

SECURITY

Emails from Bitwarden

View in the help center:
<https://bitwarden.com/help/emails-from-bitwarden/>

Emails from Bitwarden

Like using strong passwords, avoiding suspicious emails is an important tool in your online security toolkit. We recommend familiarizing yourself with these [FTC Guidelines](#) for spotting and avoiding phishing.

Here are some guidelines to help you determine whether an email that looks like it's from Bitwarden is legitimate:

Automated emails

Product interaction emails

Emails such as new device alerts, invitations to [join an organization](#), [request access to Secrets Manager](#), and [two-step login codes](#) will come from no-reply@bitwarden.com or, if you are self-hosting, a configured domain like no-reply@my.domain.com.

Note

Email verification requests, which as of 2024.9.2 are sent to cloud users during the account creation, are also issued from no-reply@bitwarden.com:



Verify your email address below to finish creating your account.

If you did not request this email from Bitwarden, you can safely ignore it.

Verify email



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Email verification

These emails will **never contain attachments**. If you are prompted to download a file, please report the email to us.

Some of these emails, such as organization invites, will contain buttons. Always check the validity of the hyperlink **before clicking on it** by confirming that it leads to <https://vault.bitwarden.com> or your organization's self-hosted domain. If you don't know your organization's domain, ask a member of your IT team or an administrator.



Join My Organization on
Bitwarden and start securing your
passwords!



Join Organization Now

This invitation expires on **Wednesday, May 3, 2023 2:39 PM UTC**

We're here for you!

If you have any questions, search the Bitwarden
Help site or **contact us**.



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Invitation to join

Payments emails

Automated payments emails for individual premium and paid organizations subscriptions will come from an invoice+statements@bitwarden.com address.

These emails **will contain** attachments, specifically PDF invoices and receipts.

Renewals emails

Paid users will be reminded of upcoming renewals via emails for each Bitwarden subscription that is approaching its renewal date. These emails will come from no-reply@bitwarden.com and upcoming-invoice@bitwarden.com addresses.

Opt-in emails

While you will receive [automated emails](#) as part of everyday use of Bitwarden, you might also receive emails from the following addresses if you have interacted with various parts of the Bitwarden ecosystem:

- Support requests will be received from support@bitwarden.com.
- Product announcements will be received from productupdates@bitwarden.com.
- Trial information will be received from trial@bitwarden.com.
- Marketing campaigns will be received from marketing@bitwarden.com and care@bitwarden.com.
- Emails from members of the Bitwarden team will be received from @bitwarden.com email addresses.

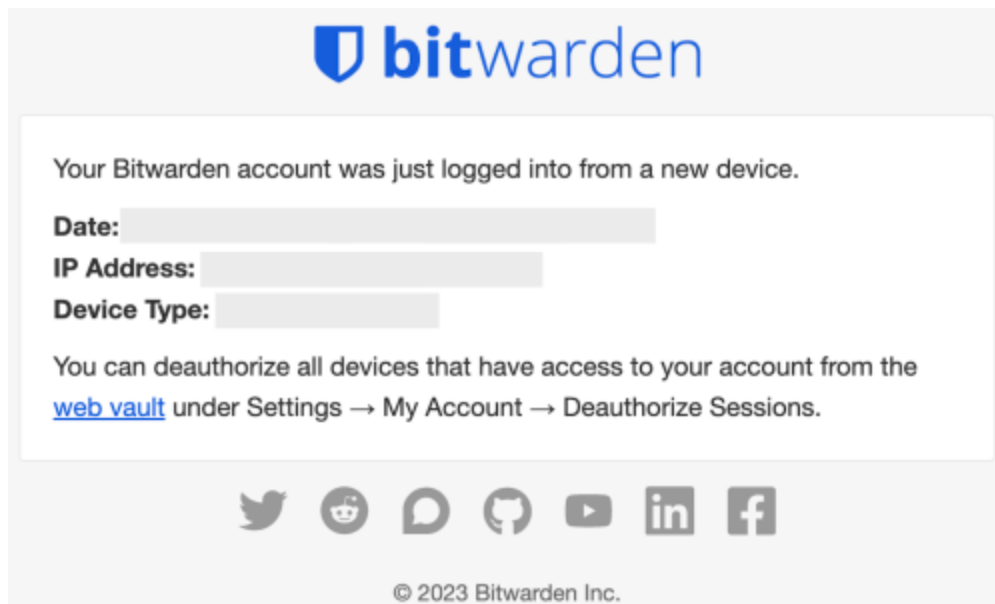
Alert emails

Bitwarden will send an email alert for suspicious activities such as logging in from an unknown device, and failed login attempts from an unknown device.

These emails will **never contain attachments**. If you are prompted to download a file or click an unknown link, please contact us.

New device logged in

If your account successfully logs in from an unknown device, you will receive an email containing information about the login.



Login from unknown device email

The email will contain:

- Date
- IP Address
- Device type

If you do not recognize this login, see [here](#) and take immediate steps to protect your account.

Trusted device request approved

When a request to an organization administrator to [add a trusted device](#) is approved, the requesting user is sent an email informing them they can continue logging in on that device. **The user must take action by logging in to the new device within 12 hours, or the approval will expire.**

The email will contain:

- Date
- IP address
- Device type

Announcement emails

Subject: Upcoming login changes (Dec. 2024)

This email, sent in December 2024 from no-reply@bitwarden.com, was sent to inform users of upcoming changes to new device verification.