1Password Frequently Asked Questions about Linking Existing Accounts Feature

MSP

What is the importance of linking existing accounts for a MSP?

MSPs can now add any managed clients they currently work with and any new clients to the MSP who have an active, trial, or frozen status 1Password Business account to their MSP console. This allows MSPs to directly manage their clients' 1Password accounts and launch into their instances.

For details on how to link an existing 1Password client to your MSP console, follow our detailed step-by-step instructions.

Note: if you have any technicians or users in the managed company's account, you can remove those users after the managed company is linked to your MSP console to prevent those users from being billed through monthly consumption usage. Your team will have the ability to view and manage clients through the External Account Manager role as part of the MSP solution.

Who does this affect?

Clients who have eligible 1Password Business account plans can be linked to your MSP console at this time and allows your team to manage both new and existing 1Password customers with ease.

Note: the ability to link an existing 1Password customer is only available for 1Password Business client accounts **set up in the same 1Password region domain as your MSP account**. For example, your MSP account must be set up in the European Union domain in order to add an existing 1Password client whose account is based in the European Union domain. The ability to link an existing 1Password client to your MSP console will also depend on their account type, their current billing setup, and other factors.

What if the managed company's current 1Password account and my MSP account are set up in different 1Password region domains? Are there any restrictions?

If you have a managed company with an active 1Password account that you'd like to associate with your MSP account, the managed company's 1Password account must be set up in the same domain region as your MSP 1Password account. For example, your MSP account must be set up in the European Union domain in order to add an existing 1Password client whose account is based in the European Union domain. In this case, your 1Password sign in address would dictate which region your account is set up in, an example for the format of a 1Password EU sign in account URL would be acmecorp.1Password.eu, where acmecorp is the company or MSP subdomain and the .EU dictates the region of the account.

If your client's account is set up in Canada, the MSP will need an MSP 1Password account setup in Canada in order to manage their account and instance.

As an MSP, if you have clients in multiple regions who must follow strict data residency compliance, you can open separate MSP 1Password accounts to manage these client's 1Password Business accounts while maintaining compliance with those laws and ensuring you're billed in the right currencies.

Note: these restrictions are due to data residency compliance and the currency of your 1Password bill will correspond to the region selected across US, CA, and EU. There is no limit to the number of new or existing managed company accounts you can link to your MSP console.

Can I associate managed clients with other 1Password plans or tiers to my MSP console? What about managed clients with 1Password Teams accounts? At this time, you are only able to add managed company accounts who are on a 1Password Business plan to your MSP console. A 1Password Business plan is the only plan currently available for MSPs to deploy to new 1Password clients or add existing clients to their account.

Customers on 1Password Teams, 1Password Business Pro, or any other business SKUs who are paying via Stripe can change their plan to a Business plan on their own via the Billing page of their 1Password account before linking to an MSP.

If the customer is paying us via a Purchase Order or Stripe Purchase Order and wants to link to an MSP, reach out to mspprogram@1password.com and our team will assist them in cancelling their purchase order, after which then the customer will be able to change their tier from the Billing page.

If this changes in the future, you will be notified ahead of time to plan accordingly for managed companies on other plan tiers.

What if the managed company I want to link to my MSP console has an active monthly or annual subscription with 1Password? What happens to their remaining payments?
If the managed company you are linking to your MSP console is billed via Stripe for their 1Password account, once you begin managing this instance, the managed company will be refunded any remaining unused months of their subscription period whether they're on a monthly or annual subscription period to their original payment method.

If there are any issues with this process, reach out to mspprogram@1password.com and our team will assist you and the client in the linking process.

What if the managed company I want to link to my MSP console has an active purchase order (PO) with 1Password? What happens to their remaining

payments?

If the customer is paying us via a Purchase Order or Stripe Purchase Order and wants to link to an MSP, reach out to mspprogram@1password.com and our team will assist you and the client in the linking process. The client's 1Password account will be placed in a Frozen state for 14-days during the transition and allow the managed company to complete their steps in the linking process before the account is associated with your MSP account. If during this time, the client or MSP does not complete the linking process, the Purchase Order will be reinstated.

Once transitioned, the managed company will be refunded any remaining unused periods of their subscription period.

I'm a reseller, can I link or unlink any existing clients who I've re-sold licenses to? Does this process work for me?

Yes, as a reseller you can transition your account to an MSP account to manage your resold client accounts through the MSP console.

Reach out to the MSP team at mspprogram@1password.com with your scenario and the MSP team will assist with converting your reseller account into an MSP account. You'll receive a credit for any remaining time on your current reseller contract. Once your account is converted to an MSP account, you can link any resold client accounts as managed company accounts using the linking accounts functionality.

Note: Any client accounts in a different 1Password region domain as your MSP account may be ineligible for linking.

I have a managed company in my MSP console who wants to be managed by another MSP - what do I do?

If your managed company is looking to move their 1Password account to another MSP's management, you'll first need to unlink this managed company from your MSP console. To do this, follow these unlinking instructions to ensure the managed client can be placed on their own 14-day trial so their service continues uninterrupted.
Once your managed company is unlinked from your MSP console, they'll be placed on a 14-day trial and can work with their new MSP to link their 1Password account to this new MSP's console. The new MSP can follow our account linking instructions to associate the managed company's 1Password account to the new MSP.

I have a managed company who's currently paying for their 1Password subscription through a third-party partner (e.g. Rippling, Apple, or Google), can I associate them to my MSP console? What about their billing and remaining payments?

To add a managed company who's currently paying through a third-party billing partner with your MSP console, the client must first switch from third-party billing (e.g., Rippling, Apple, or Google) to a direct billing subscription with 1Password. Once their billing is updated to direct payments, you'll be able to link their account to your MSP console.

Note: any outstanding payments or billing issues with the third-party provider must be resolved with that provider before transitioning.

Follow these steps to help your client transition from third-party billing to a direct 1Password subscription:

- **Google Play subscriptions**: Follow the steps outlined to cancel a Google Play subscription.
- **Apple subscriptions**: Follow these steps to cancel an Apple subscription. ●
Rippling subscriptions:
  - *Note*: if the client is using Rippling's SCIM bridge, you must set up a new SCIM bridge to support this client.
  - Your client needs to contact Rippling directly to request a stop to their 1Password payments.
  - Rippling must then contact 1Password directly to confirm the change. ○ Unfortunately, 1Password cannot make this change without confirmation from Rippling.

I have a managed company who's currently on a free 1Password subscription or on a promotion and/or discount code and I want to link their 1Password account to our MSP console - how can I do this?

You are able to link a managed company who's currently on a free or discounted 1Password subscription, however once they are linked to your MSP account, their current 1Password promotion will no longer apply.

Once associated with your MSP console, the client will pay the rate you set as the MSP for their 1Password subscription instead of their previous promotional price.

I have more questions about 1Password Enterprise Password Manager - MSP Edition, where do I go?

We have a detailed FAQ about our overall Enterprise Password Manager for MSPs where we cover overall pricing, invoicing, and general questions. Check out our MSP detailed FAQs for more information and if you still have outstanding questions, reach out to mspprogram@1password.com.