

SolarWinds Passportal Customer Facing FAQ

Q. What is SolarWinds Passportal?

SolarWinds® Passportal is a cloud-based, integrated, automated password protection solution designed for MSPs to store, manage, and retrieve customer credentials and privileged client documentation quickly and securely.

Q. Why do you need a password management solution?

Imagine another massive password breach takes the headlines. As an MSP, you are responsible for managing thousands of them for your clients. Can you strongly reassure your customers they are protected and that no former employee might have had access to their credentials?

An MSP needs to secure its customers against security breaches with strong password management hygiene and military-grade encryption. This means MSPs need a solution that can quickly enable users or employees with secure and rapid access to privileged information and is also able to manage data access rights for existing and departing employees.

Q. What is the difference between Passportal and Documentation Manager? Can you use them together or separately?

SolarWinds Passportal provides an efficient password management solution which can be used stand-alone, whereas Documentation Manager is a fully integrated IT documentation platform built to complement Passportal and help your technical team work smarter. Most new customers buy SolarWinds Passportal + Documentation Manager.

Q. What kind of access can you provide to your end users with SolarWinds Passportal?

SolarWinds Passportal Site is an add-on service to Passportal that enables MSPs to offer the same Passportal password management solution they use as a managed service to their end clients. It is a "sell-through" service for the MSP, meaning MSPs can sell password management as a separate service to their customers, driving incremental revenue for their business.

Additionally, SolarWinds Passportal Blink is an add-on service to Passportal, and provides MSP clients and their end users on Windows®, Active Directory®, Azure® AD, and Office 365® the ability to reset their own passwords through an application on their mobile device. Passportal Blink is a self-service tool that helps reduce service tickets submitted to the MSP.

Q. Can you buy licenses of both Passportal Site and Passportal Blink?

Yes, but you must have at least one Solarwinds Passportal license to offer Site and/or Blink to your customers.

Q. Is there a trial available?

Yes, a 30-day trial is available. All existing SolarWinds customers can get access to ALL Passportal features by default (including Site and Blink) for unlimited licenses during the duration of the trial. Contact your account manager to enable your Passportal trial.

Q. Where is your data stored if you use SolarWinds Passportal?

The Passportal service is maintained within Amazon Web Services®. For full data management and infrastructure details, please check [Passportal Security Statement](#).

Q. What kind of support do you get?

SolarWinds offers 24/7 chat support, as well as access to its Customer Success Center.

Q. Where is the SolarWinds Passportal documentation?

Passportal documentation can be found [here](#). Additionally, you can visit the [Customer Success Center](#) to view the [Passportal](#) help.

Q. If you buy Passportal, can you buy Site and Blink at a later time?

Certainly. If you already use Passportal, you can request a Site and Blink trial at any time, and buy as many user licenses as needed for Site. For Blink, a flat monthly payment lets you deliver self-service password resets for up to 10K users.

Q. How much do SolarWinds Passportal, Documentation Manager, Site, and Blink cost?

Passportal is sold on a license basis. You must have at least one license to be able to add Documentation Manager, Site, and Blink. Site is sold on a per user basis, while Blink is sold in user packages. For full pricing information, please contact your account manager.