

July 2025

wire

Wire for Enterprise

Guide for team admins

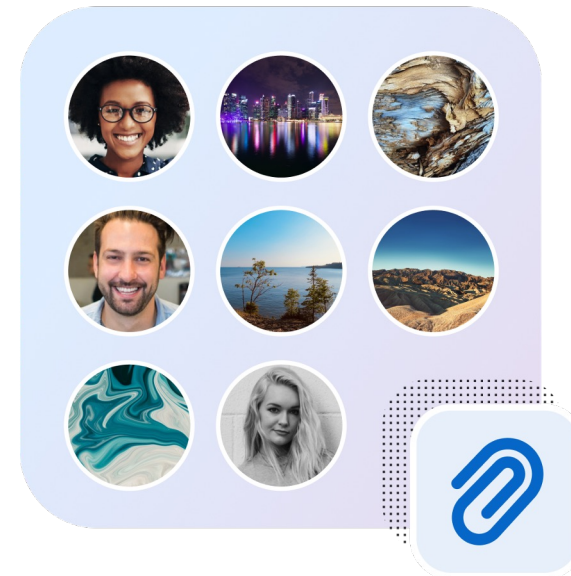


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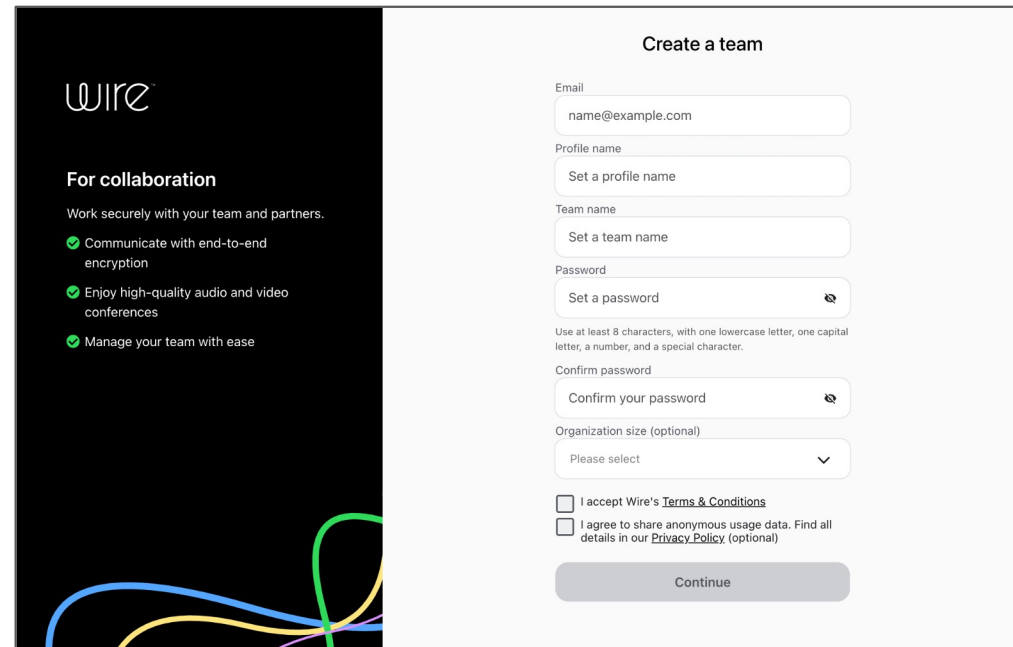
TEAM CREATION

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** (use one that is not currently registered), **name**, **password**, and accept the **Terms of Use**. Select *Continue*.
3. Enter the **six-digit code** we sent you via email.
4. 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.

The image shows a two-panel interface for creating a team on Wire. The left panel is dark-themed and features the Wire logo at the top. Below the logo, it says "For collaboration" and "Work securely with your team and partners." followed by three green checkmarks: "Communicate with end-to-end encryption", "Enjoy high-quality audio and video conferences", and "Manage your team with ease". The right panel is light-themed and titled "Create a team". It contains several input fields: "Email" (with "name@example.com" entered), "Profile name" (with "Set a profile name" as placeholder), "Team name" (with "Set a team name" as placeholder), "Password" (with "Set a password" as placeholder and a strength indicator), and "Confirm password" (with "Confirm your password" as placeholder and a strength indicator). Below these is a dropdown for "Organization size (optional)" with "Please select" as the current selection. At the bottom, there are two checkboxes: "I accept Wire's Terms & Conditions" and "I agree to share anonymous usage data. Find all details in our Privacy Policy. (optional)". A "Continue" button is at the very bottom.

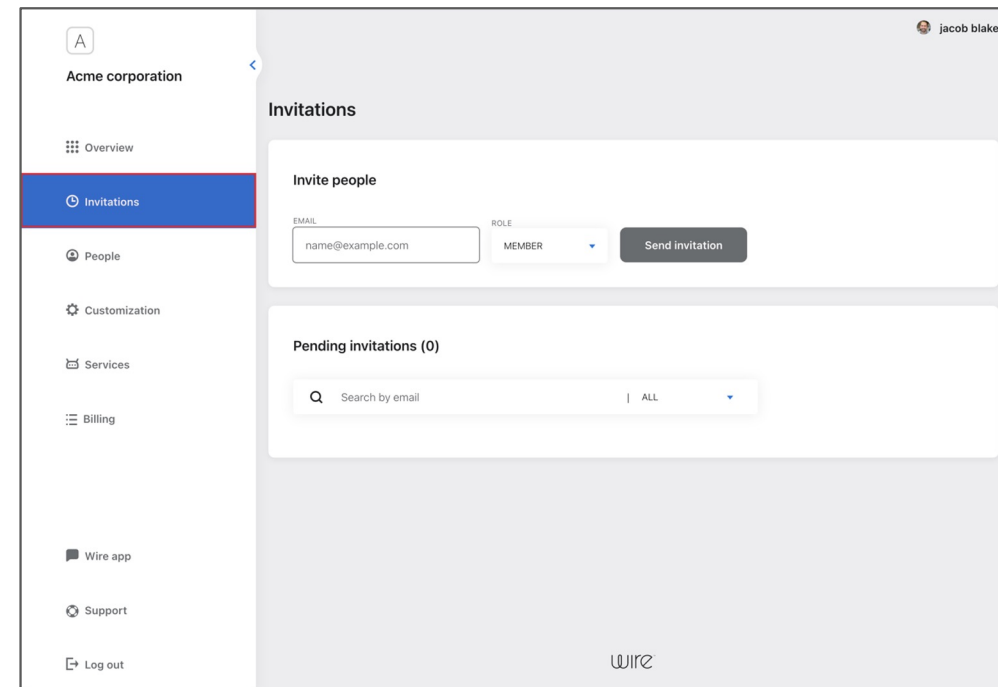
TEAM CREATION

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.



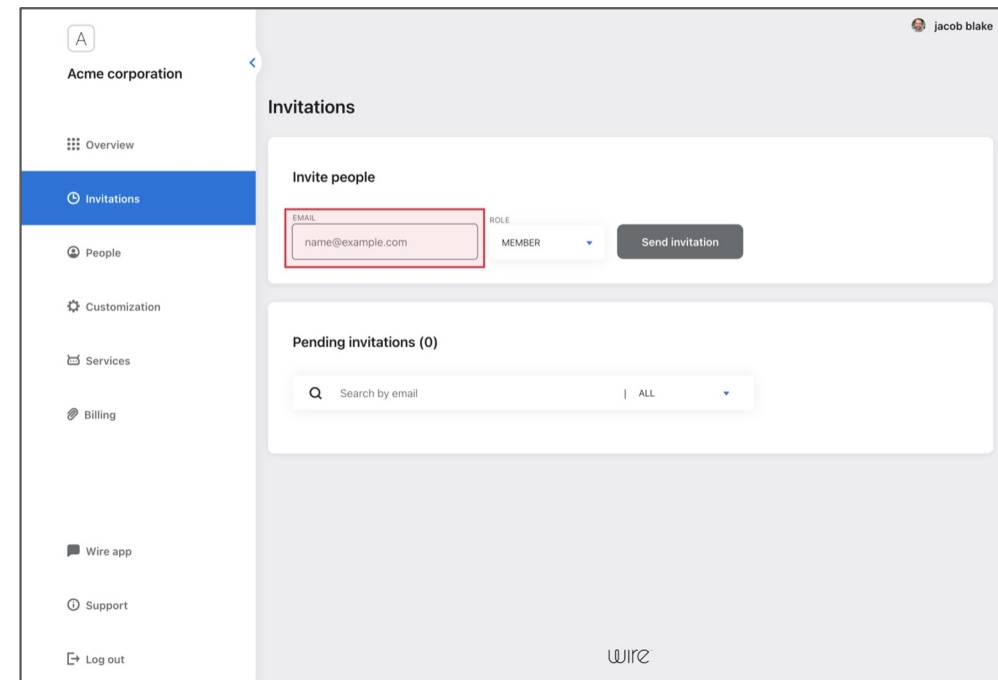
TEAM CREATION

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.



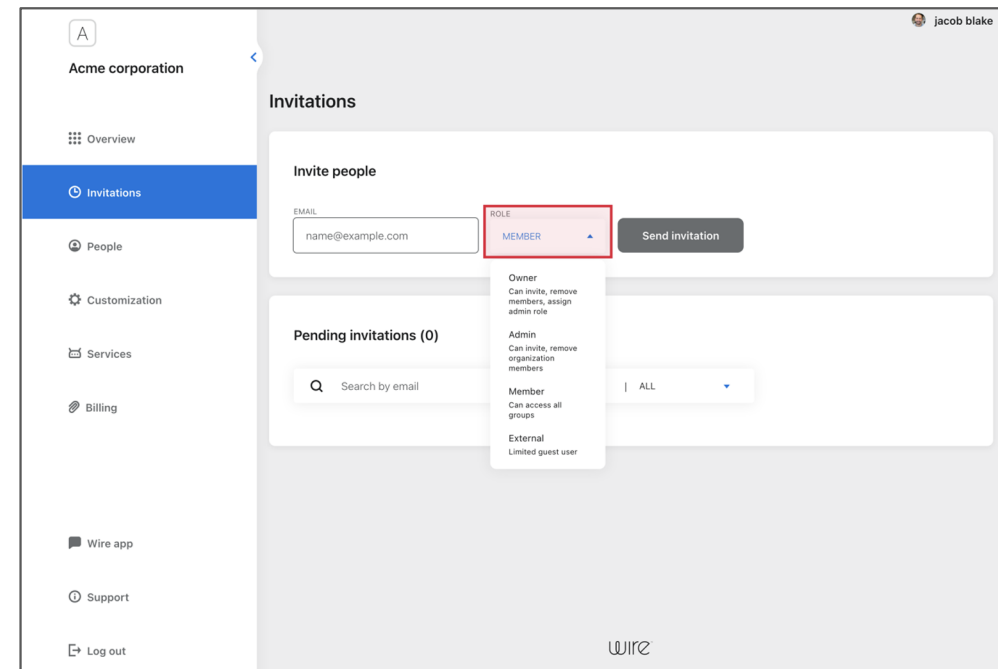
Invite your Team Members

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' login interface. At the top left is the 'WIRE' logo, and at the top right is a blue button labeled 'Open Wire'. The main heading is 'Team Management' followed by 'Log in'. Below this, there are two input fields: 'Email or username *' with the placeholder 'name@example.com' and 'Password *' with the placeholder 'Password' and an eye icon. A red rectangle highlights these two fields. Below the inputs is a grey 'Log In' button. Underneath the button is a link 'FORGOT YOUR PASSWORD?'. A horizontal line with 'OR' in the center separates the login section from the registration section. The registration section has the text 'Ready for secure team collaboration?' and a white 'Create a team' button. At the bottom left is 'WIRE.COM' and at the bottom right are links for 'HELP CENTER', 'DOWNLOAD', 'LEGAL', and '© Wire Swiss GmbH'.

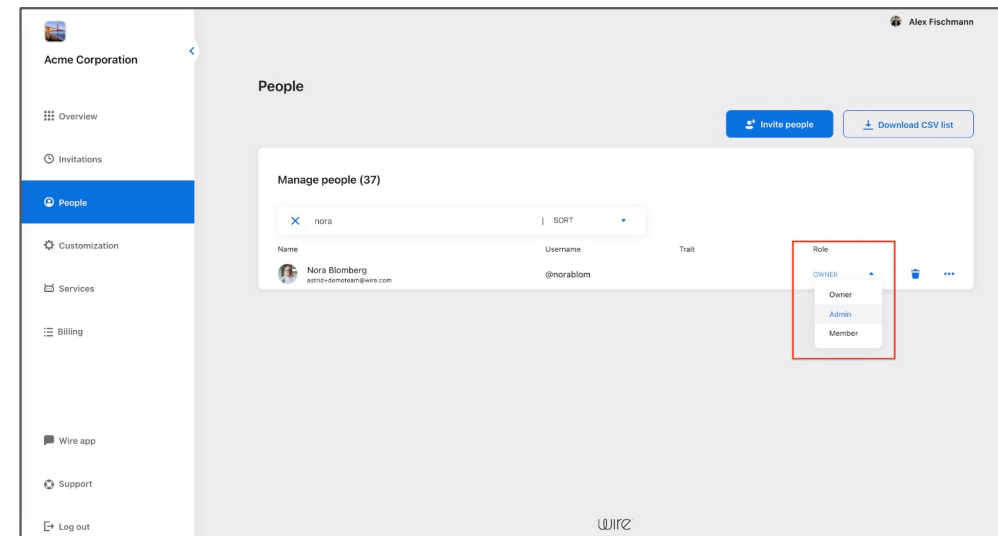
People

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.



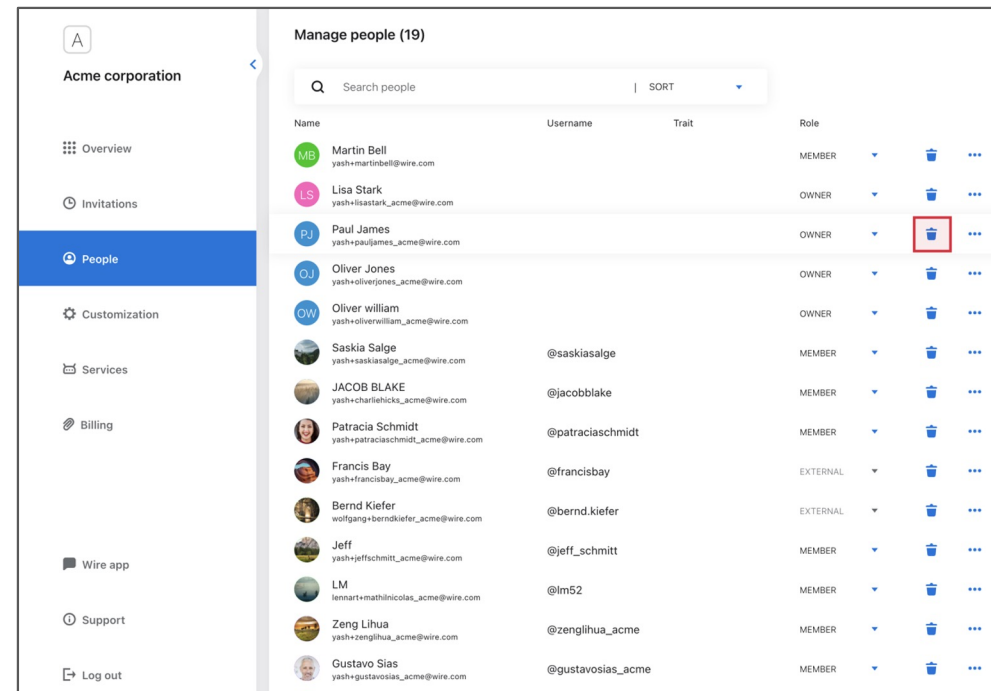
TEAM MANAGEMENT

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.




The screenshot displays the 'Manage people (19)' interface. On the left, a sidebar shows navigation options: Overview, Invitations, People (selected), Customization, Services, Billing, Wire app, Support, and Log out. The main area lists team members with the following columns: Name, Username, Trait, and Role. Each row includes a trash icon for removal. The trash icon for Paul James is highlighted with a red box.

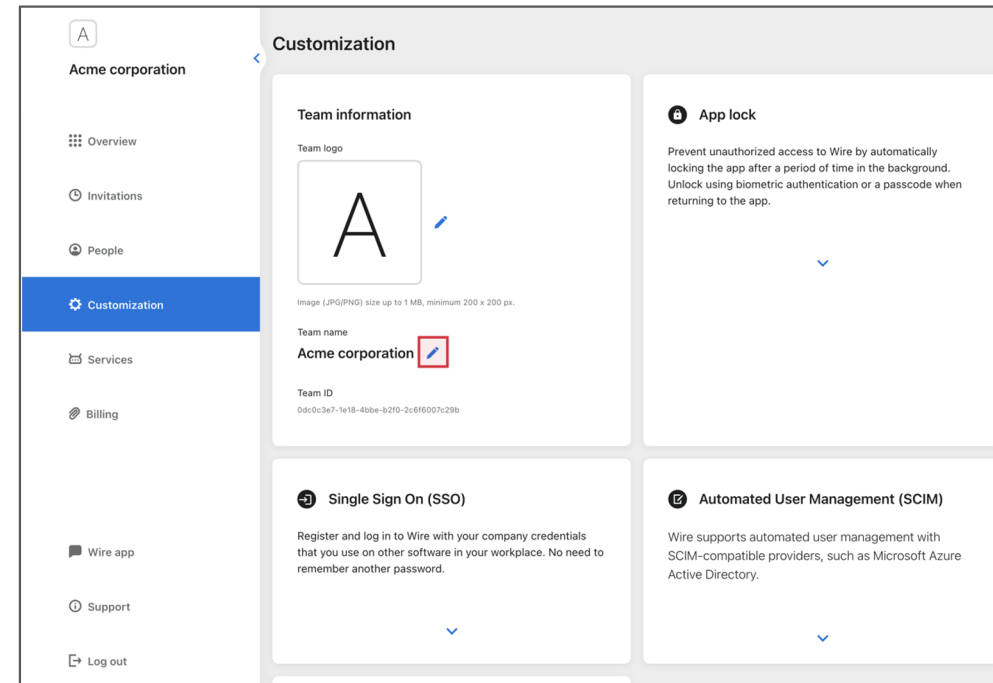
Name	Username	Trait	Role
Martin Bell yash+martinbell@wire.com			MEMBER
Lisa Stark yash+lisastark_acme@wire.com			OWNER
Paul James yash+pauljames_acme@wire.com			OWNER
Oliver Jones yash+oliverjones_acme@wire.com			OWNER
Oliver William yash+oliverwilliam_acme@wire.com			OWNER
Saskia Salge yash+saskiasalge_acme@wire.com	@saskiasalge		MEMBER
JACOB BLAKE yash+charliehicks_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 wolfgang+berndkiefer_acme@wire.com	@bernd.kiefer		EXTERNAL
Jeff yash+jeffschmitt_acme@wire.com	@jeff_schmitt		MEMBER
LM lemart+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**.

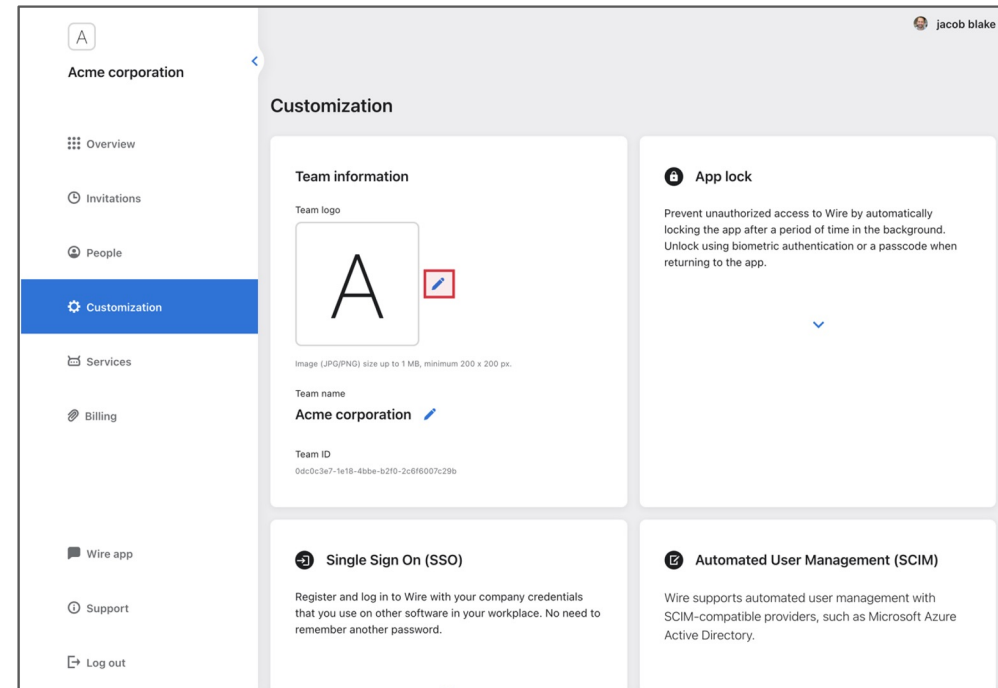


Customization

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.

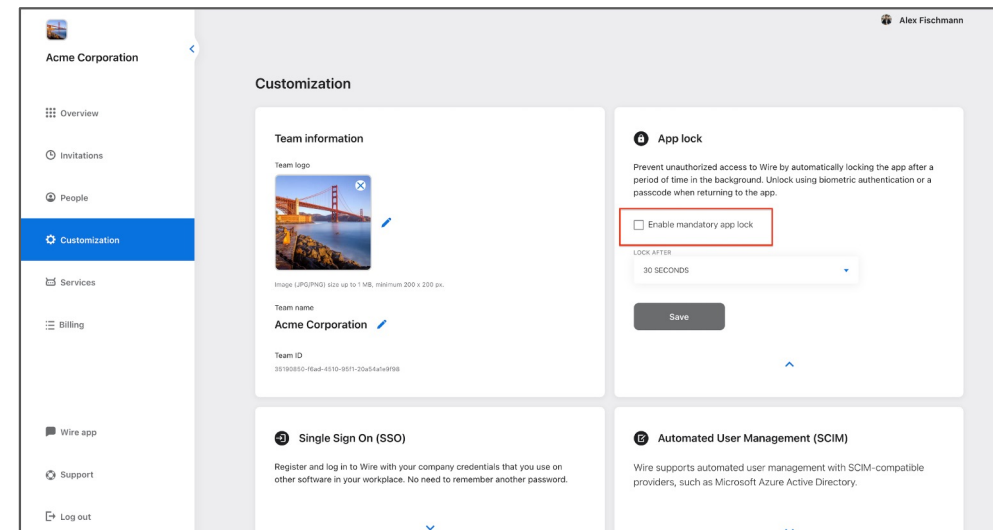


Customization

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.



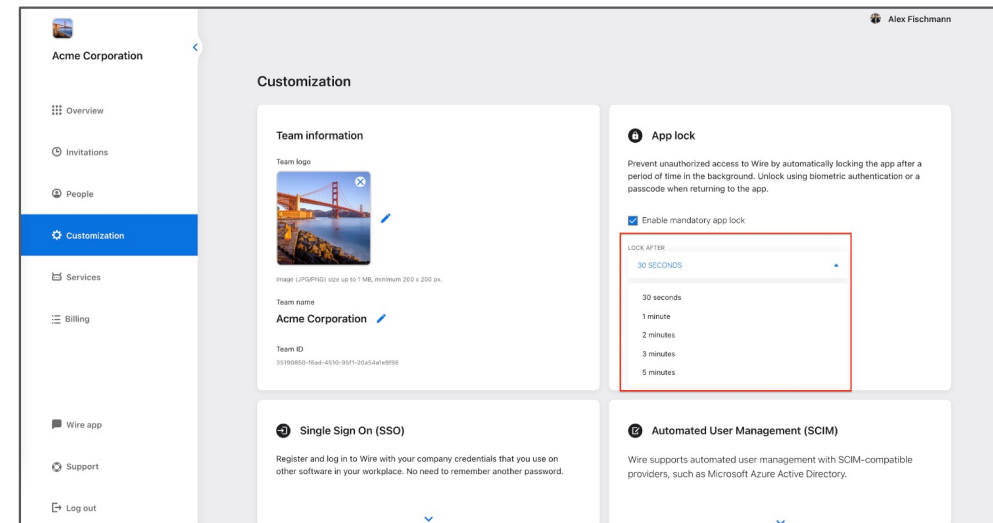
Customization

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.



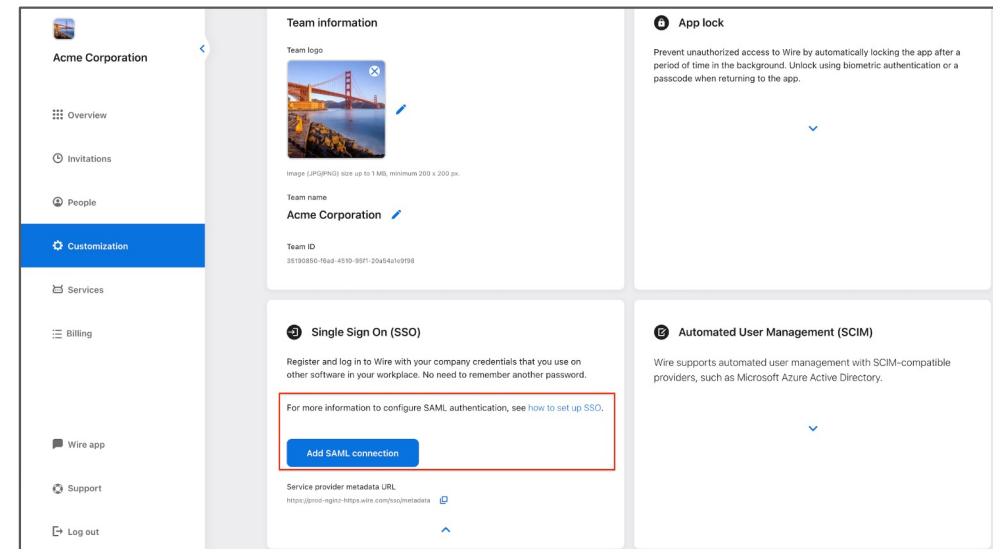
Customization

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.

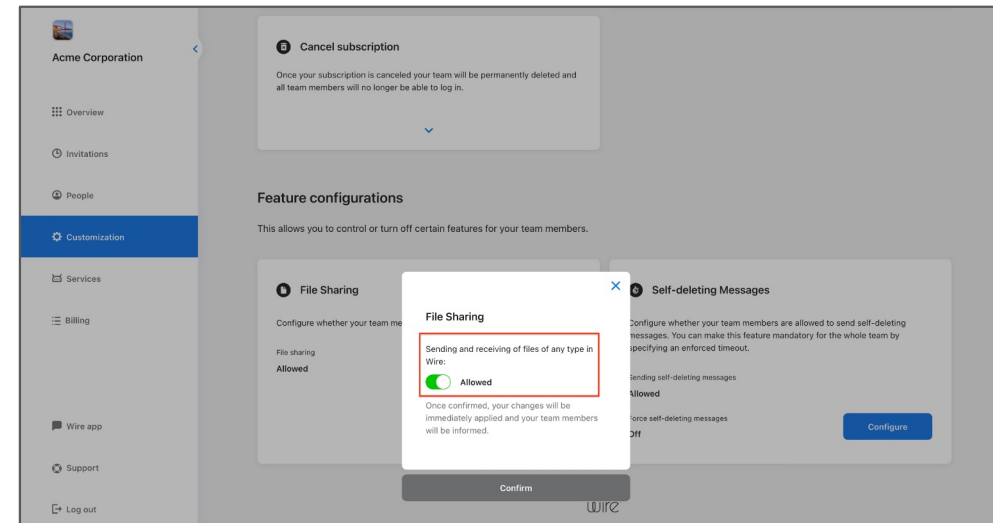
The screenshot displays the 'Customization' settings for 'Acme Corporation' in the Wire interface. The left sidebar contains navigation links: Overview, Invitations, People, Customization (selected), Services, Billing, Wire app, Support, and Log out. The main content area is divided into three sections: a header section for team information (Team name: Acme Corporation, Team ID: 35190810-read-4010-98f1-20a54a9d9f88), a 'Single Sign On (SSO)' section with instructions to register and log in with company credentials, and an 'Automated User Management (SCIM)' section. The SCIM section is highlighted with a red box and contains the following text: 'Wire supports automated user management with SCIM-compatible providers, such as Microsoft Azure Active Directory. To connect your provider you need provide Wire's SCIM URL and a secret token. See [how to set up user provisioning with SCIM](#) for details.' Below this text are fields for 'SCIM URL' (https://prod-ngen-https.wire.com/scim/v2) and 'SCIM token', with a blue 'Generate token' button. A note at the bottom of the SCIM section states: 'Please note that when you create a SCIM token this disables the functionality to create new users in the SSO login process. Users can still be created manually by sending an invitation however.'

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*.

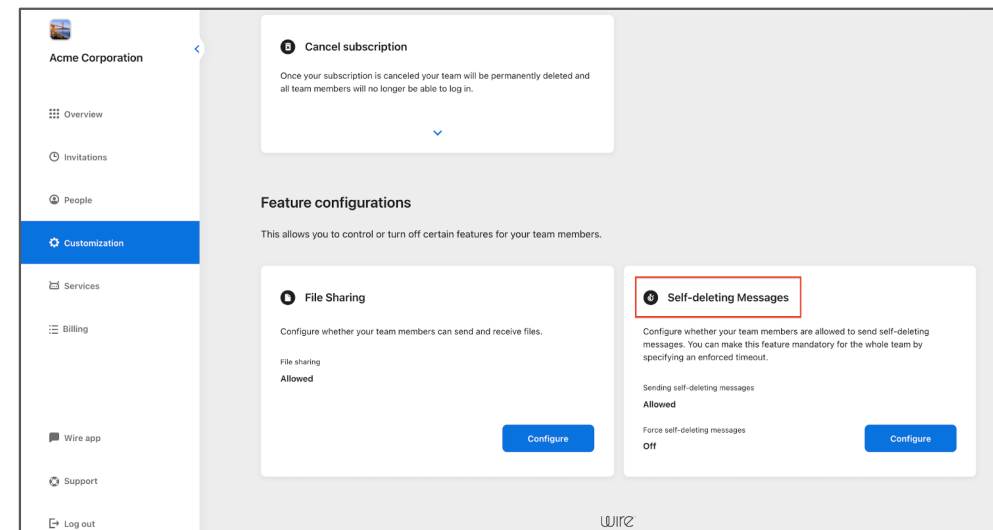


Customization

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.

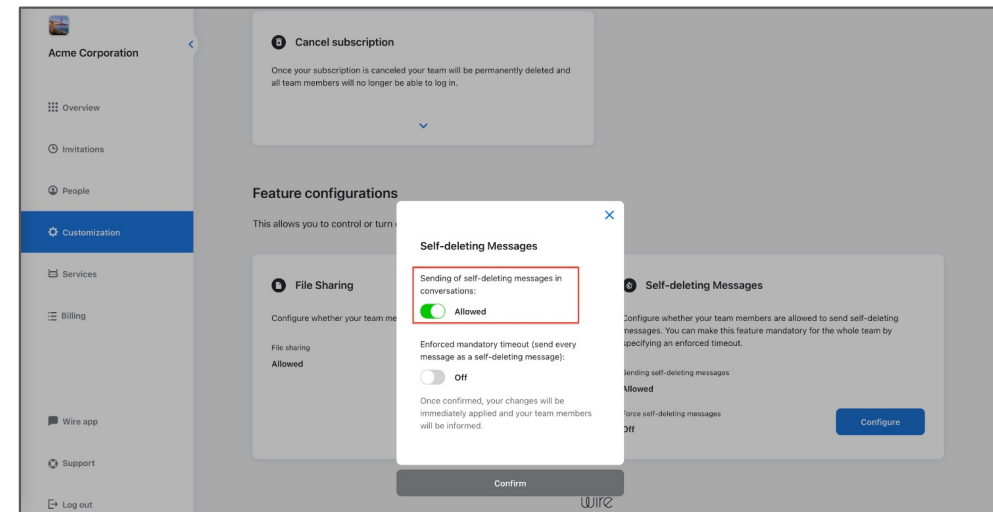


Customization

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*.

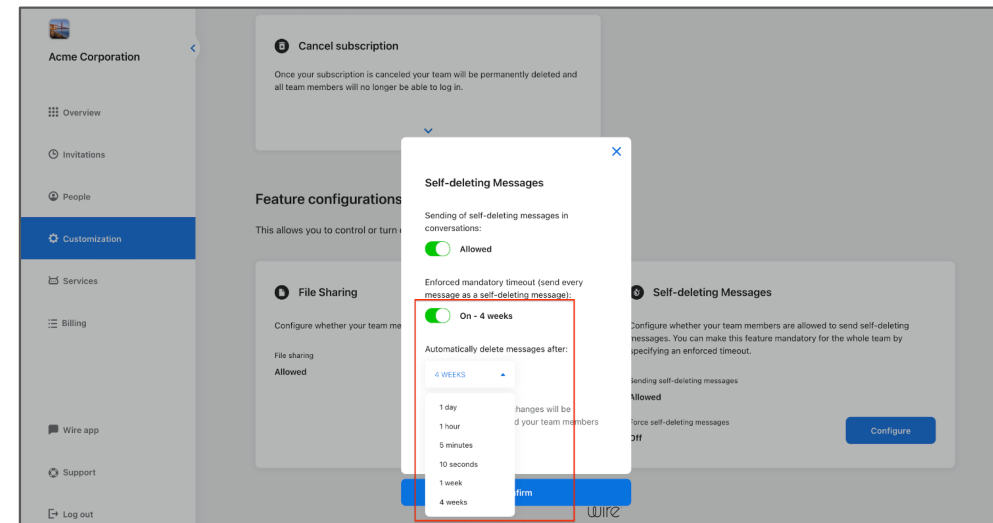


Customization

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*.

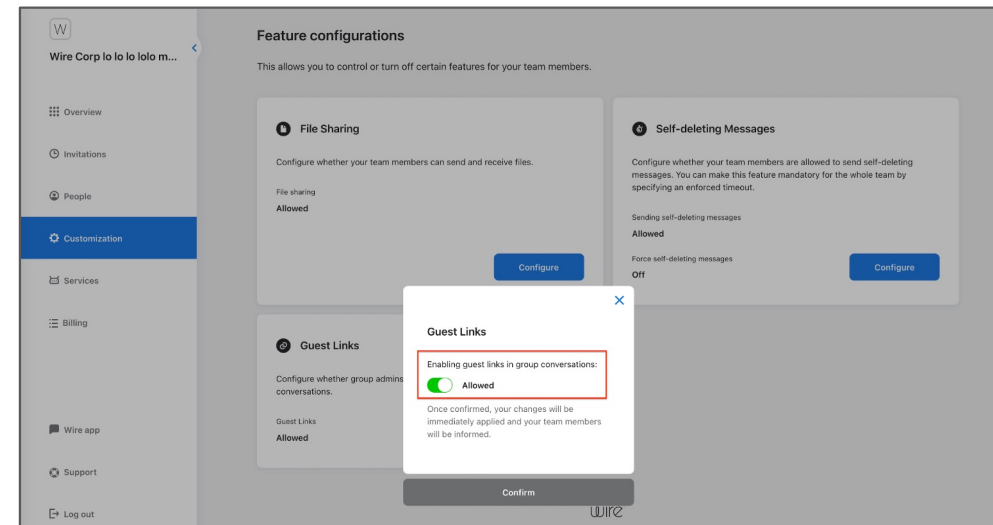


Customization

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

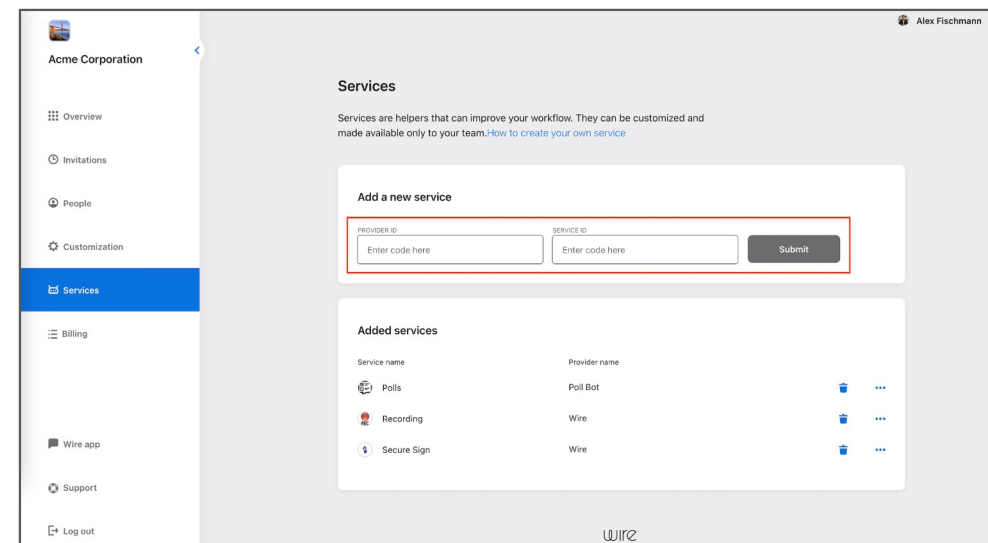
Add a service

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 the Wire application. On the left is a sidebar with navigation links: Overview, Invitations, People, Customization, Services, Billing (highlighted), Wire app, Support, and Log out. The main content area is titled 'Billing' and shows the following details:

- Plan details:** Enterprise plan, €60.00 per user per year, 32 users at €60.00 per user, totaling €1,920.00/year. Next payment due on 21.09.2022.
- Company information:** Company name (lala!a!), Billing address (Eva Cigic, Street Av., 11111 City, State), and an Edit link.
- Payment information:** Credit card (..... 4242), Expiration date (10 / 2022), and links for 'Have a voucher?' and 'Edit'.
- Invoices:** A table with 3 rows of invoice data.
- Customer support:** A message encouraging users to contact support if they need help.

Invoice ID	Date	Amount	Status	Action
B753771-0073	23.11.21	€49.68	Paid	Download
B753771-0072	11.11.21	€51.65	Paid	Download
B753771-0071	09.11.21	€51.96	Paid	Download

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.

