1Password Frequently Asked Questions about Linking Existing Accounts Feature

Pax8 MSP

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

MSPs can add managed clients they currently work with and any new clients 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.

To link an existing account, go to your MSP console through the 'Managed companies' side bar tab and select '+ Add managed company', then follow the on screen prompts to link an existing account. See additional information for adding a managed company here.

Note: After linking, remove any MSP users or technicians from the client's account to prevent direct billing. The External Account Manager role allows your team to view and manage clients within the MSP solution.

Who does this affect?

Eligible 1Password Business clients can be linked to your MSP console for centralized management. Linking is only available for client accounts in the same region domain* as your MSP account and depends on account type, billing setup, and other factors.

**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*

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 your client's account is set up in a different region, due to data residency compliance, the MSP will need an MSP 1Password account set up in that region in order to manage the client's account and instance.

As an MSP, if you have clients in multiple regions that require strict data residency compliance, you can create separate MSP 1Password accounts to manage each client's 1Password Business accounts while maintaining compliance.

Can I add managed clients on other 1Password plans (like Teams) to my MSP console?

At this time, only companies on a 1Password Business plan can be added to your MSP console. This is the only plan MSPs can deploy to new clients or use to link existing clients.

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.

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

If the customer is paying us via a Purchase Order or Stripe Purchase Order and wants to link to an MSP, reach out to pax8@1password.com and our team will assist you and the client.

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. Once unlinked they can be placed on their own 14-day trial with uninterrupted service.

Once your managed company is unlinked from your MSP console, the client can work with their new MSP to link their 1Password account to this new MSP's console.

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 the managed company's 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.

These steps will help guide your client transition from a 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.
  - Ask your client to contact Rippling and request a stop to their 1Password payments.
  - Rippling will then contact 1Password to confirm the change.
  - 1Password cannot process the request until confirmation is received from Rippling.

I have a managed company who's currently on a free 1Password subscription or on a promotion and/or discount code. Can I link them to our MSP console?

You can link a managed company on a free or discounted 1Password subscription, but their promotion will end once linked. The client will then pay the MSP rate you set instead of their previous promotional price.

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

Reach out to your Pax8 Account Team.