

Managing access when the organization owner leaves

This article addresses frequently asked questions after an organization owner has left a company. If organization ownership was not transferred prior to the owner leaving, one of the following scenarios may apply to your organization.

Note

Bitwarden support is unable to disclose the identity of an organization's current owner. This information can only be verified with the organization's owner directly. To facilitate a seamless process, we recommend reaching out to support using the owner's registered email address.

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The organization owner has left, and I have access to their account credentials

The organization do have access to their owner has not account left and I do credentials

I have to cancel an active subscription

The organization owner has left, and I have access to their account credentials

If you have access to the owner's account credentials:

- Access the Admin console to invite a new owner or transfer ownership:** If you have the credentials of the owner account, you may directly access the organization's [admin console](#). This will allow you to perform several tasks including inviting a new owner, transferring ownership, and making necessary changes.
- Backup the organization data:** Ensure that all important organizational data is backed up to prevent data loss in the future. Learn more [here](#).

Ensure that multiple admins or backup owners are in place for future access continuity and management of the account.

The organization owner has left and I

Are there any current admins in the organization?

Yes

No

- **Contact support using the previous owner's email:**

Contact support using the owner's email. If there are admins set up, you may request that support promote one of them to the owner role. If the owner email no longer exists, please recreate the inbox.

 Warning

Support will only perform admin promotion if the request comes from the owner's email address. There are no exceptions to this policy.

I have to cancel an active subscription

Do you have access to the owner or billing contact email?

Yes

No

If you do have access to the owner or billing contact email address:

- **Contact support using the owner or billing contact email address:**

If the subscription is still active, you may cancel it by contacting Bitwarden support using the email associated with the billing account.



You may cancel future renewals of an active subscription by contacting Bitwarden support using the email associated as an organization owner, or the billing contact. The authorized billing contact is the email address that receives invoices, payment reminders, and receipts.

 Note

This information will help Bitwarden support confirm your identity and process the cancellation request, see [here](#) for additional information.

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Änderungen an dieser Seite vorschlagen

Wie können wir diese Seite für Sie verbessern?

Bei technischen, Rechnungs- und Produktfragen wenden Sie sich bitte [an den Support](#)



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