the release as reviewed click the **Complete** button.

User details

You can use the User Details menu option on the mobile application to modify your user time zone setting. You can also update your phone number, mobile number and e-mail address associated with your user ID through the User Details page.

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product