

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/>



4 phases of implementation

PHASE 1	PHASE 2	PHASE 3	PHASE 4
Training	Deployment	Onboarding	Full implementation
<p>Duration: 1 week</p> <p>Resources: Training materials</p> <p>Admins and team members on Bitwarden usage. Optional service desk training.</p>	<p>Duration: 2 weeks</p> <p>Resources: IT team</p> <p>Create organization, configure policies, add admins, create users/groups, assign collections.</p>	<p>Duration: 2–4 weeks</p> <p>Resources: IT team, user support</p> <p>Download and login to client apps. Migrate from existing password managers (if applicable.)</p>	<p>Duration: Ongoing</p> <p>Resources: IT team, user support</p> <p>Support, training, feedback, feature requests.</p>

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 environments Demonstrating the configured SSO login flow Custom fields Custom roles Setting up Bitwarden two-step login (if not configured with the SSO IdP) 	<p>Internal training / managers</p>	<p>Bitwarden Learning</p> <p>Personalized training sessions are also available upon request</p>
<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 Bitwarden Bitwarden for all devices 	<p>All levels</p>	<p>Bitwarden Learning</p> <p>Personalized training sessions are also available upon request</p>

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>
<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</p>	<p>Organization Owners + Admins</p>	<p>Groups</p>

Step and Action	Key Person	Help Articles and Links
<p>Service, you may need to reconfigure user and Group assignments later.</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</p> <p>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>
<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>Organization owners, admins, project managers, service desk teams, and end users of larger enterprise customers</p>	

Step and Action	Key Person	Help Articles and Links
Review feedback and feature requests from first two months of deployment		

Third party rated: Highest for ease of deployment

- Highest adoption
- Highest satisfaction ratings
- Full engineering support, from demo to production – Bitwarden stays with you
- Trainings that fit your needs
 - Custom
 - On-demand

	Ease of Implementation	Ease of Data Integration	Ease of IT Administration
Bitwarden	88%	86%	88%
1Password	84%	82%	84%
Keeper	86%	83%	82%
Dashlane	82%	84%	87%



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.

