

RESOURCE CENTER

Bitwarden Enterprise Password Manager Implementation Guide

A resource to help you and your team successfully launch Bitwarden password manager across 4 phases

Get the full interactive view at <https://bitwarden.com/resources/bitwarden-enterprise-password-manager-implementation-guide/>





Bitwarden supports your implementation process

Phase 1: Training

Step and Action	Key Person	Help Articles and Links
<p>Step 1: Administrator Training</p> <p>Example special topics include, but are not limited to:</p> <ul style="list-style-type: none">Considerations for self-hosted environmentsDemonstrating the configured SSO login flowCustom fieldsCustom rolesSetting up Bitwarden two-step login (if not configured with the SSO IdP)	Internal training / managers	Bitwarden Learning Personalized training sessions are also available upon request
<p>Step 2: Team Member Training</p> <p>A general training session for end users will cover:</p> <ul style="list-style-type: none">How to Import current passwords into BitwardenBitwarden for all devices	All levels	Bitwarden Learning Personalized training sessions are also available upon request

Step and Action	Key Person	Help Articles and Links
<p>Setting up the Bitwarden Browser Extension</p> <p>Creating your account</p> <p>Getting to know the Bitwarden vault</p> <p>How to use the Bitwarden Password Manager</p> <p>Bitwarden Send</p>		
<p>Step 3: Service desk training</p> <p>Optional dedicated training session to set your service desk team up for success</p>	<p>Service desk, customer success leads</p>	
<p>Ongoing Education</p> <p>All users can take advantage of monthly new and updated learning content in the Bitwarden Learning Center</p> <p>New users brought on after initial onboarding can take advantage of the live Bitwarden Weekly Demo and Q&A or watch a pre-recorded version</p>	<p>All levels</p>	<p>Bitwarden Learning</p> <p>Bitwarden Live Weekly Demo</p> <p>Bitwarden Demo for Teams and Enterprises</p>

Phase 2: Deployment

Step and Action	Key Person	Help Articles and Links
<p>Step 1: Identify Organization Owner</p> <p>Create a free user account on using the email intended for Organization ownership and administration. The Owner is the super-user that can control all aspects of your organization. Decide if you want the email to be associated with a specific user or a team inbox.</p> <p>Note: If you're being assisted by a Bitwarden representative, skip this step</p>	<p>Organization Owner</p>	
<p>Step 2: Create Organization</p> <p>Create a free Organization on Bitwarden Cloud at . This will be used for billing purposes even if self-hosted.</p>	<p>Organization Owner</p>	<p>Organizations</p>

Step and Action	Key Person	Help Articles and Links
<p>Note: If you're being assisted by a Bitwarden representative, skip this step</p>		
<p>Step 3: Configure Enterprise Policies</p> <p>Best practice is to enable and configure all policies before user onboarding begins.</p> <p>Note: Any Policies should be enabled prior to user invitation as not all policies are retroactive.</p>	<p>Organization Owners + Admins</p>	<p>Enterprise policies</p>
<p>Step 4: Select collection management settings</p> <p>Choose how collections will behave in the organization. These settings allow for a spectrum of full admin control to completely self-serve where users can create their own collections. These settings can be used to establish a policy of least privilege.</p>	<p>Owner</p>	<p>Collection Management</p> <p>Resource: Collections Management Settings</p>
<p>Step 5: Review and set up integrations</p> <p>Visit the Integrations page in the Admin Console, set up desired integrations, such as Login with SSO.</p>	<p>Organization Owners + Admins</p>	<p>Resource: Choose the Right SSO Login Strategy</p>
<p>Step 6: Add additional administrators</p> <p>Add Administrators to the Organization as needed. We also recommend configuring a second Owner for redundancy.</p>	<p>Organization Owners + Admins</p>	<p>User Management</p>
<p>Step 7: Create Collections for Administrators and users to share</p> <p>Collections are where secure items are located that are shared with Groups of users.</p>	<p>Organization Owners + Admins</p>	<p>Collections</p>

Step and Action	Key Person	Help Articles and Links
<p>Step 8: Create Groups for managing users</p> <p>Creating Groups allows easy assignment of Collections. Please note: If you decide to sync Groups and users from your Identity Provider or Directory Service, you may need to reconfigure user and Group assignments later.</p>	<p>Organization Owners + Admins</p>	<p>Groups</p>
<p>Step 9: Assign Collections to Groups to begin sharing passwords</p> <p>Assign Groups to Collections, making sure to test and demonstrate 'Read Only' and 'Hide Password' options.</p>	<p>Organization Owners + Admins</p>	<p>Member Roles and Permissions</p>
<p>Step 10: Add items to test Collections</p> <p>Add items manually or import via CSV or JSON from another password management application.</p>	<p>Organization Owners + Admins</p>	<p>Import Data to Your Vault</p>
<p>Integration Engineer (Optional)</p> <p>Assistance in further structuring the organization's policies, collections and groups.</p>	<p>Organization Owners + Admins</p>	<p>Collections Groups</p>

Phase 3: Onboarding

Step and Action	Key Person	Help Articles and Links
<p>Step 1: Determine timeline for rollout to initial wave</p>	<p>Senior leadership / Security teams</p>	<p>Onboarding workflows</p>
<p>Step 2: Create internal messaging / memo about Bitwarden rollout</p> <p>Check out Bitwarden tutorial videos on YouTube and the Bitwarden 101 video series in the Learning Center.</p>	<p>Internal training / managers</p>	<p>Bitwarden on YouTube</p>

Step and Action	Key Person	Help Articles and Links
<p>Step 3: Leverage the Customer Activation Kit</p> <p>Utilize the Customer Activation Kit to access ready-to-use marketing materials such as brand assets, one-pagers, and explainer videos. These resources can enhance your internal communications and support end-user activation.</p>	<p>Internal training / managers</p>	<p>Customer Activation Kit</p>
<p>Step 4: Communicate to internal leaders about Password Management policies</p>	<p>Internal leaders / Security teams</p>	
<p>Step 5: Download and login to Bitwarden Client Applications</p> <p>Download and implement Bitwarden client applications to confirm proper configuration for secure data sharing, and intended Enterprise Policies are working, and the onboarding function is successful.</p> <p>Note: Some organizations will already have a policy in place to configure clients through device management software.</p> <p>Note: Self-hosted users will need to set the client's environment:</p>	<p>All users</p>	<p>Install and Sync All of Your Devices</p>
<p>Step 6: Configure Directory Connector or SCIM to invite users</p> <p>Begin the Directory Connector or SCIM integration provisioning to start inviting users to the organization</p> <p>Provide the script to bypass the user acceptance step that can be input within the CLI (optional).</p> <p>Review secure offboarding procedure</p>	<p>Organization Owners + Admins</p>	<p>About SCIM</p> <p>About Directory Connector</p>
<p>Step 7: User Account Migration</p> <p>Instruct users how to migrate from their current password manager to Bitwarden.</p>	<p>All Users</p>	<p>Import Data to Your Vault</p>

Step and Action	Key Person	Help Articles and Links
<p>Step 8: Ask your users to disable their browser's built-in password manager</p> <p>Built-in password managers for browsers are more vulnerable to security threats and can interfere with the Bitwarden experience.</p>	<p>All users</p>	<p>Disable a browser's built-in password manager</p>
<p>For larger customers, Bitwarden offers ongoing meetings with Customer Success Engagement Managers and Bitwarden executives</p> <p>Assistance in any further deployment practices</p> <p>Q&A Sessions</p> <p>Check In Meetings</p>	<p>Organization Owners + Admins + Internal leaders / Security teams</p>	<p>Collections</p> <p>Groups</p>

Phase 4: Full implementation and ongoing support

Step and Action	Key Person	Help Articles and Links
<p>Ongoing: Billing support requests</p> <p>Contact Support for expedited billing support assistance</p>	<p>Organization Owners</p>	<p>Bitwarden Help Center</p>
<p>Ongoing: Technical support requests</p> <p>Contact Support for expedited technical support assistance</p>	<p>All users</p>	<p>Bitwarden Help Center</p>

Step and Action	Key Person	Help Articles and Links
<p>For larger customers, Bitwarden offers ongoing meetings with a Customer Success Engagement Manager and Bitwarden executives</p> <p>Regular meetings with Customer Success Engagement Manager</p> <p>Periodic meetings with Bitwarden executives and product team</p> <p>Review feedback and feature requests from first two months of deployment</p>	<p>Organization owners, admins, project managers, service desk teams, and end users of larger enterprise customers</p>	

Enterprise customers highly rank the Bitwarden implementation, integration, and deployment process

Additional testing and implementation resources

[Critical capabilities for enterprise password management](#)

Set yourself up for enterprise password management evaluation success by incorporating this guide

[Enterprise features list](#)

Features available to Bitwarden enterprise organizations in several categories

[Proof-of-concept checklist](#)

Designed by Bitwarden product, implementation, and sales specialists to help guide your business in running a Bitwarden proof-of-concept trial.

[Prepare your trial organization for production](#)

Use this guide to help your business prepare for a production implementation

[Test criteria for your free enterprise trial](#)

Bitwarden testing criteria to help your team get the most out of your Enterprise free trial experience.