1Password

End User FAQ

End User: Frequently Asked Questions

01. What is 1Password?

1Password makes it easier for you to manage and access passwords and company information, wherever and whenever you work. It lets you save credentials, documents, secure information, and more into one secure vault that is easily accessible with a single click.

1Password can:

- Generate and suggest new, unique passwords for you
- Automatically save passwords, PINs,and login details for each website/application
- Autofill Logins,credit cards,addresses,and identities into formâ
- Securely share items like passwords, credit cards, or documents with colleagues through shared vaultâ
- Always monitor your data online to notify you of any security risk
- Protect you and your family online with a free 1Password Families account

02. What is a vault?

Vaults in 1Password are encrypted containers that store and separate your data, similar to a folder on your computer. 1Password administrators may create and share new vaults with you based on your role at the company, or you might do so for a collaborative project you're working on.

Since you’re the only one with access, use the Private Vault in your work account to avoid sharing private data (such as your work email login credentials) with the rest of your team.

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03. How do I get started?

You can set up your 1Password account through the 1Password invitation email in your work email inbox. Click the invite and follow the instructions to be fully set up. For a visual walk through of joining your organization's 1Password account, you can reach out to your 1Password Administrator.

04. Can I use multiple passwords at once?

Yes, 1Password works great with more than one account! With 1Password, you can search, fill, and save items from multiple accounts on any connected device or browser so that you never miss a beat. Check out how to get the 1Password apps and the browser extension to start using 1Password wherever you are.

05. Can I use 1Password as an authenticator for websites with two-factor authentication?

You can use 1Password as an authenticator for websites that allow time-based one-time passwords (OTP). Set up and use 1Password as a two-factor authenticator with these instructions.

06. I'm locked out - how can I regain access to my 1Password account?

- Here are a few things you can try first if you've forgotten your 1Password account password
- Double check your Emergency Kit for your access credentials and details
- Check any other devices you've signed into 1Password from that have biometrics enabled to log in without a password
- If you cannot sign in to your 1Password Business account, you can contact one of your 1Password account administrators to begin a recovery* for you.
- On a 1Password Families account, your family organizer can help restore your access.

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*Please note that your Secret Key and account password will change after your account has been recovered and you will need to update them across each connected device.

07. How do I redeem my free 1Password Families membership?

As a member of your company's 1Password Business account, you can take advantage of a free 1Password Families account that is completely separate from your work account. You can invite four other members to this account at no extra cost!

If at any point you leave your organization and you'd like to keep using 1Password Families, you can add payment information to maintain your account or you can easily export your data.