

About signing up

To sign up to use the Administrative Console, you must set a password and provide the following information.

- *Your corporate email address*—used to filter policies and authorities. Users with the same domain name in their email address can see the policies and authorities added by other users with the same domain name. Users with different domain names cannot see each others policies or authorities.
- *Your name*—used to personalize Administrative Console messages.
- *The name of your organization*—used to personalize the Administrative Console display.
- *Your phone number*—used to recover from a forgotten password.

Signing up

1. Visit <https://tnaas.resilient-networks.com>.
2. Click **Click Here to Sign Up**.
3. Type your corporate email address in the **Email** box.
4. Type a password in the **Password** and **Confirm Password** boxes.
5. Type your name in the **Name** box.
6. Type the name of your organization in the **Organization Name** box.
7. Type your phone number in the **Phone Number** box.
8. Click **Sign Up**.
9. Without closing the browser, check the email account of the address you provided in the **Email** box.
10. Open the email sent by rnsgateway@resilient-networks.com.
11. Memorize, copy, or write down the four-digit code in the email.
12. Return to the original browser tab and enter the four-digit code from the email into the **Authority Credentials** form.
13. Click **Submit**.

NOTE: If the sign up process fails to complete, see [Recovering from an incomplete sign up](#).

Signing in

1. Visit <https://tnaas.resilient-networks.com>.
2. Type the email address of the account you provided during sign up in the **Email** box.
3. Type the password that you set during sign up in the **Password** box.
4. Click **Sign In**.

Recovering from a forgotten password

1. If you forgot your password, click **Trouble signing in**.
2. Then click **Forgot password**.
3. Type the email address of the account you provided during sign up in the **Email** box.

4. Click **Reset Password**.
5. Without closing the browser, check the email account of the address you provided in the **Email** box.
6. Open the email sent by rnsgateway@resilient-networks.com.
7. Copy the four-letter code in the email.
8. Return to the original browser tab and paste the four-letter code from the email into the **Authority Credentials** form.
9. Next you will see a **Phone Authentication Authority Credentials** form, select the radio button beside the phone number and click **Call**. (The phone number is the one you had entered during Sign Up)
10. Answer the phone and type 1 into the phone keypad when prompted.
11. Once the recorded voice has stopped talking, type the code displayed in the **Authority Credentials** form into the phone.
NOTE: do not type the code until the recorded voice has finished speaking.
12. Type a new password into the **New Password** and **Confirm New Password** boxes.
13. Click **Reset Password**.

Recovering from an incomplete sign up

1. Click **Trouble signing in**.
2. Click **Did not finish signing up**.
3. Type the email you started signing up with in the **Email** box.
4. Type your name in the **Name** box.
NOTE: this does not have to match the name you used during the original sign up.
5. Click **Complete sign up**.
6. Without closing the browser, check the email account of the address you provided in the **Email** box.
7. Open the email sent by rnsgateway@resilient-networks.com.
8. Copy the four-letter code in the email.
9. Return to the original browser tab and paste the four-letter code from the email into the **Authority Credentials** form.
10. Click **Submit**.