

# MSP Detailed Frequently Asked Questions

## MSP

### What MSP solution is available?

1Password® Enterprise Password Manager - MSP Edition is available to MSPs in our Partner Network, enabling MSPs to protect your clients' data and improve your security posture with the industry-leading password manager trusted by more than 150,000 businesses. Our MSP solution, backed by our industry-leading security model, includes multi-tenancy client management accessible from a dedicated MSP console enabling you to manage clients at scale to keep your data secure, and integrations into your clients' existing services and applications.

You'll be able to deploy 1Password Business to new managed clients and launch into each client's tenant to perform administrative tasks within your environments. Billing is consumption-based and billed in arrears so you will be charged based on your client's actual license usage during the month. We don't have any license minimums so your team can start generating profits with as little as 1 license from a client or thousands of licenses across many clients. Your team also has access to MSP tailored enablement and training content to ensure your team's equipped to be 1Password experts and help your teams sell and onboarding clients. MSPs can access your own organization's 1Password instance from the same product experience, so each technician can access your company's secured information and manage your clients at scale with your own MSP technician login.

Your team can customize user groups and MSP permissions to give access to specific MSP actions for your MSP support teams while adhering to security best practices. MSPs will have granular controls, visibility, and custom reporting capabilities to ensure each client stays secure and compliant while anticipating client needs and providing them with continued service as a strategic IT partner. With features like centralized activity logs for technician level actions and enhanced MFA requirements when technicians perform sensitive client account actions, you can rest assured knowing your clients and your data stays safe.

MSPs get a 14-day free trial and can continue after your 14 day trial by adding a payment method in the Billing & Seats page in your 1Password account.

### Who is able to use this new solution?

Like the name suggests, 1Password® Enterprise Password Manager - MSP Edition is available for managed service providers, or MSPs only. If you're currently a Reseller partner or have clients who are using 1Password through a direct subscription or reseller license, we'd encourage you to hold off on adding these clients until we have the "Link existing 1Password accounts" functionality in our MSP solution. You can add net new clients to your MSP console and have their 1Password account managed from your MSP tenant.

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### Can I onboard an existing client or does it have to be a net new client?

The capability to onboard existing 1Password Business clients into your MSP account through the MSP console is now available at this. You can get started by going to your Managed Companies MSP console and selecting + Add managed company to follow the prompts.

### Where can I learn more about your solution?

You can learn more about our solution and what it can do for your MSP team on [our 1Password Enterprise Password Manager - MSP Edition webpage](#) where you can sign up for a free 14-day trial to get started using the MSP solution. If you'd like to speak with our MSP Sales team, you can [submit a request to the team via our Contact us form](#) or reach out to [msp@1password.com](mailto:msp@1password.com) for assistance.

You also have access to our [MSP Resource Centre](#), where you'll find everything you need to educate your MSP team on 1Password. You have access to implementation guides, training videos, enablement content, [technical support documentation](#), and more to help your team deploy 1Password® Enterprise Password Manager - MSP Edition and support onboarding for your clients.

### Can I extend my free 14-day trial as an MSP?

Unfortunately, no – we currently only provide a free 14-day trial and encourage you to get onboarded and test out features from day 1 to get the most out of your free trial. After the free 14-day trial, you have the option to add a payment method to your 1Password account to continue getting access to the full functionalities of 1Password® Enterprise Password Manager - MSP Edition.

### Can my clients get a 14-day free trial of 1Password?

Unfortunately, no – only MSPs are able to get a 14-day free trial at this point. During this 14-day period, managed clients you onboard to your MSP console will get free 1Password usage. If anything changes in the future, we will notify you.

### What about multi-tenancy for your Enterprise Password Manager solution (not the MSP solution)?

We understand that multi-tenancy is a top request from our Enterprise customers and recognize it is also an MSP requirement as we continue to build our solution for MSPs of various sizes in the market with unique client needs.

The 1Password tProduct team is working on validating the use cases and solutions we can produce, once confirmed updates will be provided.

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### What will pricing look like for my clients that I onboard into 1Password® Enterprise Password Manager - MSP Edition?

Billing is consumption-based and billed in arrears so you will be charged based on your client's actual license usage during the month. Your clients are not billed for their usage, the MSP will be billed for client usage on a monthly basis. We don't have license minimums so your team can start generating profits with as little as 1 license from a client or thousands of licenses across many clients.

Pricing for 1Password® Enterprise Password Manager - MSP Edition, based on the 1Password domain chosen will be:

- \$5.00 USD per managed client user, per month
- \$6.25 CAD per managed client user, per month
- €4.37 EUR per managed client user, per month

### How much are internal use licenses (IULs)?

IULs are the same price as licenses for your managed client users, based on the 1Password domain:

- \$5.00 USD per MSP internal user, per month
- \$6.25 CAD per MSP internal user, per month
- €4.37 EUR per MSP internal user, per month

### When will I receive my 1Password bill for my client's usage?

MSPs are billed in arrears, based on your managed clients' 1Password license usage during the month. Your account will be billed starting on the first day of usage after your 14-day free trial. One month after the date you end your 14-day free trial and purchase the MSP product, is the same date you will receive your monthly bill.

You can find your monthly bill in the 'Billing & Seats' page of your 1Password account.

### How are invoices presented for MSPs?

Invoices are accessible in the 'Billing & Seats' page of your 1Password account and will be a consolidated invoice that shows usage broken down by each managed client so you can easily reconcile client usage. You can export a .CSV invoice if preferred within the 'Usage' tab on the 'Billing & Seats' page.

### Will I be able to provision all 1Password subscription plans (Teams, Business, Family, Individual) with your MSP solution?

MSPs will be able to provision 1Password Business plans for their clients and their end users. We're continuing to evaluate the offerings that MSPs can provision in the coming months and will have more to share when we start supporting other 1Password plans.

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### **What permissions will I get as an MSP technician or MSP user in a managed company account?**

By default, the External Account Manager (EAM) role accessing each managed company in your MSP console will have manage access, with view and edit access to all shared vaults between the MSP and each client. As EAM, you are a vault manager and can grant yourself access to view any shared vaults as needed based on your agreement with your clients.

If you need to view any items in a shared vault with your managed companies or have a greater level of access, you will need to change your permissions for the External Account Manager role [using these settings](#).

### **I have questions about the process to link an existing 1Password managed company account to my MSP console - where do I go?**

We have dedicated FAQs all about the process to link an existing 1Password account to an MSP account and any related questions about the functionality. Check out the [Linking Accounts FAQ](#) for more information.

### **What support is available for MSPs?**

You'll have access to a dedicated support team who can help you with technical issues, MSP or partner program related inquiries by reaching out to [mssp@1password.com](mailto:mssp@1password.com).

MSPs have access to tailored enablement materials through the [MSP Resource Centre](#), to help your team become experts at using and selling 1Password, to help you support your clients through their onboarding and adoption journey, and more.

We've also created dedicated support documentation for your MSP team to leverage across account management, client management, billing, and more via [our MSP dedicated support documentation](#).

### **How do I provide feedback on the product or about the MSP program? / What happens if I encounter an issue while using the MSP product or need help with something? / How do I get help?**

If you encounter any issues, need any help, or want to share feedback with us, you can utilize the [feedback form](#) within the MSP Resource Center or reach out to the 1Password team via email at [mssp@1password.com](mailto:mssp@1password.com) and a member of the team can assist with your inquiry.

We'll be addressing issues and responses in order of receipt, but aim to respond to your email as soon as we can. Once your feedback is shared with us, our team will review and determine

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priority order to address any bugs, issues, or future functionality requests as we continue to improve our MSP solution.

### **Is Extended Access Management available for me to deploy to my clients?**

Extended Access Management is not currently available for MSPs, however we're actively working towards discovery and understanding the needs for MSPs in this space. Once we have more detailed information to share, you will be notified as an MSP in 1Password's Partner Network.