

PROVIDER PORTAL

# Provider Users

A decorative graphic consisting of numerous thin, light blue wavy lines that create a sense of motion and depth across the middle section of the page.

View in the help center:

<https://bitwarden.com/help/provider-users/>

## Provider Users

### Onboard provider users

To ensure the secure administration of your client organizations, Bitwarden applies a three-step process for onboarding a new Provider member, [Invite](#) → [Accept](#) → [Confirm](#).

### Invite

To invite users to your Provider:

1. Log in to Bitwarden and open the Provider Portal using the product switcher:

The screenshot shows the Bitwarden Provider Portal interface. On the left is a sidebar menu with options: Clients, Manage, Billing, Settings, Password Manager, Admin Console, and Provider Portal (circled in red). The main content area is titled 'Clients' and features a search bar, an 'Add new organization' button, and a table of client organizations.

Client	Assigned	Used	Remaining	Plan
MC My Client's Organization	15	1	14	Enterprise
SC Second Client's Organization	20	1	19	Teams
TC Third Client's Organization	10	1	9	Enterprise

Product switcher - Provider Portal

2. Open the **Manage** → **Members** view and select the + **Invite member** button:

**Members**

Search members **+ Invite member**

All 4 Invited 1 Needs confirmation 1

**Confirm members**  
You have users that have accepted their invitation, but still need to be confirmed. Users will not have access to the Provider until they are confirmed.

<input type="checkbox"/>	All	Name	Role	
<input type="checkbox"/>	BW	<b>Brett Warden</b>	Provider admin	⋮
<input type="checkbox"/>	BW	<b>Betty Warden</b>	Service user	⋮
<input type="checkbox"/>	BW	<b>Billy Warden</b> Needs confirmation	Service user	⋮
<input type="checkbox"/>	DE		Service user	⋮

[Add a provider user](#)

3. On the Invite member panel:

- Enter the **Email** address where new users should receive their invites. You can add up to 20 members at a time by comma-separating email addresses.
- Select the **User type** to be applied to this batch of users. **User type** will determine what access these users will have to the provider. **Both user types** will be able to fully administer any [client organization](#).

4. Click **Save** to invite the designated users to join the Provider.

**Note**

Invitations expire after five days, at which point the user will need to be re-invited. Re-invite users in bulk by selecting each user and using the option menu to **Resend invitations**:

**Members**  + Invite member

**All** 4 **Invited** 1 **Needs confirmation** 1

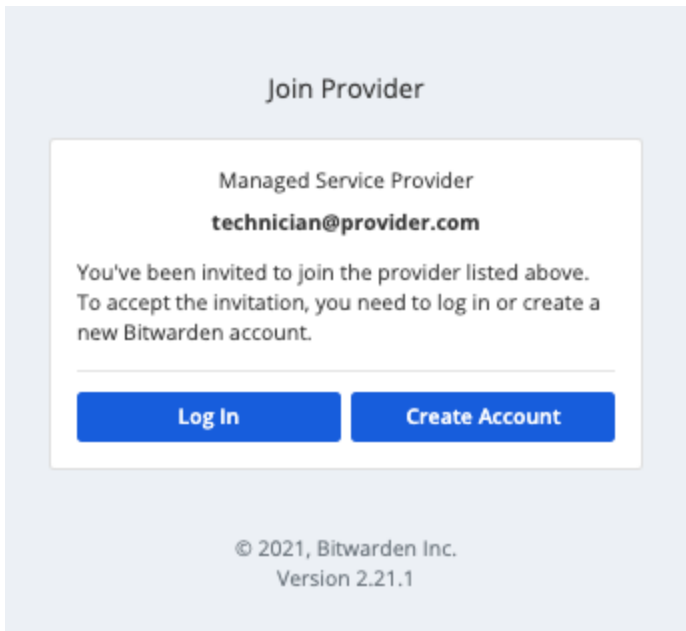
**Confirm members**  
You have users that have accepted their invitation, but still need to be confirmed. Users will not have access to the Provider until they are confirmed.

<input type="checkbox"/> All	Name ▲	Role	
<input type="checkbox"/>	<b>Brett Warden</b>	Provider	
<input type="checkbox"/>	<b>Betty Warden</b>	Service user	
<input type="checkbox"/>	<b>Billy Warden</b> <span>Needs confirmation</span>	Service user	
<input checked="" type="checkbox"/>	<b>[Redacted]</b> <span>Invited</span>	Service user	

*Resend provider invitation*

**Accept**

Invited users will receive an email from Bitwarden inviting them to join the Provider. Clicking the link in the email will open a Bitwarden invitations window. **Log In** with an existing Bitwarden account or **Create Account** to accept the invitation:



Email Invitation

## Confirm

To confirm accepted invitations to your Provider:

1. In the Provider Portal, navigate to the **Manage** → **Members** view.
2. Select any **Accepted** users and use the **⋮** options menu to **✓ Confirm selected**:

Confirm invited provider user

3. On the panel that appears, verify that the [fingerprint phrases](#) for new users match those they can find in their **Settings** → **My account** screen. Each fingerprint phrase is unique to its account, and ensures a final layer of oversight in securely adding users. If they match, select **Confirm**.

## Deprovision users

To remove users from your Provider:

1. In the Provider Portal, navigate to the **Manage** → **Members** view.
2. Select the members you want to remove from the provider and use the  $\text{⋮}$  options menu to  $\times$  **Remove**:

The screenshot shows the Bitwarden Provider Portal interface. On the left is a navigation sidebar with options: Clients, Manage, Members (highlighted), Event logs, Billing, and Settings. The main content area is titled 'Members' and includes a search bar, an 'Invite member' button, and a user profile icon. Below these are filters for 'All' (4), 'Invited' (1), and 'Needs confirmation' (1). A message box states: 'Confirm members. You have users that have accepted their invitation, but still need to be confirmed. Users will not have access to the Provider until they are confirmed.' The member list has columns for 'All', 'Name', and 'Role'. Betty Warden is selected with a blue checkmark. Her role is 'Service user'. A three-dot menu is open for her, with 'Remove' circled in red. Other members include Brett Warden (Provider), Billy Warden (Service user, Needs confirmation), and a user with initials DE (Service user, Invited). A 'Remove provider users' button is at the bottom.

## Provider user types

### 💡 Tip

**Managing a client organization's users?** Organizations have a set of [member roles and access controls](#) that are distinct from Provider user types.

Bitwarden Provider users can be granted one of two user types to manage their access to the Provider. **Both user types will be able to fully administer any client organization.** Bitwarden strongly recommends that you provision a second user with a Provider admin role for failover purposes.

You can set user types when you [invite](#) provider users, or at any time from the **Manage** → **Members** screen in your Provider Portal. User types include:

Role	Description
Service user	<p>Service users can access and manage all <a href="#">client organizations</a>, including:</p> <ul style="list-style-type: none"><li>- Create or delete collections</li><li>- Assign users and user groups to collections</li><li>- Assign users to user groups</li><li>- Create or delete user groups</li><li>- Invite and confirm new users</li><li>- Manage enterprise policies</li><li>- View event logs</li><li>- Export organization vault data</li><li>- Manage password reset</li><li>- Add or remove seats from a client organization, as long as they're within the <a href="#">total seats available to the provider</a></li></ul>
Provider admin	<p>Provider admins manage all aspects of the provider and all client organizations. Provider admins can do all of the above, plus:</p> <ul style="list-style-type: none"><li>- Create new client organizations</li><li>- Invite and confirm new service users and provider admins</li><li>- View provider event logs</li><li>- Edit provider settings</li><li>- Manage billing, subscription, and <a href="#">total seats available to the provider</a></li></ul>