Dbitwarden Help Center Article

LEVERANTÖRSPORTAL

Provider Users

View in the help center: https://bitwarden.com/help/provider-users/

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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 \rightarrow Accept \rightarrow Confirm.

Invite

To invite users to your Provider:

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

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fit Clients	Client 🔺	Assigned 🚖	Used ⊜		Plan 🚖
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🗈 Billing \checkmark	MC My Client's Organization	3	1	2	Enterprise
© [₽] Settings	Second Client's Organization	3	1	2	Enterprise
	Third Client's Organization	2	1	1	Enterprise
🛱 Password Manager					
🗐 Admin Console					
🖹 Provider Portal					
More from Bitwarden					
Secrets Manager Secure your infrastructure					
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Product switcher – Provider Portal

2. Open the Manage \rightarrow Members view and select the + Invite member button:

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Säker och pålitlig lösenordshanterare med öppen källkod för företag

D bit warden Provider Portal	Members Q Search members	+ Invite member	BW
m Clients⇒ Manage ∧	All 4 Invited 1 Needs confirmation 1		
Members	Confirm members You have users that have accepted their invitation, but still need to be confirmed. Use	ers will not have access to the Pro	vider until
Event logs	they are confirmed.		
🛱 Billing 🗸 🗸	All Name 🔺	Role 🔤	:
🔊 Settings	Brett Warden	Provider admin	:
	Bw Betty Warden	Service user	:
	Billy Warden Needs confirmation	Service user	:
	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 commaseparating 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.

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(i) 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:

D bit warden		Members Q Search members	+ Invite member III BW
în Clients ⇔ Manage	^	All 4 Invited 1 Needs confirmation 1	
Members		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
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🖉 Settings		Brett Warden	Provid V Confirm selected
		Betty Warden	X Remove
		Billy Warden Needs confirmation	Service user
			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:

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Confirm

To confirm accepted invitations to your Provider:

1. In the Provider Portal, navigate to the **Manage** \rightarrow **Members** view.

2. Select any Accepted users and use the \vdots options menu to \checkmark Confirm selected:

D bit warden Provider Portal	Members Q Search members	+ Invite member ## BW
爺 Clients	All (4) Invited (1) Needs confirmation (1)	
₩ Manage 🛛 🗠		
Members	Confirm members You have users that have accepted their invitation, but still need to be confirmed. Us	ers will not have access to the Provider until
Event logs	they are confirmed.	
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© [®] Settings	Brett Warden	Provid Confirm selected
	Betty Warden	Service asci
	Billy Warden Needs confirmation	Service user
		Service user

Confirm invited provider user

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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** \rightarrow **Members** view.
- 2. Select the members you want to remove from the provider and use the : options menu to imes **Remove**:



Remove provider users

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:

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Role	Description
Service user	Service users can access and manage all client organizations, including: - Create or delete collections - Assign users and user groups to collections - Assign users to user groups - Create or delete user groups - Invite and confirm new users - Manage enterprise policies - View event logs - Export organization vault data - Manage password reset - Add or remove seats from a client organization, as long as they're within the total seats available to the provider
Provider admin	 Provider admins manage all aspects of the provider and all client organizations. Provider admins can do all of the above, plus: Create new client organizations Invite and confirm new service users and provider admins View provider event logs Edit provider settings Manage billing, subscription, and total seats available to the provider