

PROVIDER PORTAL

Providers FAQs

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

View in the help center:

<https://bitwarden.com/help/providers-faqs/>

Providers FAQs

Provider Portal

Q: Is there a startup or monthly fee for using the Provider Portal?

A: There is no fee for MSPs or their users to use the Provider Portal. It is provided, free of charge, as part of the Bitwarden partner program. If you would like to set up an organization for use by your internal team, those seats will be billed at the discounted rate.

Q: What happens if I am locked out of my Provider admin account?

A: Access to the Provider Portal is through your Bitwarden account. If you forget your master password, Bitwarden has no knowledge of, way to retrieve, or way to reset your master password and you will be unable to access the Provider Portal. **Bitwarden strongly recommends that you provision a second user with a Provider admin role for failover purposes.**

Deployment

Q: What deployment options are available?

A: Access to the Bitwarden Provider Portal is available through the Bitwarden cloud service. The Provider Portal is not supported for self-hosted environments at this time.

Client management

Q: Is there a recommended workflow for onboarding new clients?

A: Yes! We have outlined one recommended workflow [here](#).

Q: How does an MSP access client organizations?

A: MSPs can access all client organizations under management from the Provider Portal. Learn more [here](#).

Q: Can an MSP administrator see or manage credentials for all clients?

A: No. As of 2024.7.0, Provider admins and service users may not view, manage, or create credentials within their client organizations. They may, however, manage collections, users, groups, and other functions within the organization as well as import data directly to their client organizations.

Q: Can we set default enterprise policies that apply to all clients?

A: Each client organization operates independently with individually configured policies. [Learn more about configuring enterprise policies.](#)