PROVIDER PORTAL

Ongoing Administration
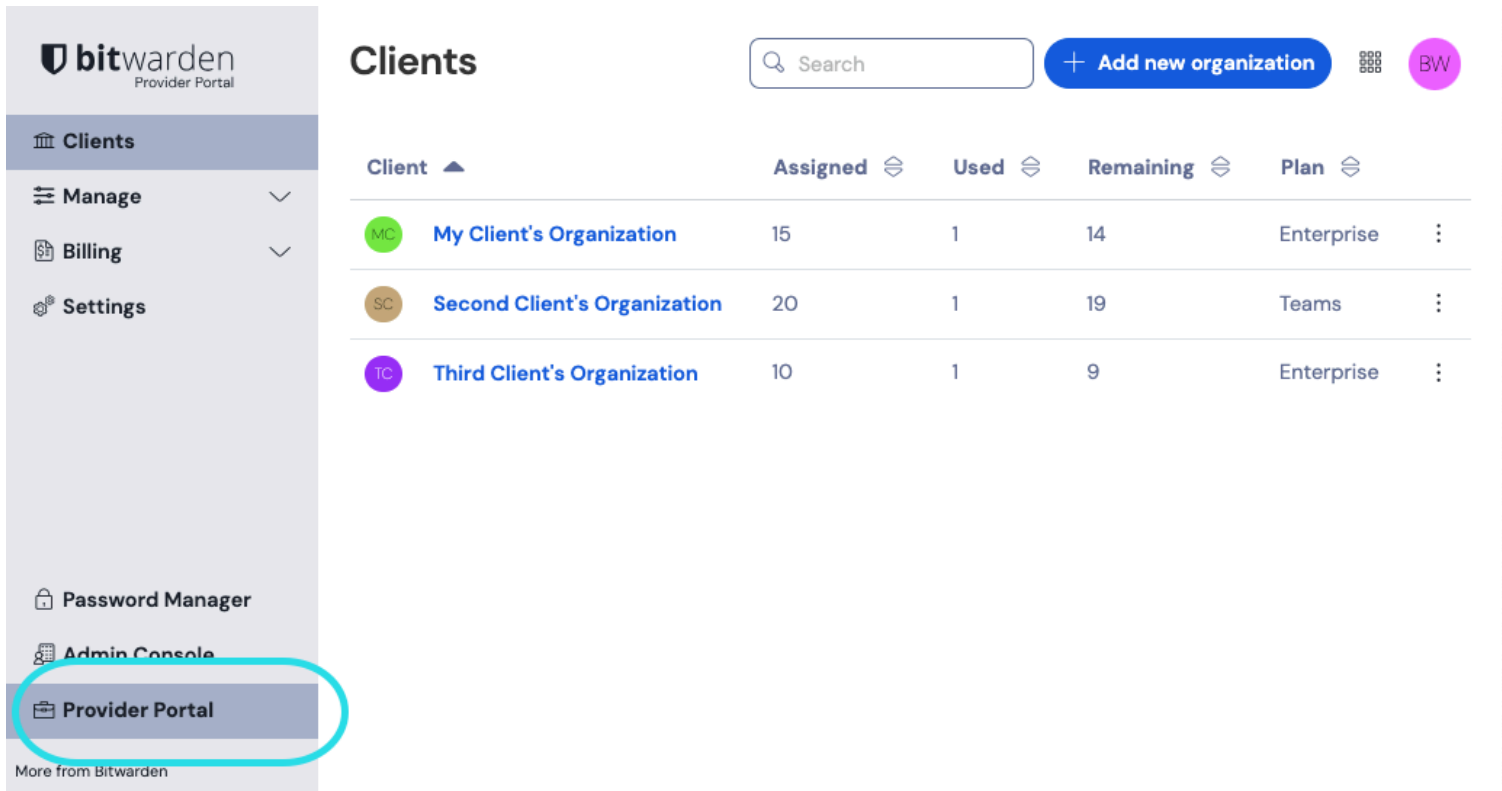
Ongoing Administration

To access a client organization as a service user:

1. Open the **Provider Portal** using the product switcher:
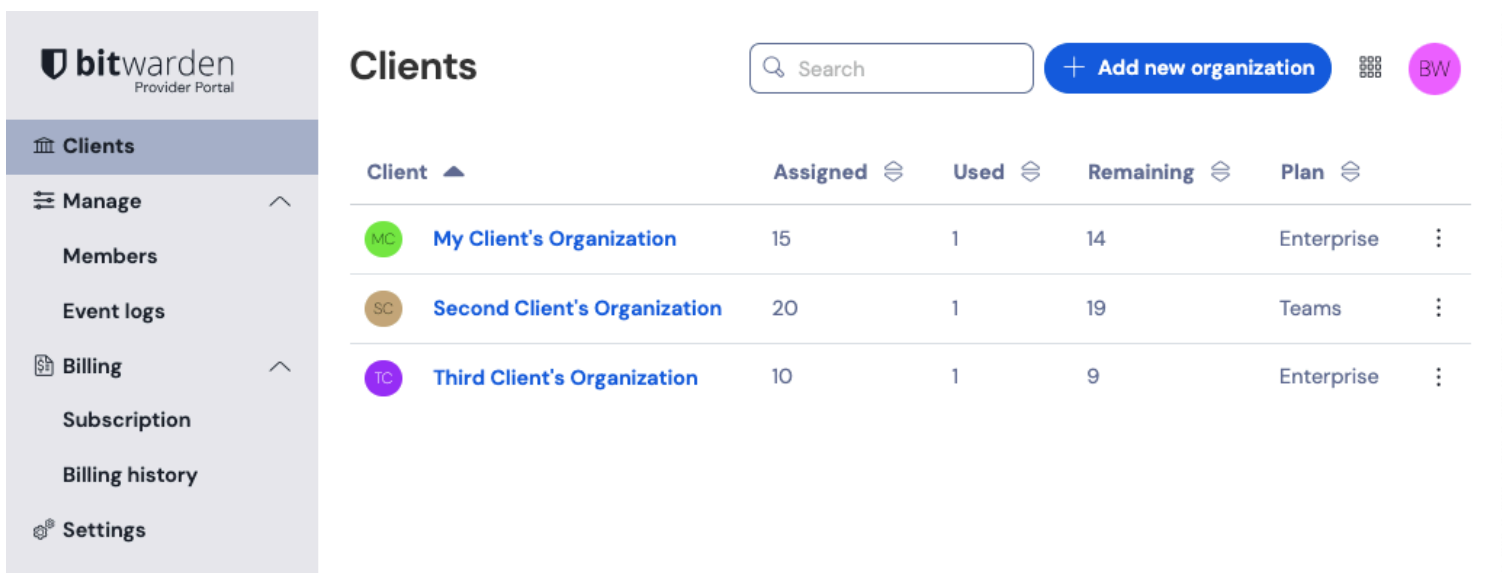
Product switcher – Provider Portal

2. Select the client organization to administer from the **Clients** tab:

Provider Portal

Once in the client's Admin Console you can fully administer the client organization, including the following important tasks:

> ⚠️ **Warning**
>
> Provider users may no longer directly view, manage, create, or export items in client organizations' vaults. Provider users may, however, import vault data directly to client organizations.

Task	Description	Resources
Add and remove users	Onboard and offboard users from Bitwarden as they join and leave the customers' organization.	User onboarding User offboarding
Change user permissions	When end-users change roles, change their permissions as appropriate.	User types and access control
Add and remove user seats	As the customers' business grows, manage the number of user seats for the client organization.	Manage user seats
Reset users' master passwords	If enabled, use admin password reset to recover end-user accounts if they forget their master password.	Admin password reset
Secure one-time sharing	Use Bitwarden for secure one-time sharing of credentials, documents, and more.	Create a Send
Monitor vault health	Use organization vault health reports and event logs to keep an eye on the overall health of the client organization.	Vault health reports Event logs

Additionally, **if your service users help to train customers' end-users to use Bitwarden**, the following resources may be helpful:

Task	Description	Resources
User registration	Help end-users register for Bitwarden accounts.	Register

Task	Description	Resources
Watch training videos	Pass along some of the trainings we have conducted in the past.	Getting started with Bitwarden
Help users import their data	If permitted by your customer, give users instructions for importing their individual vault data to Bitwarden.	Import data to your vault
Help setup two-step login	Give users instructions to help facilitate setup of two-step login.	Two-step login methods
Demonstrate Bitwarden apps	Help users understand the benefits of Bitwarden mobile apps, browser extensions, and other apps.	Getting started guides
Register for demos	Encourage power users to learn independently by attending a weekly demo.	Bitwarden events