bitwarden | Help Center Article

ADMIN CONSOLE > USER MANAGEMENT

Account Recovery

View in the help center:
https://bitwarden.com/help/account-recovery/

Account Recovery

> **Note**
>
> Account recovery is available for **Enterprise organizations**.

What is account recovery?

Account recovery, formerly "admin password reset", allows designated administrators to recover enterprise organization user accounts and restore access in the event that an employee forgets their master password. Account recovery can be activated for an organization by enabling the account recovery administration policy.

Individual users must be enrolled (either through self-enrollment or using the automatic enrollment policy option) to be eligible for account recovery, as enrollment triggers the key exchange that makes recovery secure.

Account recovery does not bypass two-step login or SSO. If a two-step login method is enabled for the account or if your organization requires SSO authentication, you will still be required to use that method to access your vault after recovery.

Encryption

When a member of the organization enrolls in account recovery, that user's encryption key is encrypted with the organization's public key. The result is stored as the **Account Recovery Key**.

When an recovery action is taken:

1. The organization private key is decrypted with the organization symmetric key.
2. The user's **Account Recovery Key** is decrypted with the decrypted organization private key, resulting in the users's encryption key.
3. The user’s encryption key is encrypted with a new master key and a new master password hash is seeded from the new master password, both the master key-encrypted encryption key and master password has replace pre-existing server-side values
4. The user's encryption key is encrypted with the organization's public key, replacing the previous **Account Recovery Key** with a new one.

At no point will anyone, including the administrator who executes the reset, be able to see the old master password.

Permissions

Account recovery can be executed by owners, admins, and permitted custom users. Account recovery uses a hierarchical permission structure to determine who can reset whose master password, meaning:

- Any owner, admin, or permitted custom user can reset a user, manager, or custom user's master password.
- Only an admin or owner can reset an admin's master password.
- Only an owner can reset another owner's master password.

Event logging

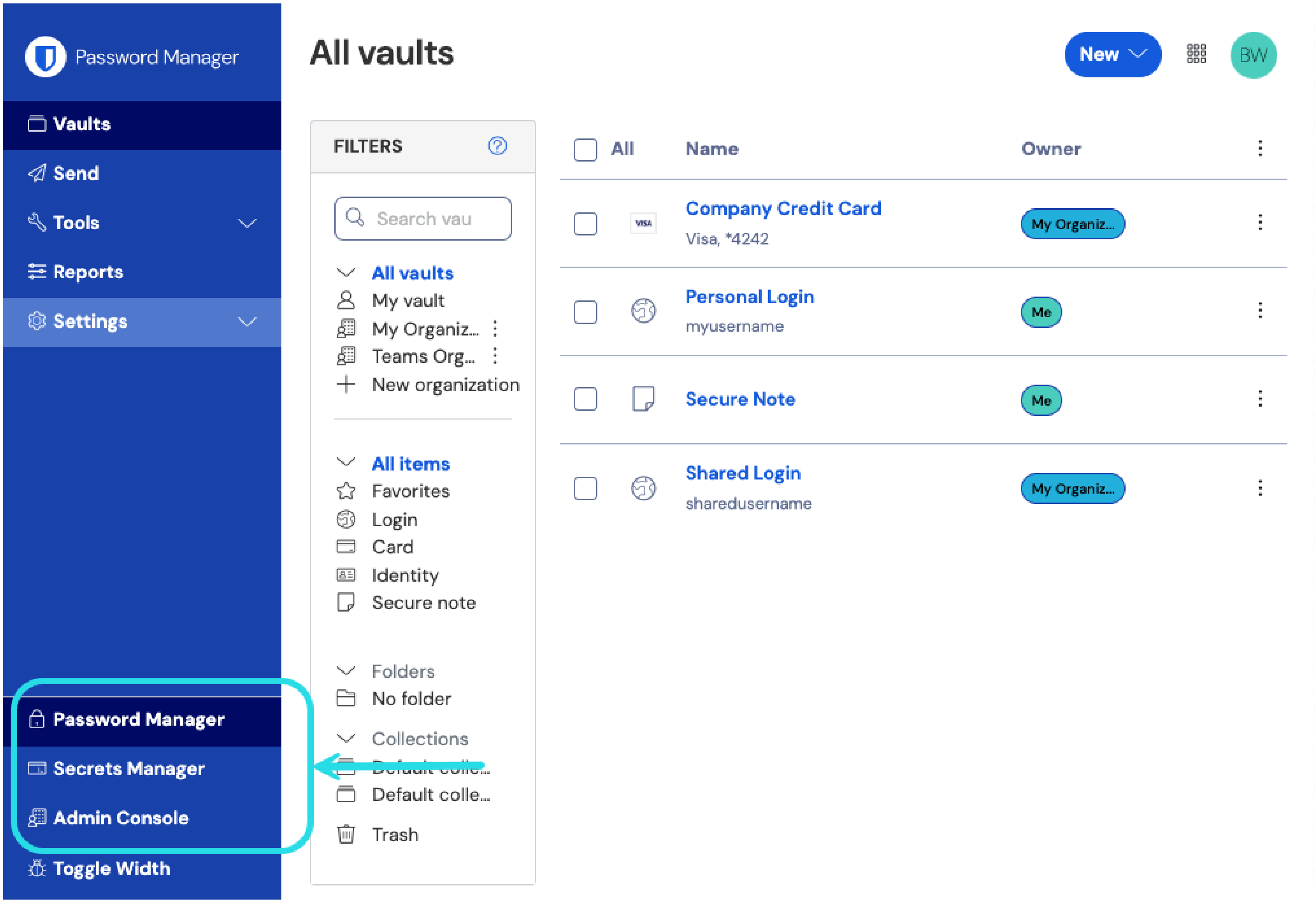
Events are logged when:

- A master password is reset using account recovery.
- A user updates a password issued through account recovery.

- A user enrolls in account recovery.
- A user withdraws from account recovery.

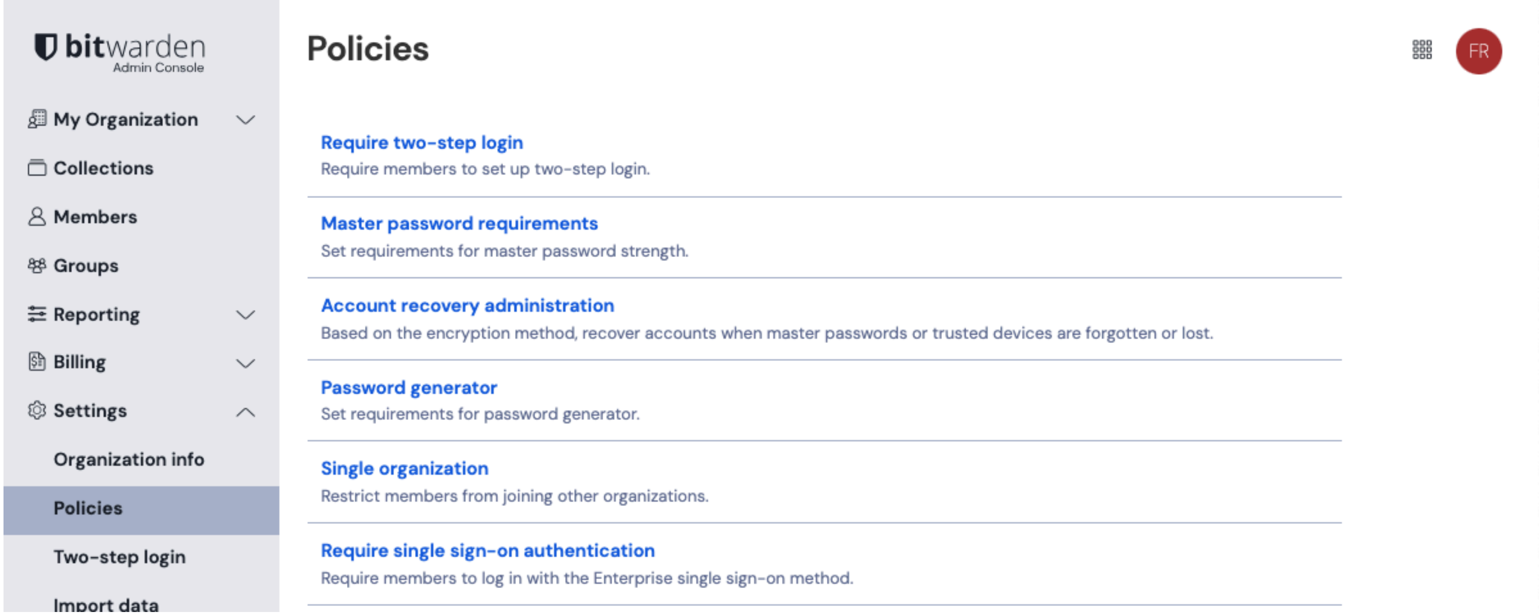
Activate account recovery

To activate account recovery for your enterprise organization, open the Admin Console using the product switcher:



Product switcher

In the Admin Console, navigate to **Settings** → **Policies** and turn on the **Account recovery administration** policy. You must be at least an organization admin to activate this policy:



Policies

Require two-step login
Require members to set up two-step login.

Master password requirements
Set requirements for master password strength.

Account recovery administration
Based on the encryption method, recover accounts when master passwords or trusted devices are forgotten or lost.

Password generator
Set requirements for password generator.

Single organization
Restrict members from joining other organizations.

Require single sign-on authentication
Require members to log in with the Enterprise single sign-on method.

Set policies

Users will need to self-enroll or be auto-enrolled in account recovery before their master password can be reset.

Automatic enrollment

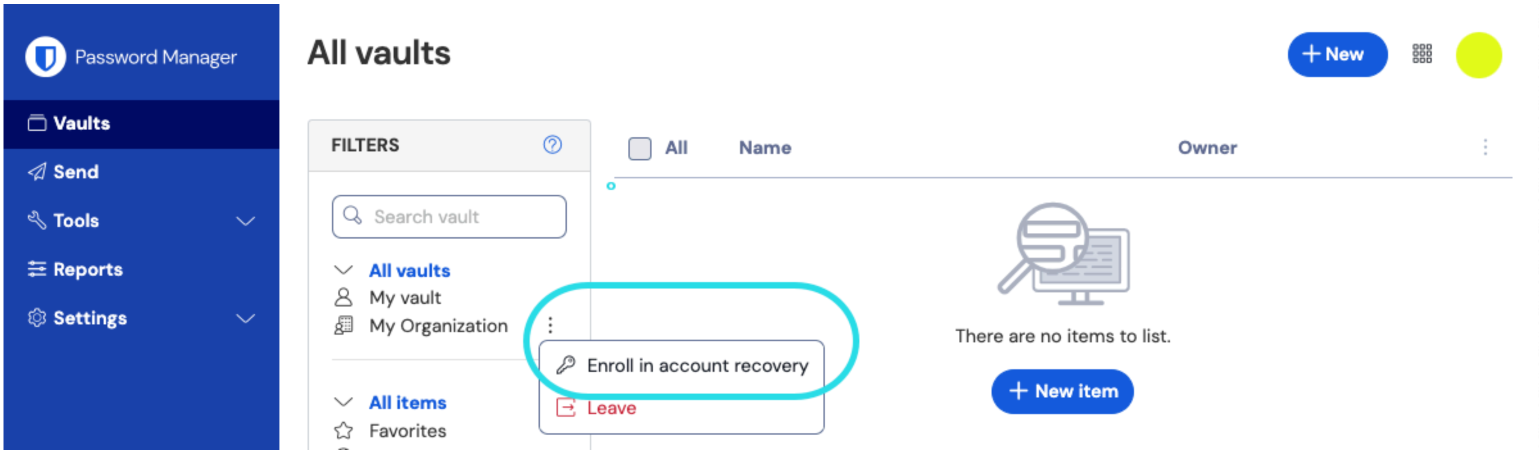
Enabling the automatic enrollment policy option will automatically enroll new users in account recovery when their invitation to the organization is accepted and will prevent them from withdrawing from account recovery.

Users already in the organization will not be retroactively enrolled in account recovery and will be required to self-enroll.

> **Tip**
>
> If you are automatically enrolling organization members in account recovery, we **highly recommend notifying them of this feature**. Many Bitwarden organization users store personal credentials in their individual vault, and should be made aware that account recovery could allow an administrator to access their individual vault data.

Self-enroll in account recovery

To enroll in account recovery, select the ⋮ **Options** menu next to your organization in the Vaults view and select **Enroll in account recovery**:

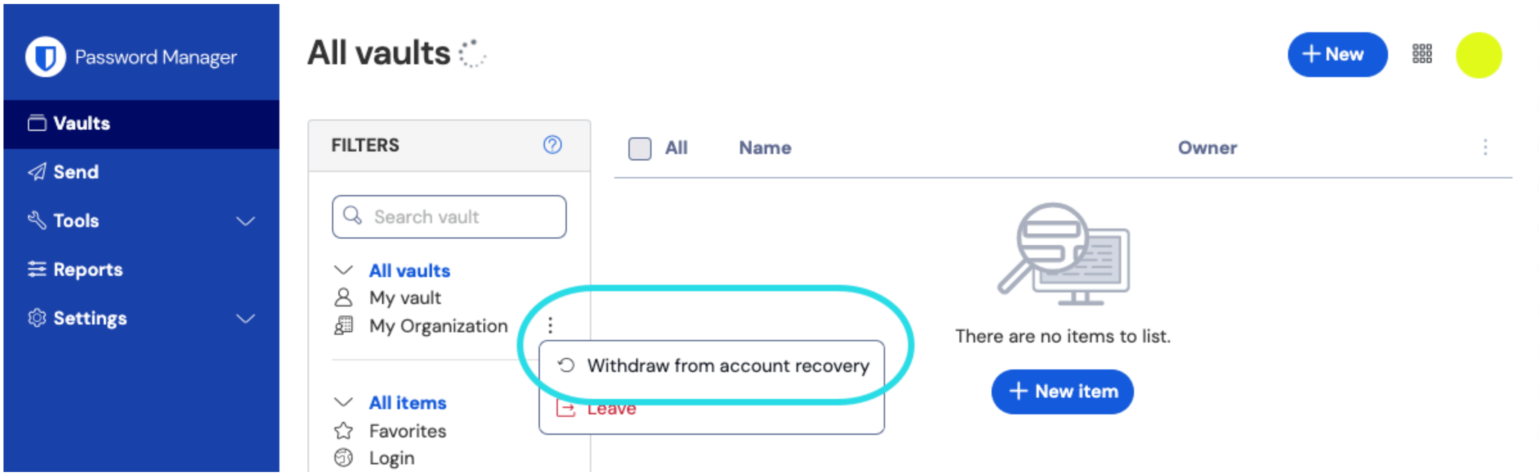


Enroll in account recovery

You can enroll in account recovery for multiple organizations, if you choose.

Withdraw enrollment

Once enrolled, you can **Withdraw** from account recovery from the same dropdown used to enroll:



Withdraw from account recovery

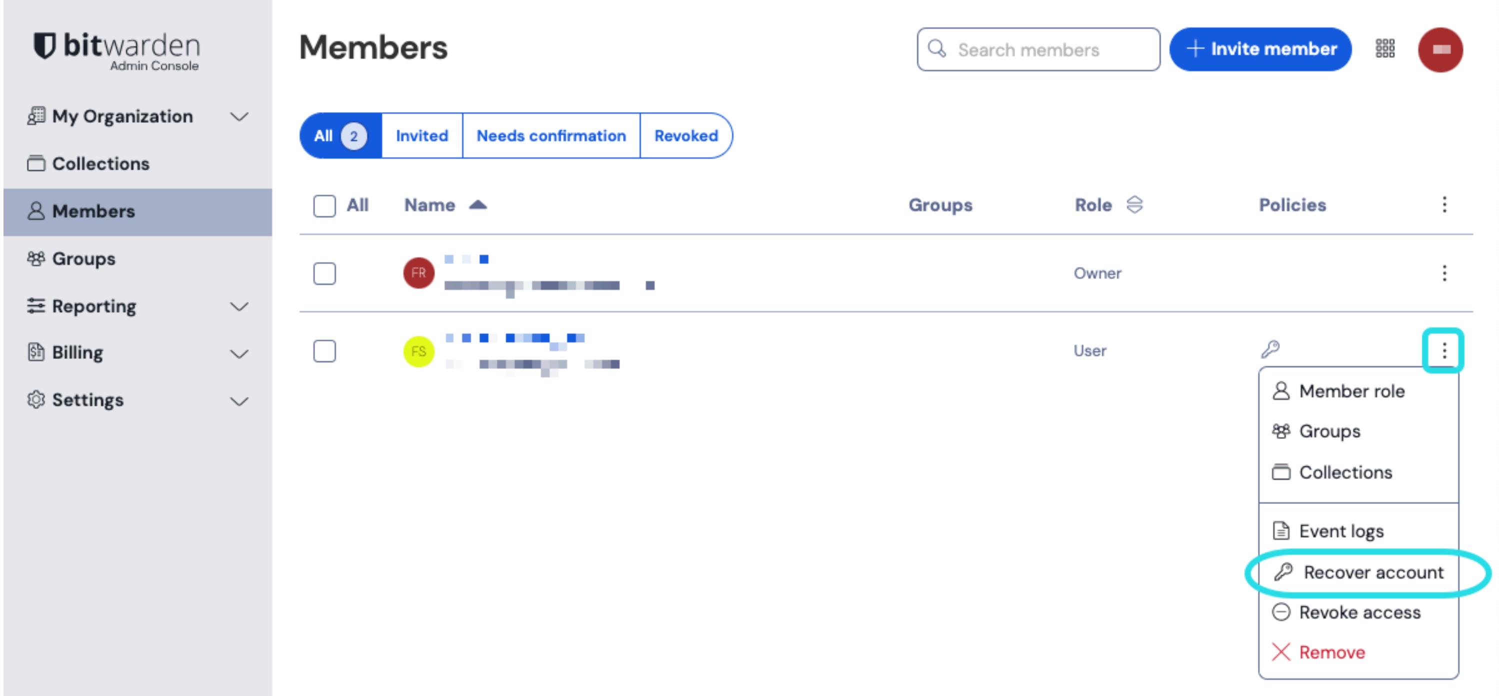
Users in organizations that have enabled the automatic enrollment policy option **will not be allowed to withdraw** from account recovery. Additionally, manually changing your master password or rotating your encryption key **will not** withdraw you from account recovery.

Recover an account

> **ⓘ Note**
>
> You must be an owner, admin, or permitted custom user to reset a master password. Check the permissions section of this article to see whose master password you are allowed to reset.

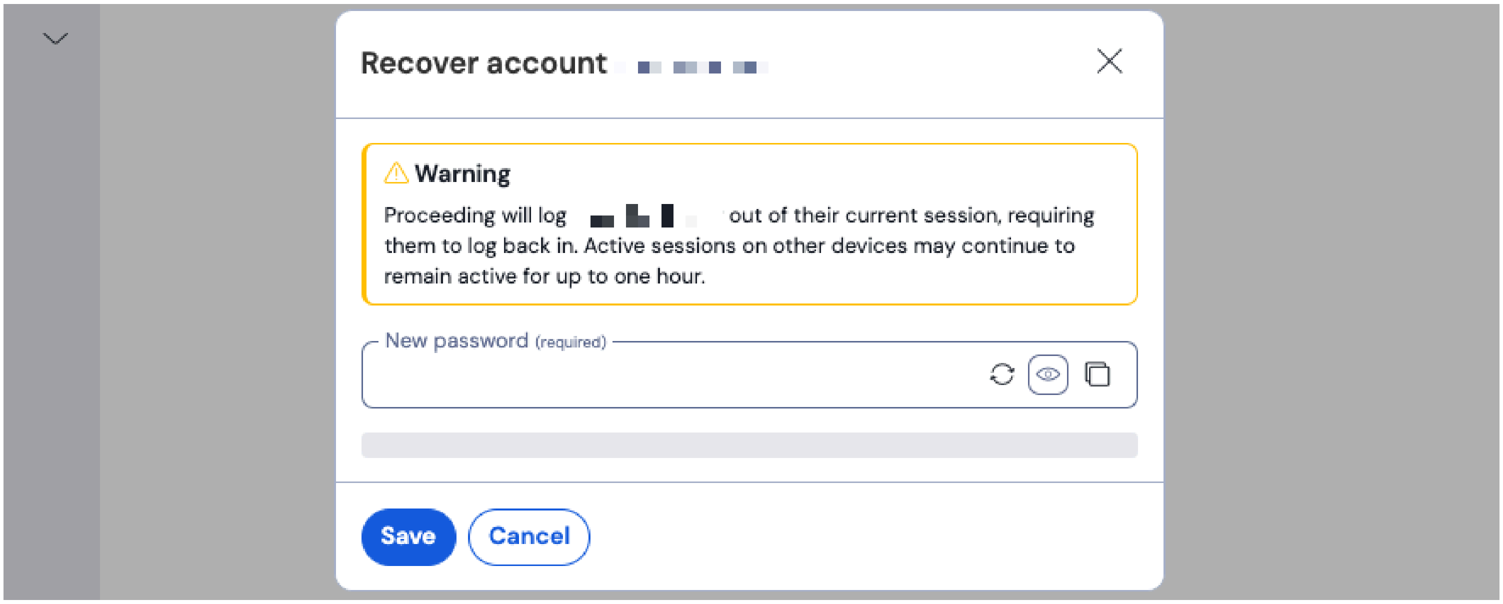
To recover the account of a member of your Enterprise organization:

1. In the Admin Console, navigate to **Members**.
2. For the member whose master password you want to reset, use the ⋮ Options menu to select **Recover account**:



Recover account

3. On the Recover Account window, create a **New password** for the user. If your organization has enabled the master password requirements policy, you will need to create a password that meets the implemented requirements (for example, min. eight characters, contains numbers):



⚠ Warning

Proceeding will log [redacted] out of their current session, requiring them to log back in. Active sessions on other devices may continue to remain active for up to one hour.

Create new password

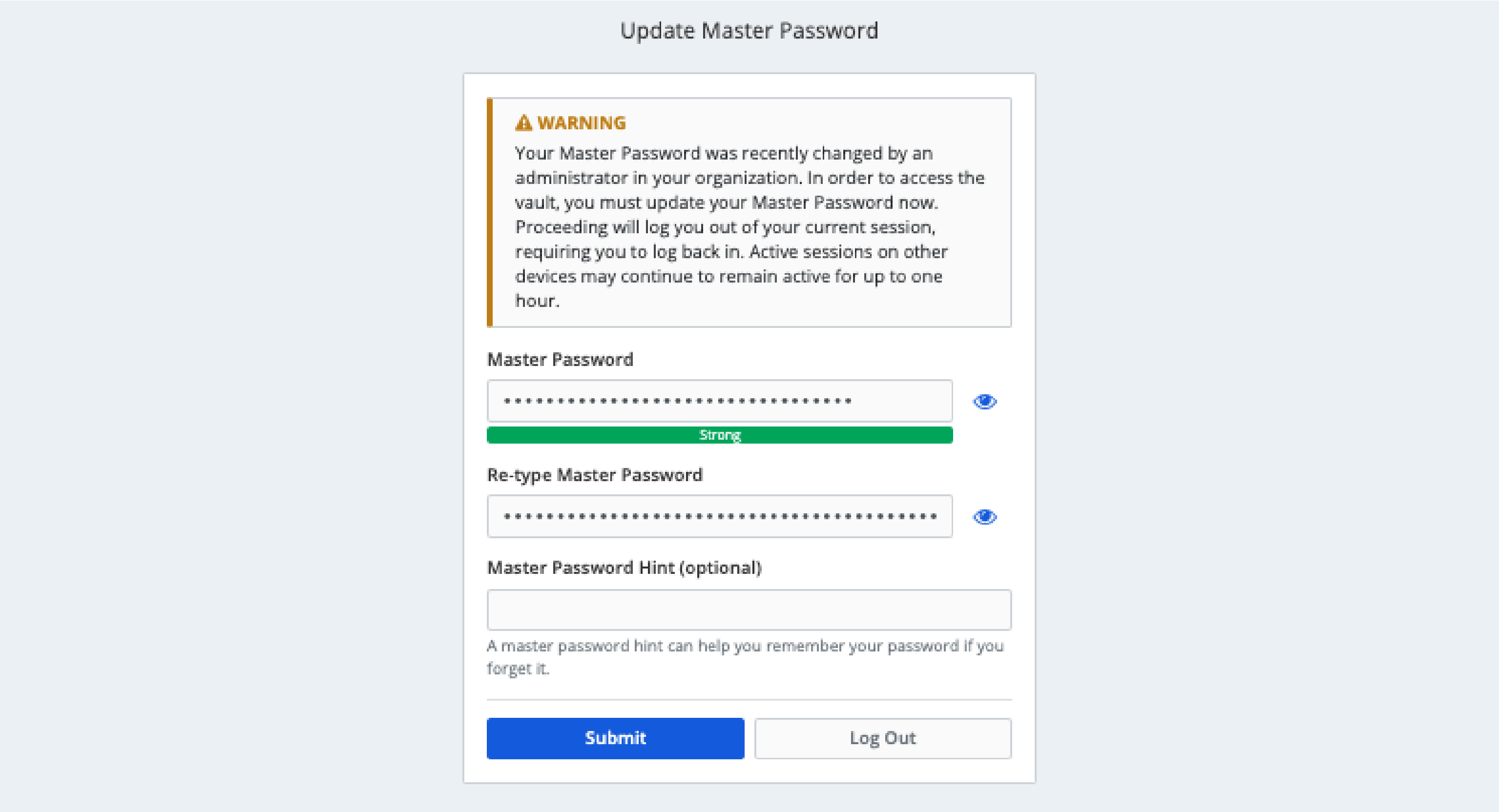
Copy the new master password and contact the user to coordinate secure communication of it, for example by using Bitwarden Send.

4. Select **Save** to execute account recovery. Doing so will log the user out of their current sessions. Active sessions on some client applications, like mobile apps, may remain active for up to one hour.

After a recovery

When your master password is reset, you will receive an email from Bitwarden to inform you of this. On receiving this email, contact your organization administrator to obtain your new master password through a secure channel like Bitwarden Send.

Once you have regained access to your vault using the new master password, you will be prompted to update your master password again:



Update Master Password

⚠ WARNING

Your Master Password was recently changed by an administrator in your organization. In order to access the vault, you must update your Master Password now. Proceeding will log you out of your current session, requiring you to log back in. Active sessions on other devices may continue to remain active for up to one hour.

Master Password

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Strong

Re-type Master Password

••

Master Password Hint (optional)

A master password hint can help you remember your password if you forget it.

Update your Master Password

You are required to update your master password after a reset because a master password should be **strong**, **memorable**, and something **only you** know.