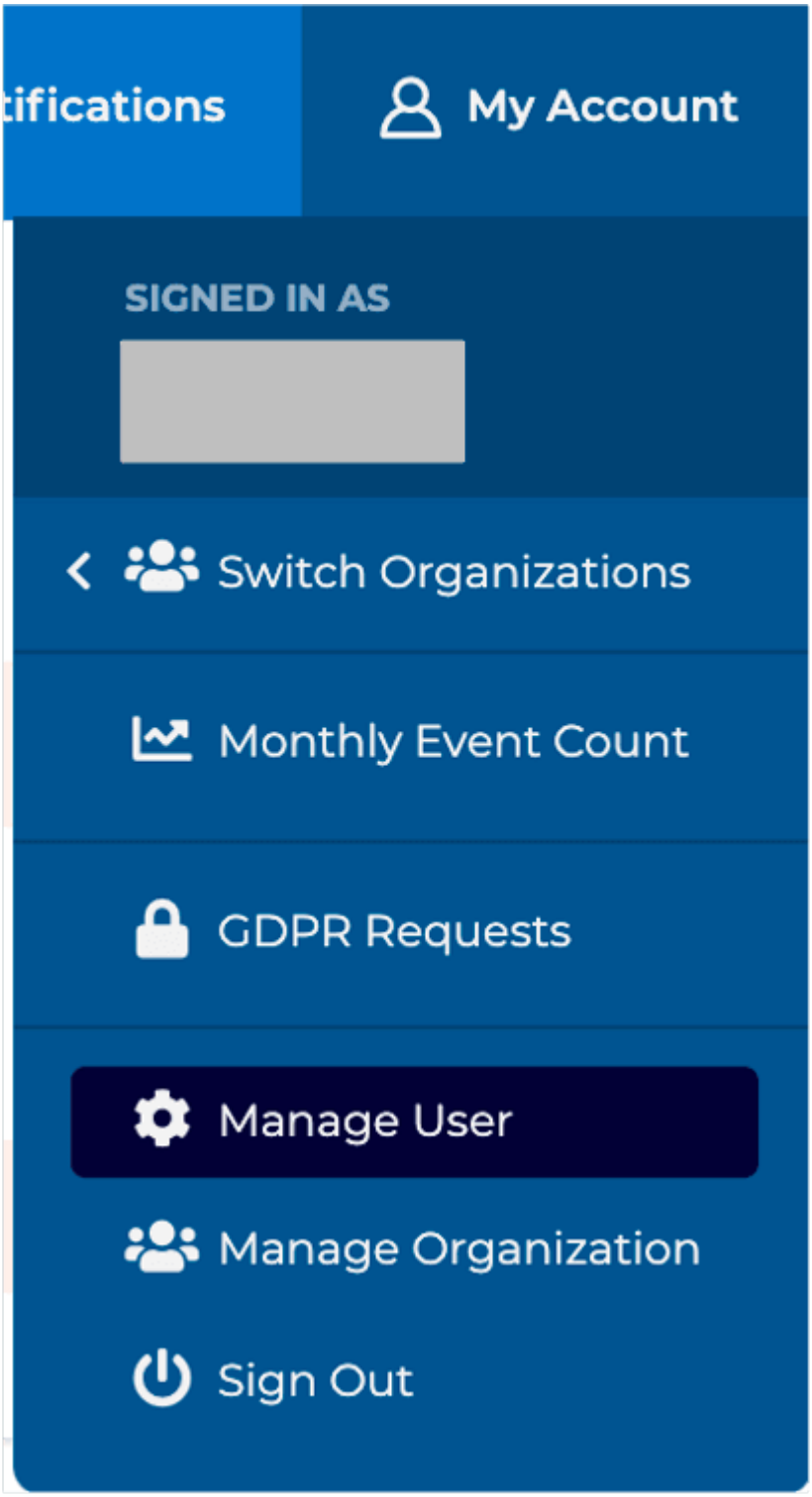
Manage User

My Account · https://tenjin.com/docs/manage-user/

View as Markdown

How to Manage Users in the Tenjin Dashboard

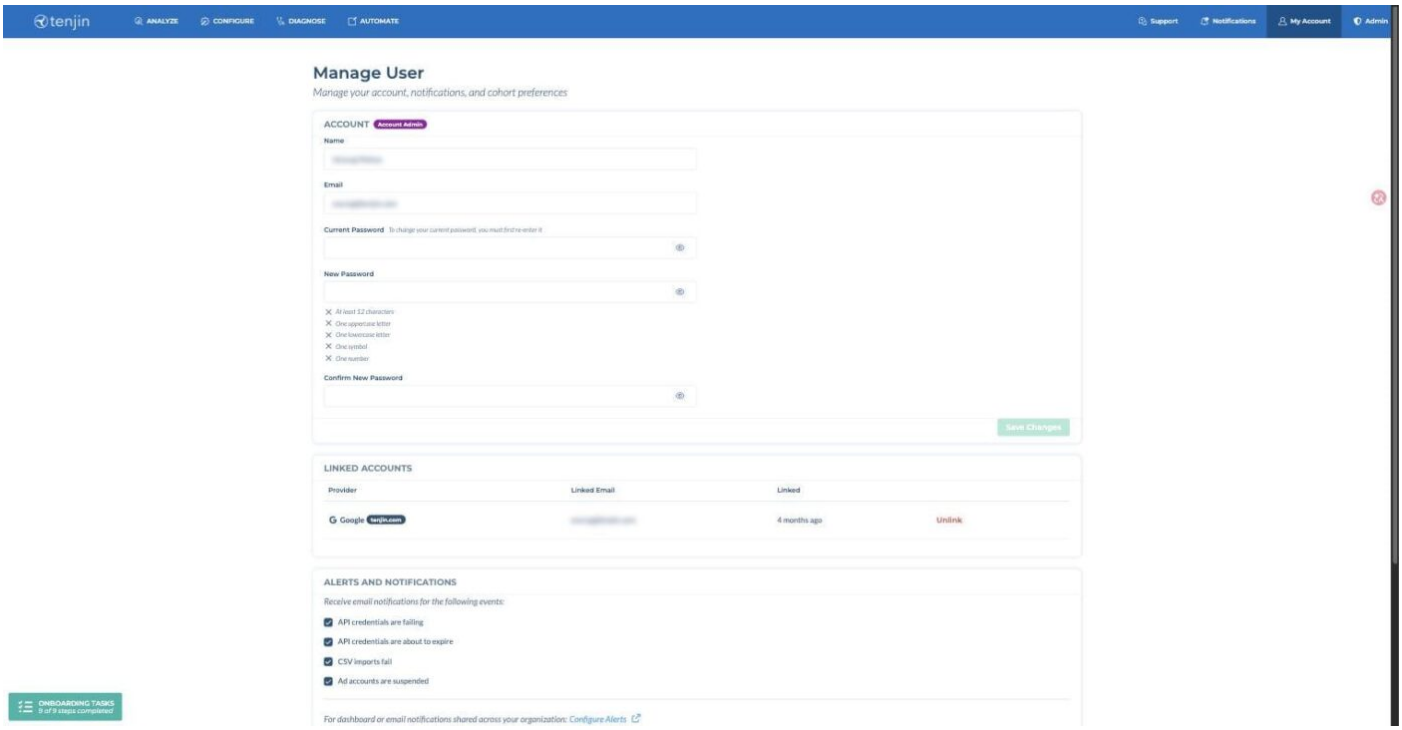
Under the main menu, click My Account -> **Manage User**.



In the **Account** section, you can change the following:

- Name
- Email address
- Password (you need to enter your current password first)

The **Linked Accounts** section shows the sign-in providers (such as Google) linked to your user, and lets you unlink them.

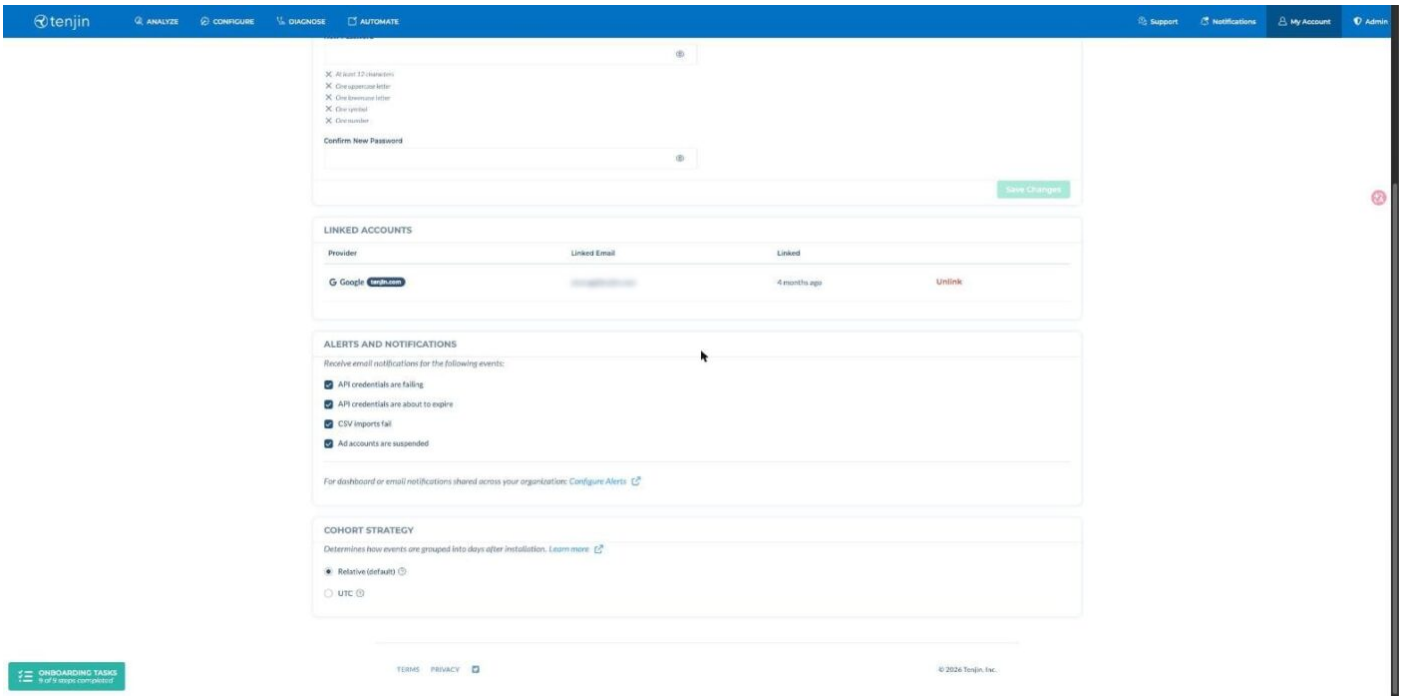


Alerts and notifications

Email notifications for the following events are enabled by default. You can turn each one on or off at any point in the **Alerts and Notifications** section.

- **API credentials are failing:** This happens when you change the password on your ad-network dashboard login but it hasn't been updated in Tenjin.
- **API credentials are about to expire:** Self attributing networks have an expiration period for API credentials. We will send you alerts if your credentials are about to expire.
- **CSV imports fail:** Ad networks sent us a CSV for spend or ad revenue data, but the import failed. This usually happens when the CSV file is not in the correct format.
- **Ad accounts are suspended:** Your ad-network account is suspended in Tenjin. This usually happens when the credentials for that ad account have been failing for over 1 month.

For dashboard or email notifications shared across your organization, use Configure Alerts.



Retention Cohort Strategy

Tenjin supports Retention Rate calculation using the UTC-based cohort strategy. With this approach, Day 1 begins at the first UTC midnight following each user's Install timestamp. This method helps align Retention Rate calculations with other platforms that use UTC-based timestamps, reducing discrepancies in metrics.

To enable this feature for your account, navigate to My Account → Manage User → **Cohort Strategy** (at the bottom of the page, shown in the screenshot above) and select **Relative (default)** or **UTC**. You can read more details on it here.