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Self-hosting Families Sponsorships

View in the help center:

<https://bitwarden.com/help/families-for-enterprise-self-hosted/>

Self-hosting Families Sponsorships

Members of [enterprise organizations](#) are offered a **free Families organization** sponsorship that can be applied to a new or pre-existing Families organization and redeemed directly from the web vault.

Note

If you're looking for information on updating a license for a non-sponsored self-hosted Families organization, see [here](#).

You will need to enable automatic billing sync to allow your self-hosted enterprise organization to issue sponsorships for cloud Families organizations. To set up automatic sync:

Step 1: Enable cloud communication

First, you'll need to configure your server to allow communication with our cloud systems.

Note

This step must be completed by someone with access to your self-hosted instance's configuration files.

In order to enable cloud communication, set the following line in `bwdata/env/global.override.env` to `true`:

Bash

```
globalSettings__enableCloudCommunication=true
```

If your cloud organization was created on EU servers, you'll also need to set the following values:

Bash

```
globalSettings__baseServiceUri__cloudRegion=EU
globalSettings__installation__identityUri=https://identity.bitwarden.eu
globalSettings__installation__apiUri=https://api.bitwarden.eu
globalSettings__pushRelayBaseUri=https://push.bitwarden.eu
```

Note

The value for `globalSettings__baseServiceUri__cloudRegion` must match the data region that was selected when retrieving your [Installation ID & Key](#).

Once you have set these values, apply your changes by running the `./bitwarden.sh restart` command.

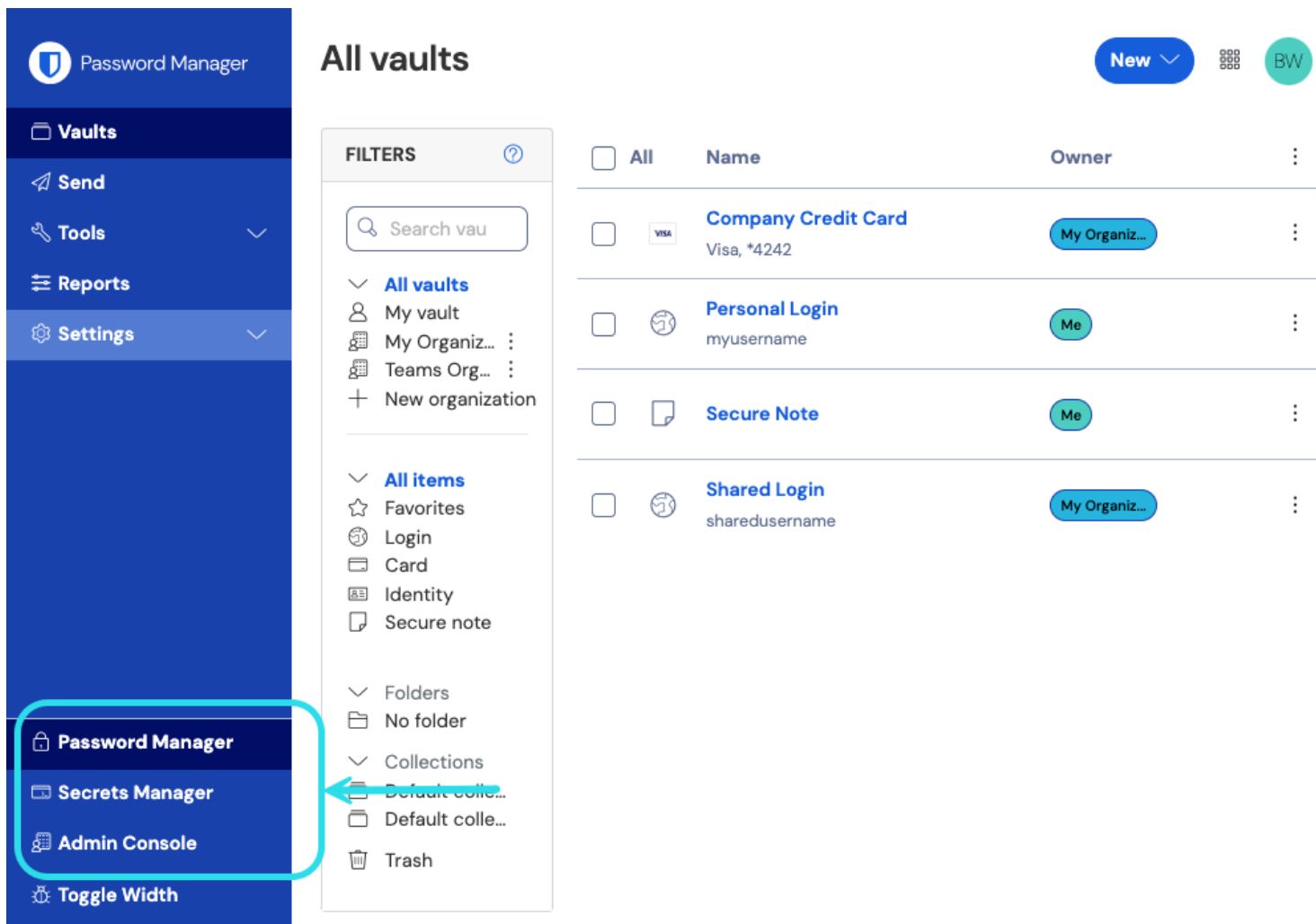
Note

Enabling automatic sync requires communication with Bitwarden's cloud systems. If your environment uses a firewall to block outbound traffic, you will need to allow <https://api.bitwarden.com> or [.eu](https://api.bitwarden.eu) and <https://identity.bitwarden.com> or [.eu](https://identity.bitwarden.eu).

Step 2: Retrieve billing sync token

Once cloud communication is enabled at the server-level, a sync token needs to be passed from the cloud organization you use for billing to your self-hosted organization. To retrieve your sync token from the cloud web vault you must be an organization owner. To retrieve the token:

1. Open the cloud web app and open the Admin Console using the product switcher:



The screenshot shows the Bitwarden Admin Console interface. On the left, there is a sidebar with the 'Password Manager' section expanded, and 'Admin Console' is highlighted with a red box. The main area displays 'All vaults' with a list of vaults. A red arrow points from the 'Admin Console' button in the sidebar to the 'Product switcher' label below the screenshot.

Filters	Name	Owner
☐ All	Company Credit Card Visa, *4242	My Organiz...
☐ All items	Personal Login myusername	Me
☐ Favorites	Secure Note	Me
☐ Login	Shared Login sharedusername	My Organiz...
☐ Card		
☐ Identity		
☐ Secure note		
☐ Folders		
☐ No folder		
☐ Collections		
☐ Default colle...		
☐ Default colle...		
☐ Trash		

Product switcher

2. Navigate to **Billing** → **Subscription**.
3. Scroll down to the Self-hosting section and select the **Set up billing sync** button.
4. Enter your master password and select **Generate token**.

5. Copy the generated token.

Step 3: Apply billing sync token

To apply the billing sync token to your self-hosted organization:

⚠ Warning

At this stage, if you're upgrading your self-hosted deployment from an earlier version, you may need to [manually update your license file](#) before proceeding.

1. Open the self-hosted Admin Console and navigate to **Billing → Subscription**.
2. In the License and billing management section, choose the **Automatic sync** option.
3. Select the **Manage billing sync** button.
4. Paste your generated **Billing sync token** and select **Save**.

ℹ Note

Sync for [Families](#) for [Enterprise](#) will occur once daily once you've triggered your first sync. The **Last sync** field in this section will report **Never** until you trigger your first sync.

Sync for license updates must always be done manually by selecting the **Sync license** button (see the next section for details).

Step 4: Trigger sync

Trigger a sync once you've completed setup. Billing sync will occur **once daily**, however you can manually trigger a sync at any time. To trigger a sync:

1. Open the self-hosted [System Administrator Portal](#) and navigate to **Organization** and select the enterprise organization.
2. Locate the Connections section and select the **Manually Sync** button.

ℹ Note

If you receive a **version not supported** error message, update your server and try uploading your license file again. To update your server, make a backup of the **bwdata** directory and follow [these instructions](#).

In between syncs, users may see the status **Awaiting Sync** after redeeming or changing a sponsorship. This indicates your self-hosted Bitwarden server is waiting to sync with the Bitwarden cloud before a sponsorship can be fully redeemed or changed.