

PROVIDER PORTAL

Provider Users

View in the help center:

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

Provider Users

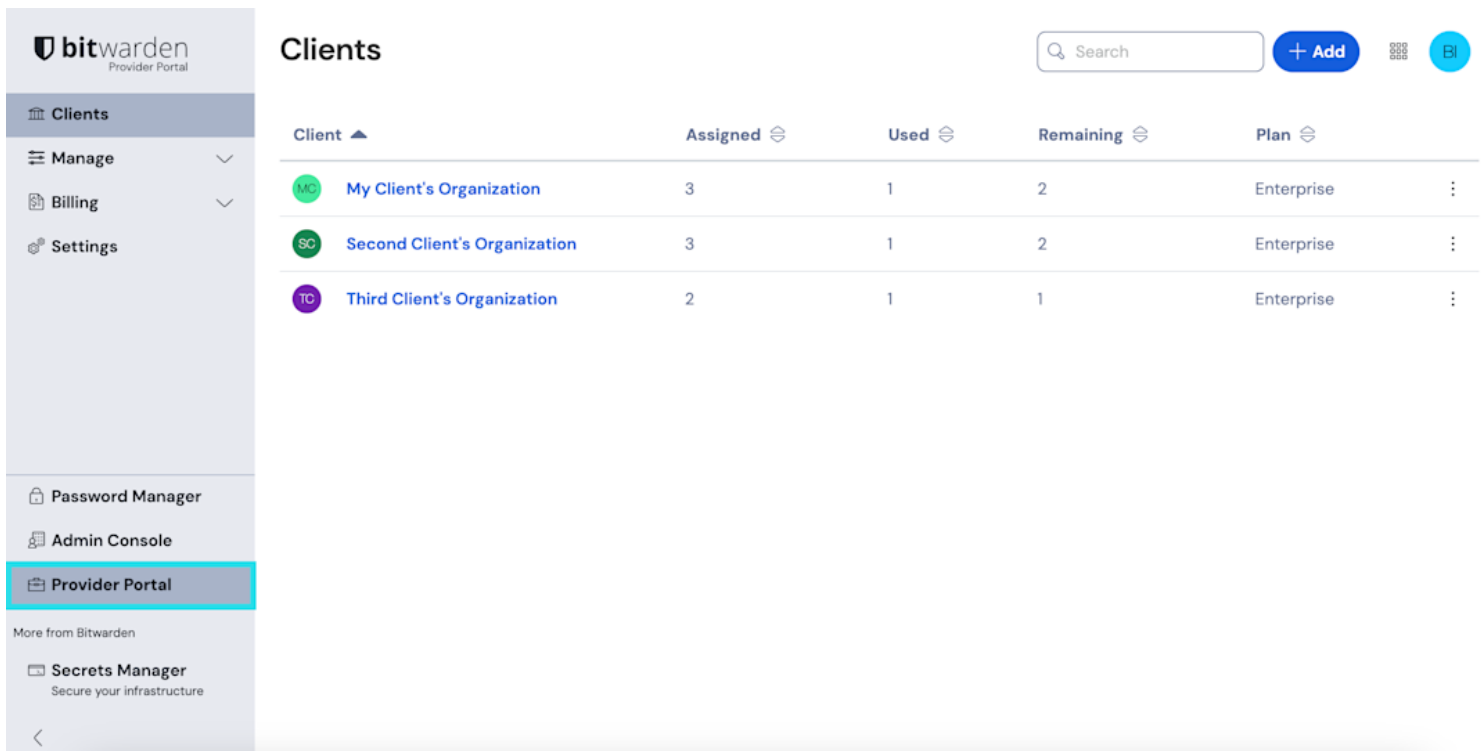
Onboard provider users

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 with navigation options: Clients, Manage, Billing, Settings, Password Manager, Admin Console, and Provider Portal (highlighted with a blue bar). Below the sidebar is a section for 'More from Bitwarden' with a link to 'Secrets Manager'. The main content area is titled 'Clients' and features a search bar, an '+ Add' button, and a table of client organizations.

Client	Assigned	Used	Remaining	Plan
MC My Client's Organization	3	1	2	Enterprise
SC Second Client's Organization	3	1	2	Enterprise
TC Third Client's Organization	2	1	1	Enterprise

Product switcher - Provider Portal

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

Add a provider user

- 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**.

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**:



- Clients
- Manage
- Members**
- Event logs
- Billing
- Settings

Members

All 4
Inverted 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.

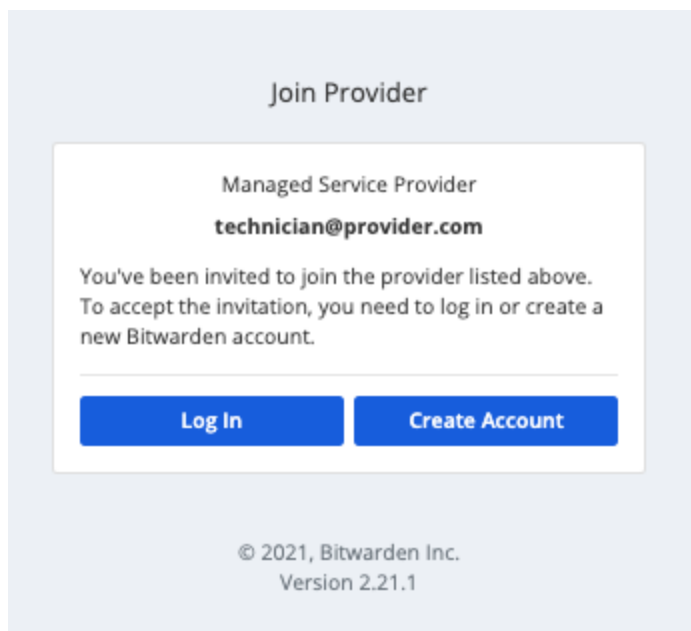
☐ All	Name	Role	
☐	 Brett Warden	Provider	
☐	 Betty Warden	Service user	
☐	 Billy Warden Needs confirmation	Service user	
☒	 Invited	Service user	

☒

Resend invitations
Confirm selected
Remove

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:

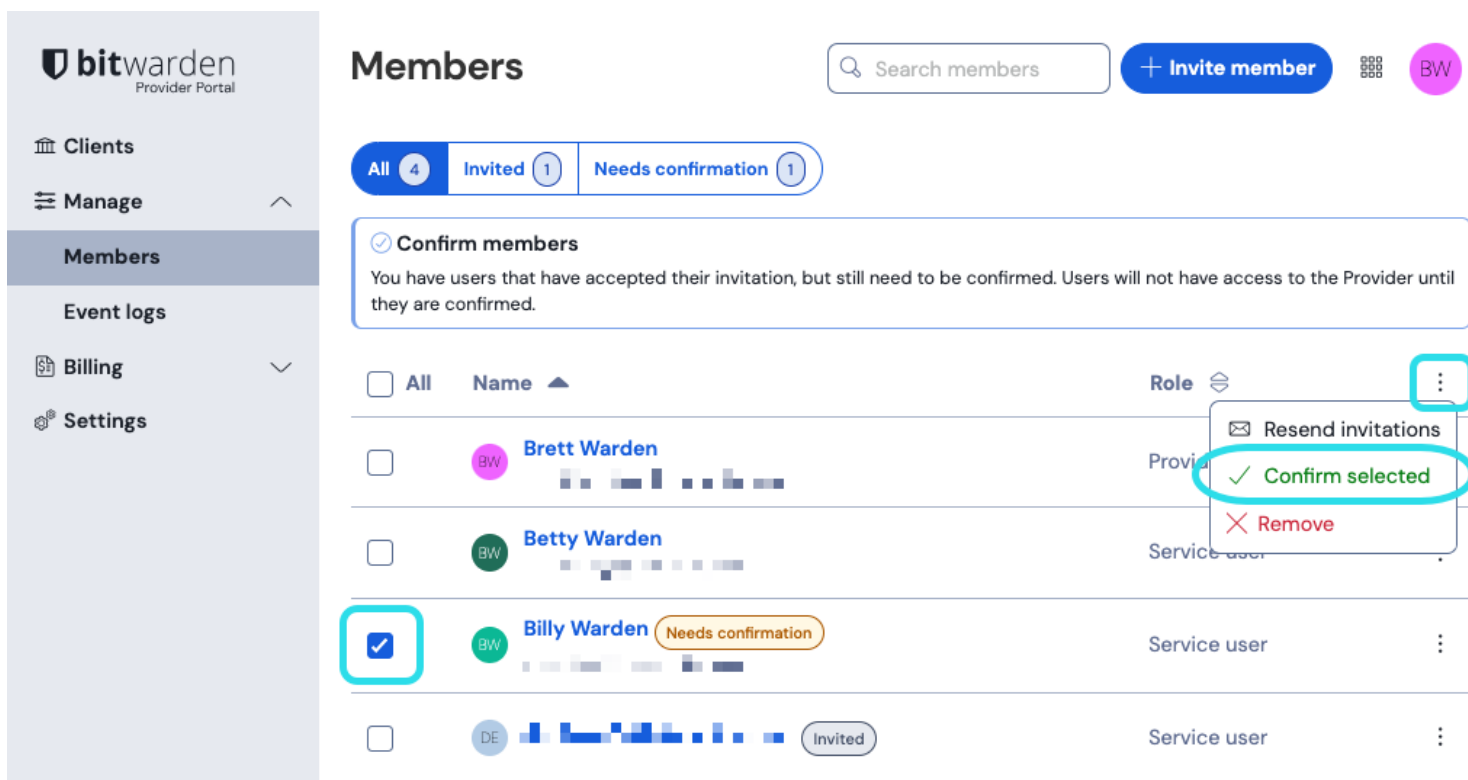


Email Invitation

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**:



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.

☐ All	Name	Role	
☐	 Brett Warden	Provider	
☐	 Betty Warden	Service user	
☒	 Billy Warden Needs confirmation	Service user	
☐	 DE Invited	Service user	

Resend invitations
Confirm selected
Remove

Confirm invited provider user

- 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:

- In the Provider Portal, navigate to the **Manage → Members** view.
- Select the members you want to remove from the provider and use the options menu to **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:

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