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Webinar: Threema Work's New User Management

Q&A

When will the new user management be available?

The update of the management cockpit including the new user management was released on April 16, 2024.

Is it possible to give partners read-only access to the management cockpit?

Yes. As a subscription's administrator, you can add additional administrators and define the scope of their access privileges. In the management cockpit, navigate to "Settings > Administrators," click "Create new administrator login," and select the type "Restricted." After the login has been created, you can set this administrator's access rights under "Access privileges."

Are there plans to add Miradore as an MDM system?

The Threema Work app can be distributed with every MDM system that supports the standards "Android Enterprise" (Android) and "Managed App Configuration" (iOS). Many providers who support these standards are members of the AppConfig Community.

Given that I want to delete five users, but only two of them should be allowed to continue using their ID: I can only let all of them keep their IDs or none of them, right?

Currently, it's only possible to perform the same action for all selected users. This means that you would need to perform the tasks "Delete ID" and "Keep ID" separately with the respective users.

Given that a user creates a new Threema ID even though they already had one. The old ID should now be deleted. Is it possible to automatically replace the old ID with the new one (e.g., in groups, distribution lists, etc.)?

Yes, you can replace IDs via the Threema Broadcast API:
https://broadcast.threema.ch/en/api-doc#tag/Identity/operation/replaceRecipient

How does the new user management affect MDM systems?

The update only affected the user management in Threema Work's management cockpit. The configuration in your MDM system remains unchanged.

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Will deleted users be removed from all groups they were members of?

No, they won't be removed from groups automatically. You also have to remove the deleted users from groups and distribution lists in Threema Broadcast.

Given that users have created more than one ID, can I contact them in the user management to inform them that their old ID will be deleted, for example?

You can only contact your users via Threema Broadcast by adding their new IDs to a group or distribution list and use these channels to distribute the information. Alternatively, you can contact them using their new ID in the Threema Work app.

Is it possible to retrace or record adjustments made by administrators?

No, the history of changes made in the management cockpit by administrators are not recorded.

Do existing users have to be added again if an MDM system is being introduced at a later date, or is it possible to link existing users with the MDM user?

To migrate an existing user to an MDM system, you have to change the credentials. Credentials of users set up as a single license have to be deleted. Then, you can activate/license the Threema Work app of your users again via your MDM system using the license for an MDM system. Please note that the Threema Work app should not be deleted when changing the license.