SECURITY > TRUSTED COMMUNICATIONS

# Emails from Bitwarden Servers

# bitwarden

## Emails from Bitwarden Servers

This article describes the automated emails that will be sent from no-reply@bitwarden.com to organization members, including owners, admins, and end-users, as well as individual users.

Emails in this article are organized by who will receive them as well as by criticality. **Whether an email is considered critical in an organization context may depend on your organization's particular deployment or requirements.**

## Organization emails

### Critical administrative emails

The following emails alert owners and admins of Bitwarden organizations to critical changes or action items related to their organization:

| Subject line | Variable | Description |
|---|---|---|
| Your Subscription Will Renew Soon | n/a | The billing email for an organization receives this email when their organization subscription is approaching a renewal date. |
| {Organization} Seat Count Has Increased | {Organization} = Your organization's display name. | All owners receive this email when their organization seat count autoscales. |
| {Organization} Seat Limit Reached | {Organization} = Your organization's display name. | All owners receive this email when the number of their organization's members matches their seat limit. |
| Domain not claimed | n/a | All owners and admins receive this email when an attempt to claim a domain for their organization was not successful. |
| Action Required: {User} Needs to be Confirmed | {User} = A user's email address. | All owners and admins receive this email when a user is waiting to be confirmed to join the organization. |
| Review SSO login request for new device | n/a | All owners and admins receive this email when a user is waiting for a trusted device to be approved. |

| Subject line | Variable | Description |
|---|---|---|
| Request to Delete Your Organization | n/a | An owner receives this email if they have requested deletion of their organization from Bitwarden support.<br><br>This email will only be sent to a valid owner who has confirmed with Bitwarden support that organization deletion can be initiated. |

## Critical member emails

The following emails alert members of Bitwarden organizations, in all roles, to critical changes or action items related to their account:

| Subject line | Variable | Description |
|---|---|---|
| Join {Organization} | {Organization} = Your organization's display name. | A user receives this email when they are invited to join an organization. |
| You have been revoked from {Organization} | {Organization} = Your organization's display name. | A user receives this email when their access is revoked due to violation of the Require two-step login or Single organization policies. |
| Your admin has initiated account recovery | n/a | A user receives this email when an administrator has initiated account recovery on their account. |
| Login request approved | n/a | A user receives this email when a trusted device login request is approved by an administrator. |
| Your Bitwarden account is claimed by {Organization} | {Organization} = Your organization's display name. | A user receives this email when their account is claimed by an organization they are a member of. |

## Critical Secrets Manager emails

The following emails alert owners of Bitwarden organizations to critical changes or action items related to their use of Secrets Manager:

| Subject | Variable | Description |
|---------|----------|-------------|
| {Organization} Secrets Manager Seat Limit Reached | {Organization} = Your organization's display name. | All owners receive this email when the number of users in an organization assigned to Secrets Manager matches its seat limit. |
| {Organization} Secrets Manager Machine Accounts Limit Reached | {Organization} = Your organization's display name. | All owners receive this email when the number of machine accounts created in an organization matches its machine account limit. |

## Non-critical organization emails

The following emails alert members of Bitwarden organizations, in all roles, to non-critical changes or actions items related to their account or organization:

| Subject line | Variable | Description |
|--------------|----------|-------------|
| You Have Been Confirmed to {Organization} | {Organization} = Your organization's display name. | A user receives this email when their access to the organization is confirmed. |
| Access Requested for Secrets Manager | n/a | An admin or owner receives this email when a user has requested access to Secrets Manager. |
| Accept Your Free Families Subscription | n/a | A user receives this email when a member of an organization invited them to create a sponsored Families organization. |
| Success! Families Subscription Accepted | n/a | A user receives this email when they've redeemed an invitation to create a sponsored Families organization. |
| Your Families Sponsorship was Removed | n/a | A user receives this email when they've manually removed sponsorship for a Families organization. |

| Subject line | Variable | Description |
|---|---|---|
| Removal of Free Bitwarden Families plan | n/a | A user receives this email when sponsorship for a Families organization has been removed by an administrator, typically by activating a policy. |

## Provider & business unit emails

The following emails alert provider and business unit admins to any changes or action items relevant to their provider or business unit:

| Subject line | Variable | Description |
|---|---|---|
| Create a Provider | n/a | A provider admin receives this email when they are registered to create a provider. |
| Set Up Business Unit | n/a | A business unit admin receives this email when they are registered to create a business unit. |
| Join {Provider/Business Unit} | {Provider/Business Unit} = Your provider's display name. | A user receives this email when they are invited to join a provider or business unit. |
| You Have Been Confirmed To {Provider/Business Unit} | {Provider/Business Unit} = Your provider's display name. | A user receives this email when their access to a provider or business unit is confirmed. |
| You Have Been Removed from {Provider/Business Unit} | {Provider/Business Unit} = Your provider's display name. | A user receives this email when their access to a provider or business unit is removed. |
| Update your billing information | n/a | A client organization owner receives this email if their organization is removed from provider management and must add a billing method. |
| Request to Delete Your Provider | n/a | An owner receives this email if they have requested deletion of their organization from Bitwarden support. |

## Self–hosting emails

The following emails alert administrators of self–hosted Bitwarden deployments of changes or action items related to their server:

| Subject line | Variable | Description |
| --- | --- | --- |
| License Expired | n/a | An owner receives this email when the license file for their self–hosted server has exceeded its 60-day grace period after expiration. |
| [Admin] Continue Logging In | n/a | An administrator receives this email while logging in to the System Administrator Portal. |

## Widely–applicable emails

The following emails alert Bitwarden users, including members of organizations in any role and individual users, of changes or action items related to their account:

| Subject line | Variable | Description |
| --- | --- | --- |
| Verify Your Email | n/a | A user receives this email during independent account creation. |
| Your Email Change | n/a | A user receives this email when a request to change their account email address is initiated. |
| Your Master Password Hint | n/a | A user receives this email when they've requested a master password hint during login. |
| Master Password Has Been Changed | n/a | A user receives this email when their master password is changed. |
| Your Bitwarden Verification Code | n/a | A user receives this email when logging in if they need to input email–based two–step login or verify a new device. |

| Subject line | Variable | Description |
|---|---|---|
| New Device Logged In From {Device} | {Device} = Device type, for example "Chrome Extension", "Windows", or "iOS". | A user receives this email when their account is logged into from a new device. |
| Failed login attempts detected | n/a | A user receives this email when several attempts to log in to their Bitwarden account fail. |
| Recover 2FA From {IP} | {IP} = An IP address. | A user receives this email when a two-step login recovery code is used to deactivate 2FA. |
| Delete Your Account | n/a | A user receives this email when deletion of their account has been requested. |
| Payment Failed | n/a | A user receives this email when the payment method attached to their subscription has failed on renewal. |
| Account Credit Payment Processed | n/a | A user receives this email when account credit is processed toward a subscription renewal. |
| Welcome to Bitwarden! | n/a | A user receives this email when they create a new Bitwarden account. |
| Emergency Access Contact Invite | n/a | A user receives this email when they are invited to be an emergency contact for another user. |
| Accepted Emergency Access | n/a | A user receives this email when another user has accepted an invitation to become an emergency contact. |
| You Have Been Confirmed as Emergency Access Contact | n/a | A user receives this email when they are confirmed as an emergency contact for another user. |

| Subject line | Variable | Description |
|---|---|---|
| Emergency Access Initiated | n/a | A user receives this email when a emergency contact requests access to their account. |
| Emergency Access Approved | n/a | A user receives this email when their request for emergency access to another's account is approved. |
| Emergency Access Rejected | n/a | A user receives this email when their request for emergency access to another's account is rejected. |
| Pending Emergency Access Request | n/a | A user receives this email when an initiated emergency access request is still pending after a certain amount of time. |
| Emergency Access Granted | n/a | A user receives this email when access to their account has been granted to an emergency contact. |