

November 2024

wire

Wire for Enterprise

Guide for team admins

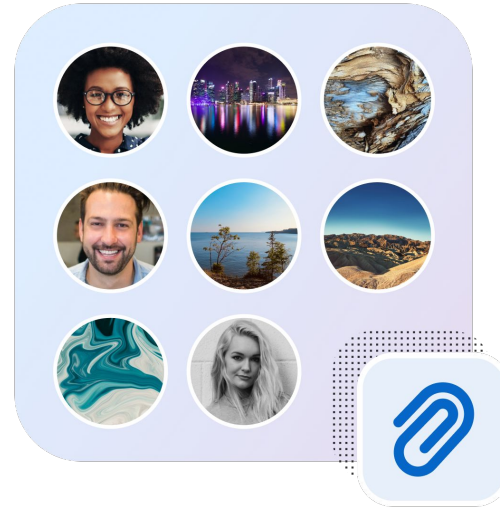


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Getting started

- **Team Creation**
 - Create your team
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Content

Getting started

- **Team Management**
 - Restrict file sharing
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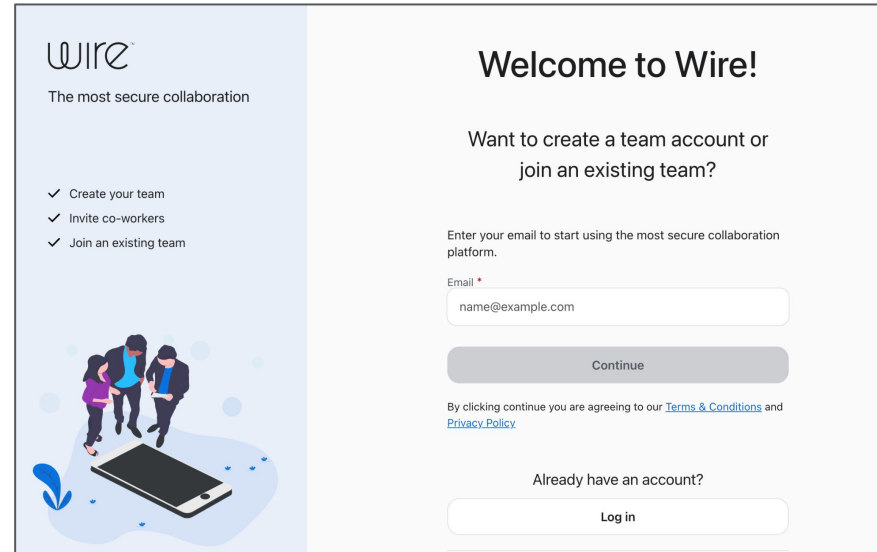


Create your Team

Create a team to start using Wire with your team, guests and external partners.

1. Start with the team creation from [here](#).
2. Enter your email and select *Continue*.
3. Enter your name, team name, and password, and select *Continue*.
4. Enter your information.
5. Please enter the verification code we sent you via email.
6. You can directly add new team members now or do it later.

Create the team with an email that is not registered on Wire. If you already have your work email connected with Wire, you can easily [replace](#) the email.

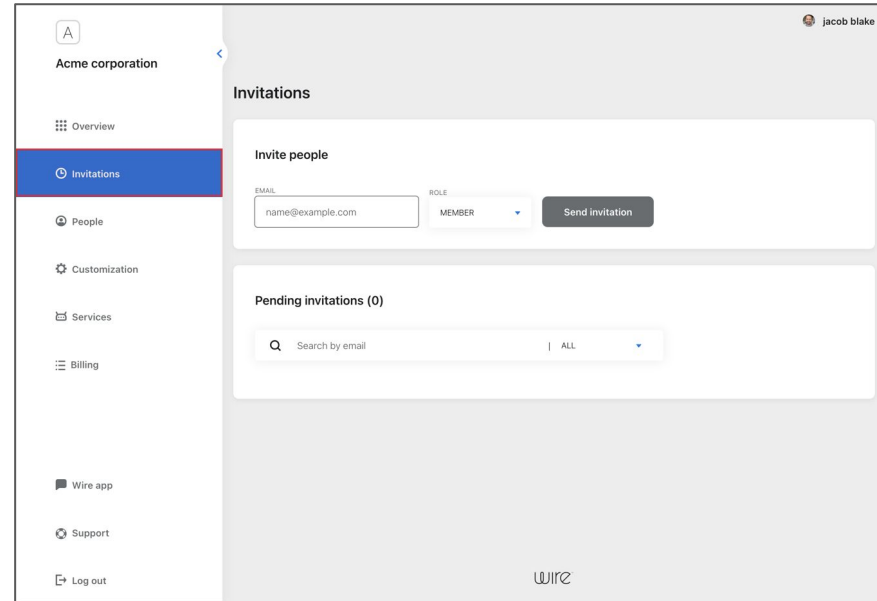


Invite your Team Members

Invite colleagues and external partners to join your team

Once you've created your team, you can access an administrative console, Wire's [team management](#).

Here, you can invite your colleagues and manage your team settings, user roles, and feature configurations.

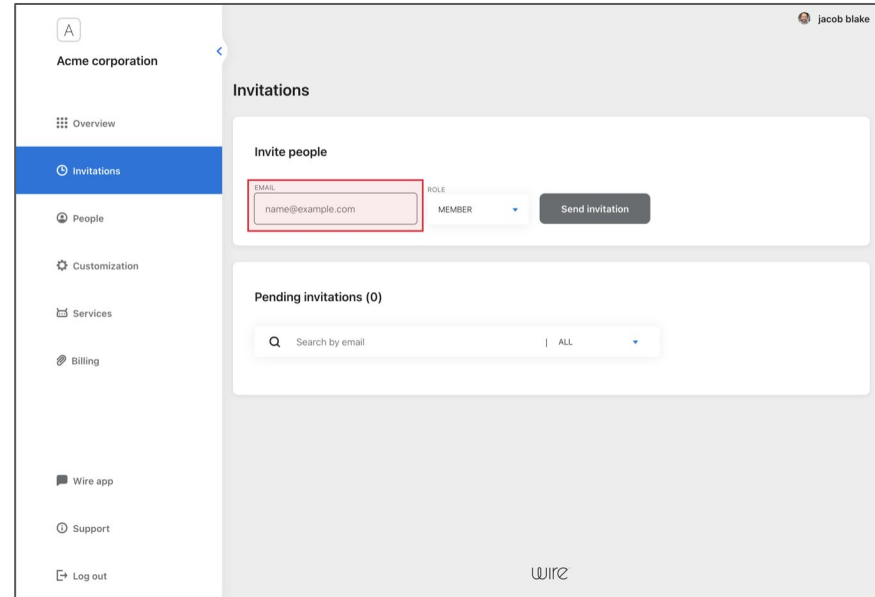


Invite your Team Members

Invite colleagues and external partners to join your team

1. Select *Invitations*.
2. Enter the email address of the person you'd like to invite.

You can't invite people with email addresses that are already registered on Wire. In this case, ask your colleagues to [change the email address](#) associated with their personal Wire account.



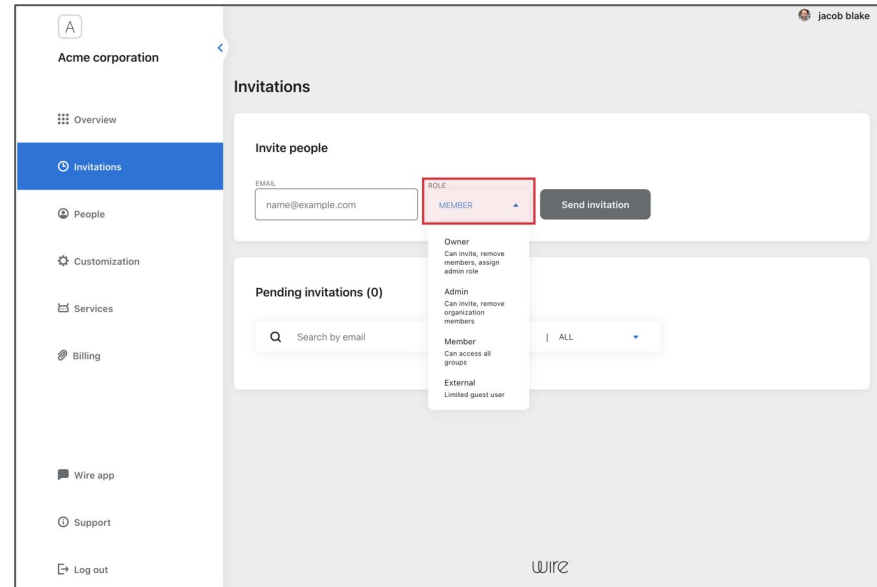
Invite your Team Members

Select a role

1. Select the matching [role](#) of that person in your team – owner, admin, member, or external. You can change this later if needed.
2. Select *Send invitation*.

This person gets an invitation via email and, by accepting, joins your team.

Pending invitations will appear for 30 days.



Roles and Permissions

Overview of roles and responsibilities you can choose

Owner	Admin	Member	External
<ul style="list-style-type: none">• Add and remove team members• Change user roles• Manage team settings & feature configurations• Manage billing options <p>Has full control. A team can have multiple owners.</p>	<ul style="list-style-type: none">• Add and remove team members• Change user roles• Manage team settings & feature configurations <p>Has no access to the billing info. A team can have multiple admins.</p>	<ul style="list-style-type: none">• Find other members & start conversations• Create and delete conversations• Invite guests to a conversation <p>Is part of your team, but has no access to team management.</p>	<ul style="list-style-type: none">• Not automatically connected to team members.• Can only find members who are in the same group.• Can be found by searching for their usernames. <p>Is part of your team, but with less rights.</p>

Access to Team Management

Manage your team settings, user roles and payment methods

To access team management features:

1. Go to teams.wire.com.
2. Log in with your account credentials.

The screenshot shows the 'Team Management' page on the Wire platform. At the top left is the Wire logo, and at the top right is a blue button labeled 'Open Wire'. The main heading is 'Log in'. Below this, there are two input fields: 'Email or username *' with the value 'name@example.com' and 'Password *' with a placeholder 'Password' and a toggle icon. A red box highlights these two fields. Below the inputs is a grey 'Log In' button, followed by a link for 'FORGOT YOUR PASSWORD?'. Below that is a horizontal line with 'OR' in the center. Underneath is the text 'Ready for secure team collaboration?' and a white 'Create a team' button. At the bottom left, it says 'WIRE.COM' and at the bottom right, it lists 'HELP CENTER', 'DOWNLOAD', 'LEGAL', and '© Wire Swiss GmbH'.

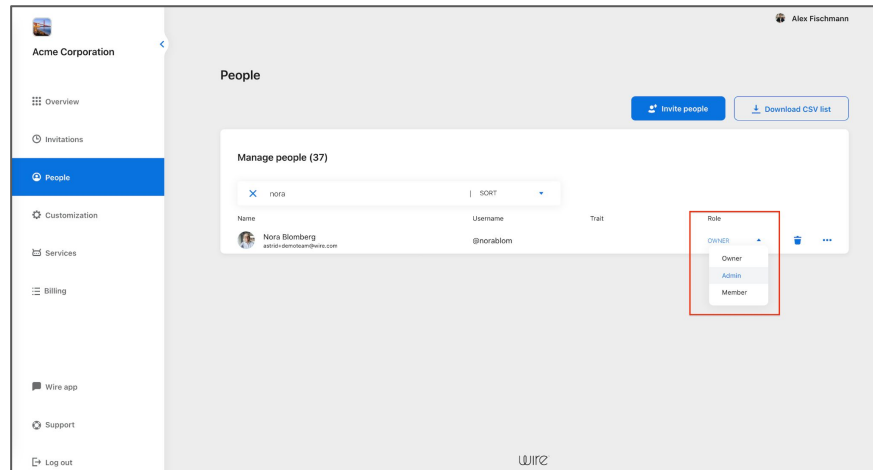
People

Change a user role

You can change the roles of each person on the team at any time.


1. Select *People*.
2. Search for the team member.
3. Select the new user role.

The changes are applied immediately.

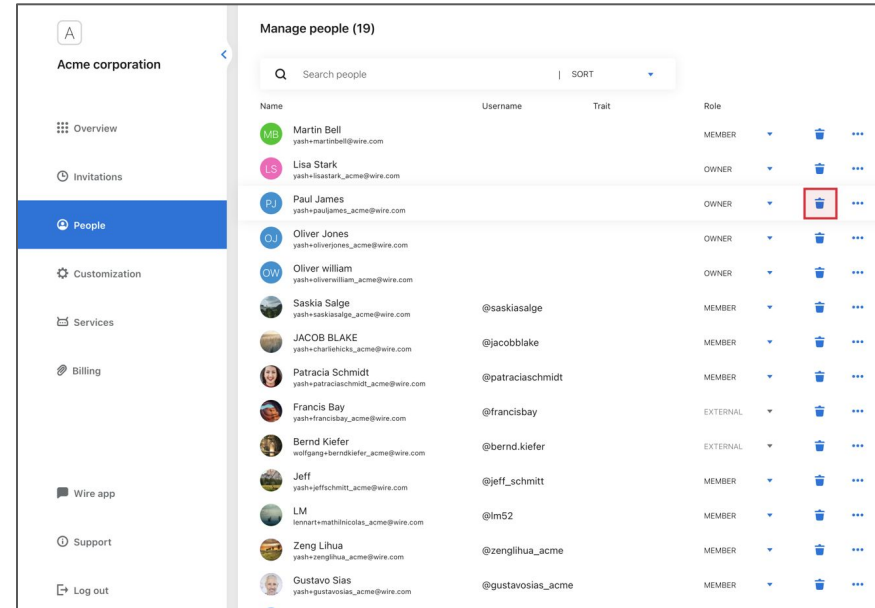


People

Remove someone from your team





























1. Select *People*.
2. Search for the team member you want to remove.
3. Select the remove button  next to the team member you want to remove.
4. Enter your password and select *Remove from team*.

This person will lose the complete conversation history and will no longer have access to their Wire account on all devices.



Manage people (19)


Search people | SORT

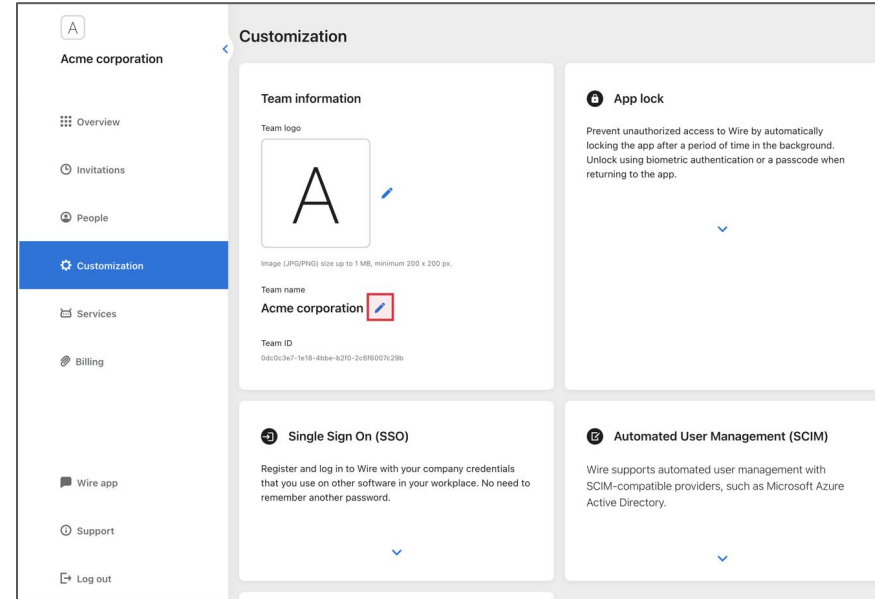
Name	Username	Trait	Role	
 Martin Bell yash+martinbell@wire.com			MEMBER	
 Lisa Stark yash-lisastark_acme@wire.com			OWNER	
 Paul James yash+paoljames_acme@wire.com			OWNER	
 Oliver Jones yash+oliverjones_acme@wire.com			OWNER	
 Oliver william yash+oliverwilliam_acme@wire.com			OWNER	
 Saskia Salge yash+saskiasalge_acme@wire.com	@saskiasalge		MEMBER	
 JACOB BLAKE yash-charlieblacks_acme@wire.com	@jacobblake		MEMBER	
 Patricia Schmidt yash+patriciaschmidt_acme@wire.com	@patriciaschmidt		MEMBER	
 Francis Bay yash+francisbay_acme@wire.com	@francisbay		EXTERNAL	
 Bernd Kiefer wotgang+berndkiefer_acme@wire.com	@bernd.kiefer		EXTERNAL	
 Jeff yash+jeffschmitt_acme@wire.com	@jeff_schmitt		MEMBER	
 LM lennart+mathincolas_acme@wire.com	@lm52		MEMBER	
 Zeng Lihua yash+zenglihua_acme@wire.com	@zenglihua_acme		MEMBER	
 Gustavo Sias yash+gustavosias_acme@wire.com	@gustavosias_acme		MEMBER	

Customization

Rename your team

You can rename your team at any time.


1. Select *Customization*.
2. Select the edit button .
3. Rename your team and select *Save*.

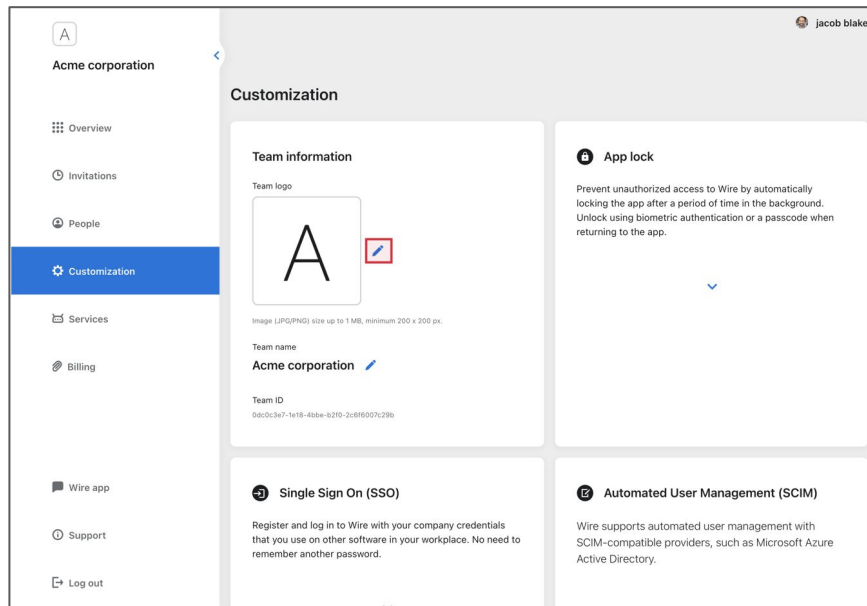


Customization

Choose a team logo

You can set a logo for your team and change it at any time.

1. Select *Customization*.
2. Select the edit button  and select your logo.

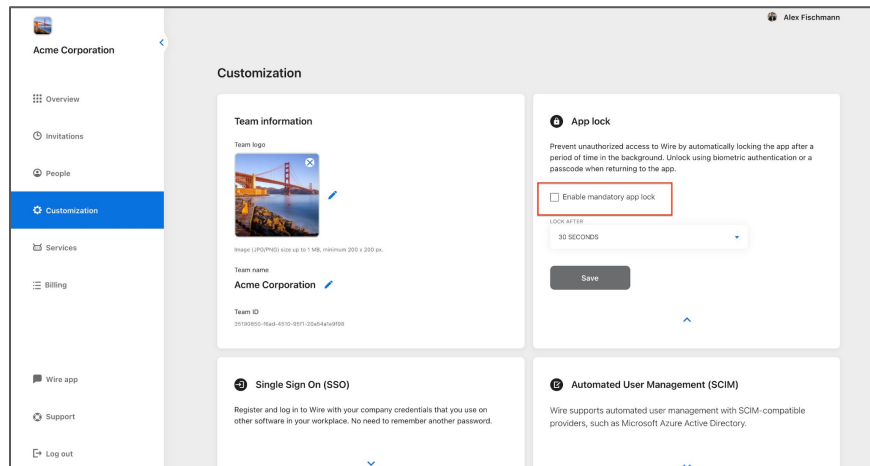


Customization

Enable app lock (1)

Ask all team members to unlock Wire using a passcode or biometric authentication when returning to the app. The feature will be enabled on all devices and platforms for every team member.

1. Select *Customization*.
2. Enable mandatory app lock by checking the checkbox.



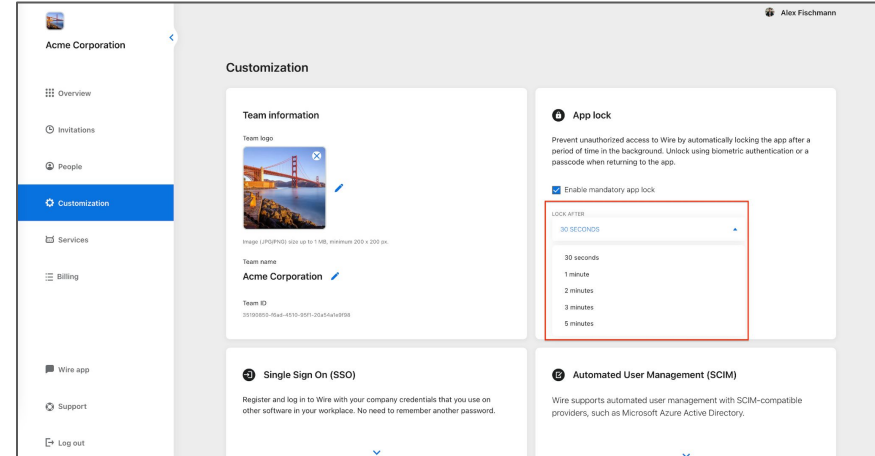
Customization

Enable app lock (2)

3. Select a time.
4. Select **Save** and *Confirm*.

All team members will be notified of this change on all their devices and must create a passcode or use biometric authentication the next time they log in.

Be aware that people can't recover this passcode.



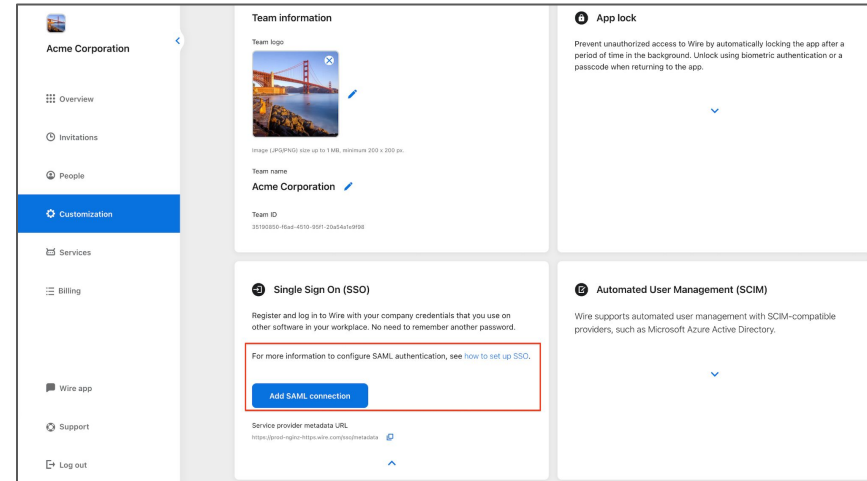
Customization

Set up single sign-on (SSO)

Wire offers the option to log in with single sign-on (SSO). SSO is a practical option for you as a team owner and your team to log in to different tools with the same credentials.

If your team already uses SSO for other services, you can easily set it up for Wire. That way your colleagues can log in with their usual SSO credentials.

[Learn more about setting up SSO](#)

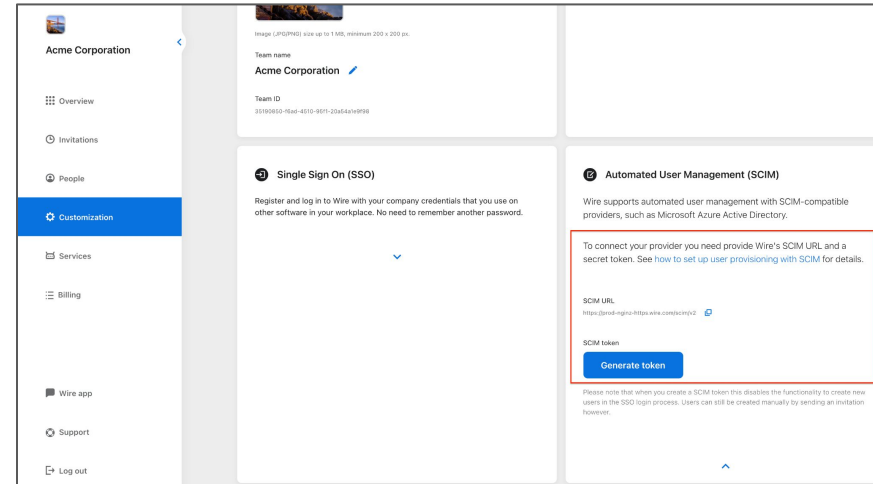


Customization

Set up automated user management – SCIM

Wire supports automated user management with SCIM-compatible providers, such as Microsoft Azure Active Directory.

To connect your provider, supply Wire's SCIM URL and a secret token. See [how to set up user provisioning with SCIM](#) for details.

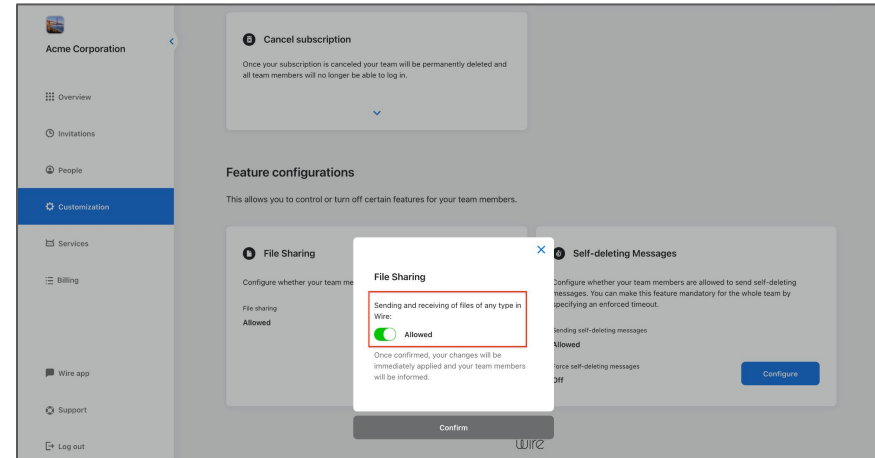


Customization

Restrict file sharing


Configure whether your members can send and receive files, for example, audio messages, videos, images, or document files like PDFs. By default your team can share and receive all those file types.

1. Select *Customization*.
2. Go to the Feature Configurations / File Sharing section.
3. Select *Configure*.
4. Switch the toggle to *Not Allowed* and select *Confirm*.

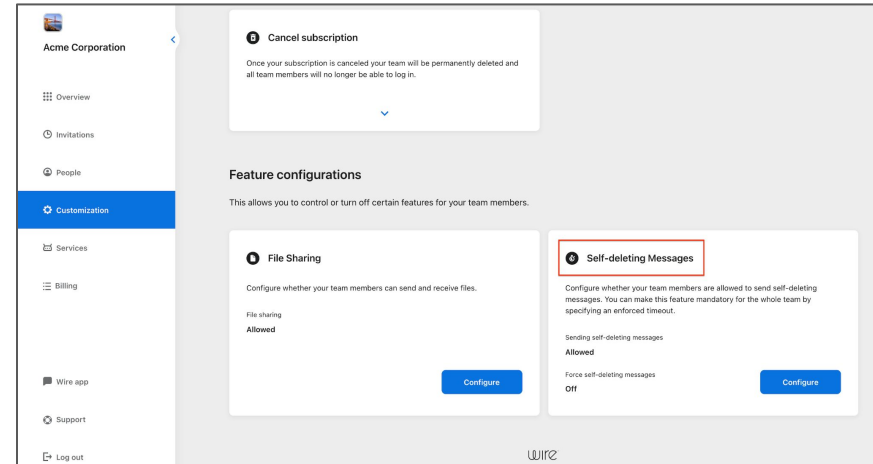


Customization

Configure self-deleting messages (1)

Configure whether your team members can send  [self-deleting messages](#). You can also make this feature mandatory for your whole team by specifying an enforced timeout after which any sent message will self-delete.

By default, your team is allowed to send self-deleting messages and the forced timeout is off.

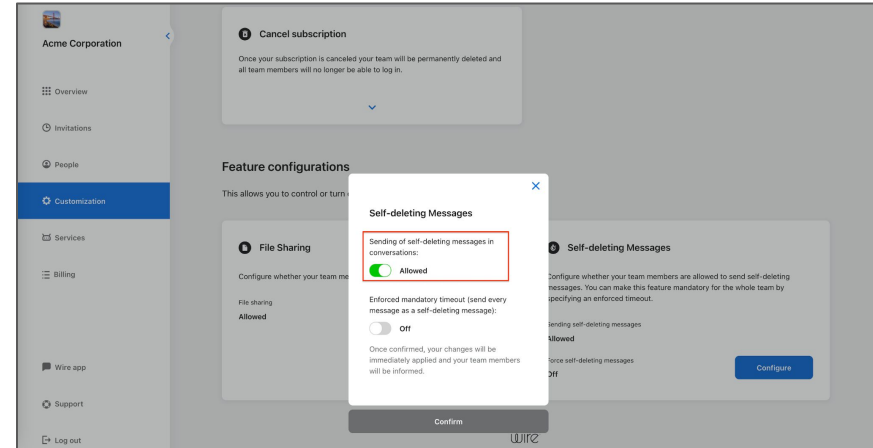


Customization

Configure self-deleting messages (2)

Disable the option to send self-deleting messages:

1. Select *Customization*.
2. Go to the Feature Configurations / Self-deleting messages section.
3. Select *Configure*.
4. Switch the toggle to *Not Allowed* and select *Confirm*.

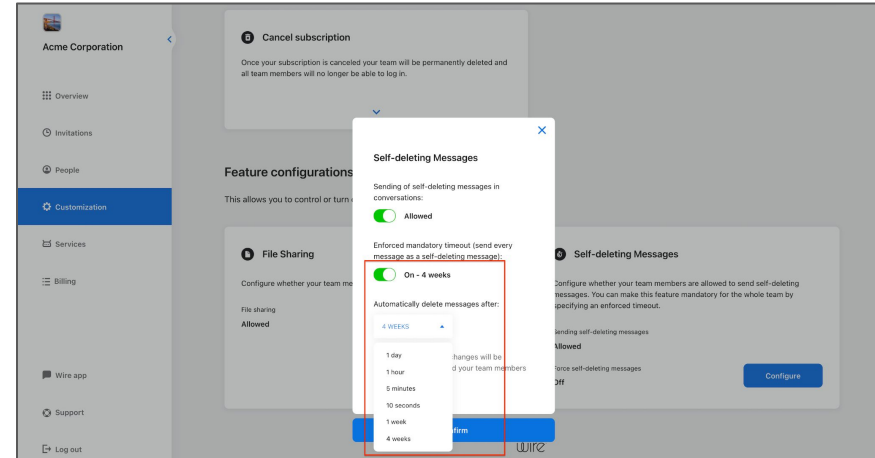


Customization

Configure self-deleting messages (3)

Set a forced timeout:

1. Select *Customization*.
2. Go to the Feature Configurations / Self-deleting messages section.
3. Select *Configure*.
4. Switch the timeout toggle to *On* and choose a timeframe, like 4 weeks, after which the messages are automatically deleted.
5. Select *Confirm*.

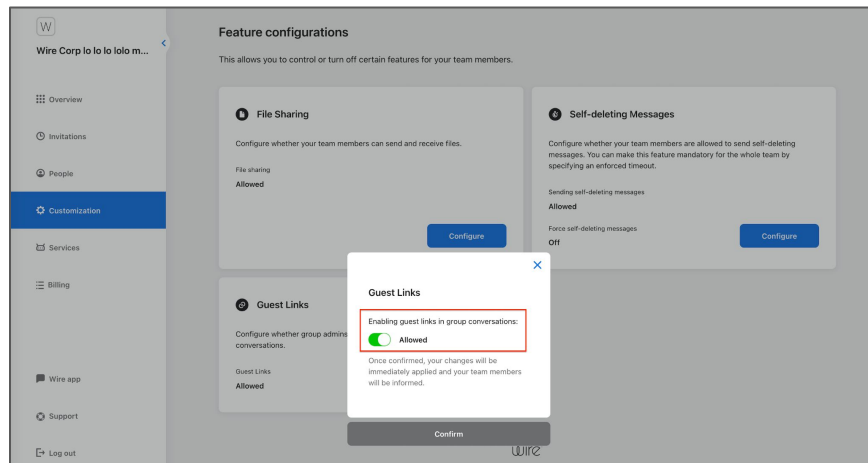


Customization

Configure guest links

Configure whether group admins are allowed to enable guest links in group conversations:

1. Select *Customization*.
2. Go to the Feature Configurations / Guest Links section.
3. Select *Configure*.
4. Switch the toggle to *Not Allowed* and select *Confirm*.



Services

Add a service

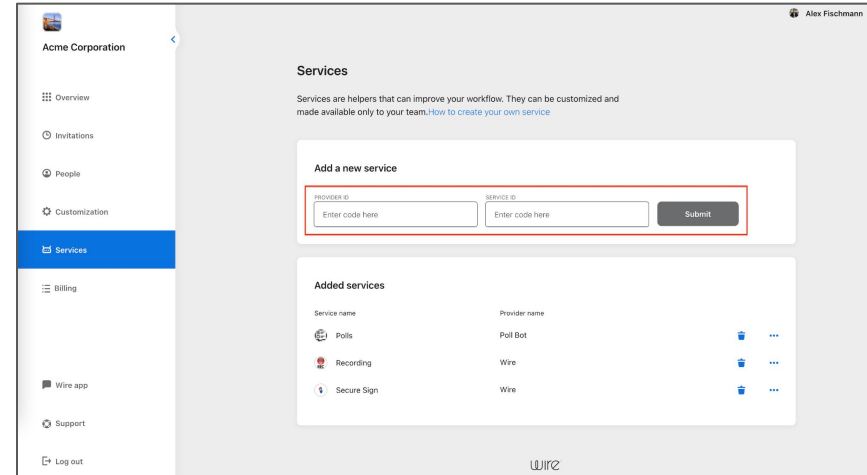
Currently, you can integrate private services into group conversations. We also plan to add public services in the future. Once the service is developed, you will have the relevant IDs.

1. Select *Services*.
2. Insert your [Provider ID and Service ID](#).
3. Select *Submit* and *Enable service*.

Learn more on [GitHub](#).

Be aware:

We are improving the way Wire implements services. That's why you can't add services right now. But you can still use the services you already added.



Billing

Overview of your company and payment information, and plan details

- See your current plan and settings
- Edit your company information
- Edit your payment information
- Download invoices
- Add a voucher
- Contact customer support

The screenshot displays the 'Billing' section of a web application. On the left is a navigation sidebar with options: Overview, Invitations, People, Customization, Services, Billing (highlighted), Wire app, Support, and Log out. The main content area is titled 'Billing' and includes a currency selector 'EUR'.

Plan details: Enterprise, €60.00 per user per year. 32 users at €60.00 per user, €1,920.00/year. Billing: Next payment due on 21.09.2022. For additional savings, speak with sales for a customized plan. Team ID: 58380aa-69f1-44fd-aced-1dc9c431688d.

Company information: Company name: lalialal, Billing address: Eva Cigic, Street Av., 11111 City, State. Edit.

Payment information: Credit card: 4242, Expiration date: 10 / 2022. Have a voucher? Edit.

Invoices:

B753771-0073	23.11.21	€49.68	Paid	↓
B753771-0072	11.11.21	€51.65	Paid	↓
B753771-0071	09.11.21	€51.96	Paid	↓

Customer support: If you need help or have any questions regarding your subscription, please contact our support team and they will be happy to help.

Support

For more information and support

- Access more helpful resources on our [help center](#).
- Create a support ticket to get help or answers to your questions.
- You will get prioritized support through our ticketing system.

