

# First Steps for Administrators

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# 1. User Management

The first step in setting up your Threema Work environment is to add your users.

## Users

If unmanaged devices are used in your company, you can add users individually. You also have the option to use the **“Batch input”** <sup>1</sup> feature or import a **CSV file** if you want to add multiple users simultaneously.

When adding a user, it’s recommended to enter their full name. This ensures that the user is correctly displayed in the contact list of all other users from the outset.

Username and password are required to activate the app for the first time. You can choose any username you want, for example, the user’s email address. The username is not visible for other users.

The employee number is used for user identification and for integration into a user directory (e.g., Active Directory).

Tags (previously “Category”) are used to further identify the users and can be looked up in the company directory. Here, you can add the position, department, and/or location of an employee, for example.

The screenshot shows the 'Add' user form in Threema Work. The form is titled 'Add' and has three main sections: 'User', 'License for MDM system', and 'Contact'. The 'User' section is highlighted with a blue border and contains a '1' in a blue circle. Below the 'User' section, there are two buttons: 'Batch input' and 'Import CSV file'. The 'Batch input' button is highlighted with a blue border. Below the buttons, there is a text input field for 'First name' and a text input field for 'Last name'. Below these, there are two text input fields: 'Username' and 'Employee number'. Below these, there is a text input field for 'Tags'. Below the 'Tags' field, there is a text input field for 'Password' with a 'G' icon and an 'eye' icon. Below the 'Password' field, there is a button '+ Add another user'. Below the '+ Add another user' button, there are two sections: 'Save password as' with radio buttons for 'Plain text' (selected) and 'Hash', and 'Prevent ID changes' with radio buttons for 'No' (selected) and 'Yes'. At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

## License for MDM System

If managed devices are used in your company, you need to add a license for an MDM system. Specify the number of licenses for the managed devices on which Threema Work will be used in the future.

These licenses require the app to be configured via your external MDM system.

## Contact

Use this button to manually add external contacts. These contacts will then appear in the contact lists of your users but won't have access to the contact list of the subscription.

When adding your users, you have the option to choose whether the respective passwords are stored in **plain text or as a hash** 2.

If you enable the **“Prevent ID changes,”** 3 the credentials cannot be used with any other Threema ID than the one they are already in use with (unless the original ID is revoked or detached from the subscription).

Once you have added all users, you are ready for the app configuration.

essional (Planet Express)

### Add

User License for MDM system Contact

Batch input Import CSV file

You can add up to 333 users

First name Last name

Username Employee number

Tags

Password

+ Add another user

Save password as  Plain text  Hash 2

Prevent ID changes  No  Yes 3

Cancel Save

# 2. App Configuration

With many different configuration settings available in the management cockpit, you can tailor the app to your specific use case. For example, you can enforce or prevent backups.

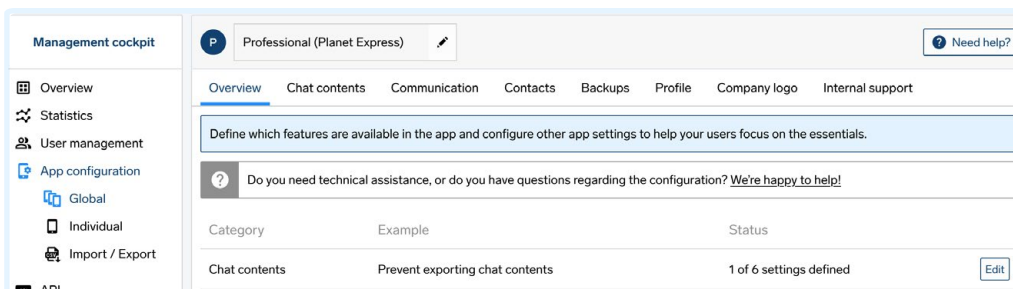
**Please Note**  
If you are using a “License for MDM system,” the configuration for these users has to be done in the MDM system, not in the management cockpit.

[This document](#) gives you an overview of the available configuration settings.

Take your time and carefully review the various configuration settings. It’s recommended to decide before the rollout how the app should be configured and to adjust the corresponding settings.

A properly configured app will help you save a lot of time in the future. In addition, this allows users to use the app straight away.

The menu item “App configuration” distinguishes between **global values** and **individual values**. Global values apply to all users of a subscription, whereas individual values only apply to individual users. Individual values override the global values. This allows you to configure the app more restrictively for certain users, for example.



### Best Practice

Configure the following settings for each user in the “Individual” menu item:

- **th\_csi\***

Here, you can insert an employee number, for example. This value is used to uniquely identify the user and may be necessary for integration into an Active Directory.

- **th\_category\***

The categories/tags you insert here can be looked up in the company directory (see [p. 5](#)). Examples would be the department or location of an employee. You can insert several tags and separate them with a delimiter.

- **th\_nickname**

The nickname is displayed in push notifications. If you set a nickname, it overrides any nickname set by the user.

- **th\_firstname\***

Enter the user’s first name here. Together with the last name (see `th_lastname`), this ensures a clean contact list.

- **th\_lastname\***

Enter the user’s last name here.

\* These details may have been provided when adding the user, which is why they may already be filled in.

If you want to edit multiple users at the same time, you can use the “Import/Export” function in the app configuration. Simply export and edit a CSV file, and when you import it again, all configuration settings will be adjusted accordingly.

# 3. Contact List

In the user management, you can specify which users are visible in the contact list.

If **“In contact list”** <sup>4</sup> is ticked, this user’s Threema ID is automatically added to the contact list of all users of this subscription. You can adjust this setting by clicking on the three dots on the right side and then selecting **“Edit.”**

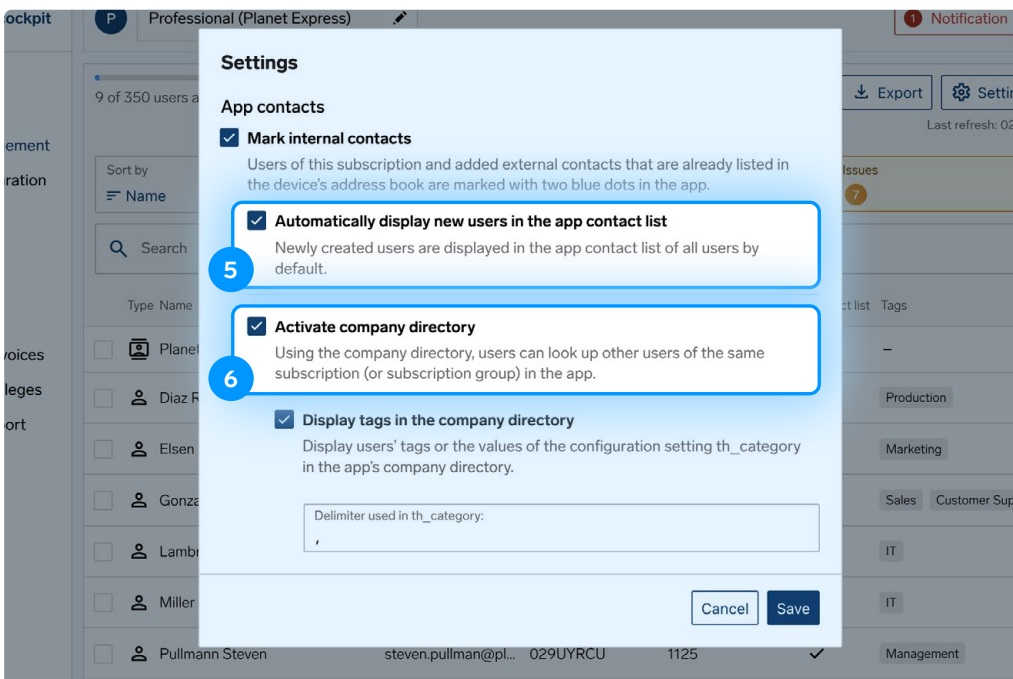
The screenshot shows the 'User management' section of the Threema Work interface. At the top, there are navigation tabs for Subscriptions, Quotations/invoices (with a red notification badge), Apps, and Settings. Below this is a 'Management cockpit' for the 'Professional (Planet Express)' subscription, which includes a 'Notification' badge and a 'Need help?' button. The main area displays '9 of 350 users active' and provides options to Add, Export, Settings, and Refresh. A search bar and a 'Filter by Show all' dropdown are also present. The user list table has columns for Type, Name, Username, Threema ID, Employee no., In contact list, Tags, and Status. A blue circle with the number '4' highlights the 'In contact list' column, which contains checkboxes for each user. The 'In contact list' column is currently checked for all users shown.

Type	Name	Username	Threema ID	Employee no.	In contact list	Tags	Status
<input type="checkbox"/>	Planet Express		*TBCDWFK		<input checked="" type="checkbox"/>		
<input type="checkbox"/>	Diaz Roberto	roberto.diaz@plan...	0TJ46RTD	8877	<input checked="" type="checkbox"/>	Production	
<input type="checkbox"/>	Elsen Chase	chase.elsen@plane...	0BMCV62K	5842	<input type="checkbox"/>	Marketing	
<input type="checkbox"/>	Gonzales Corena	corena.gonzales@...	OPRYABTH	1236	<input checked="" type="checkbox"/>	Sales Customer Support	
<input type="checkbox"/>	Lambros Ronni	ronni.lambros@pla...	0BM4K389	3354	<input checked="" type="checkbox"/>	IT	
<input type="checkbox"/>	Miller Luka	luka.miller@planet...	0N45ADPK	2863	<input checked="" type="checkbox"/>	IT	
<input type="checkbox"/>	Pullmann Steven	steven.pullman@pl...	029UYRCU	1125	<input checked="" type="checkbox"/>	Management	

If you want this setting to be the same for all users, open the user management settings and activate the option **“Automatically display new users in the app contact list.”** **5** This setting is useful in many cases, but can lead to a long contact list if you have a large number of users. In this case, it’s advisable to deactivate this setting and activate the **company directory** **6** instead. This allows users to search for important contacts by name or category/tag and add them manually to their contact list.

### Please Note

Once a contact is visible in the contact list, it will not be removed from the contact list when deactivated. If the option “Automatically display new users in the app contact list” is deactivated at a later point, existing contacts will remain visible in the contact list. The adjustment will only be applied to devices that are added later.



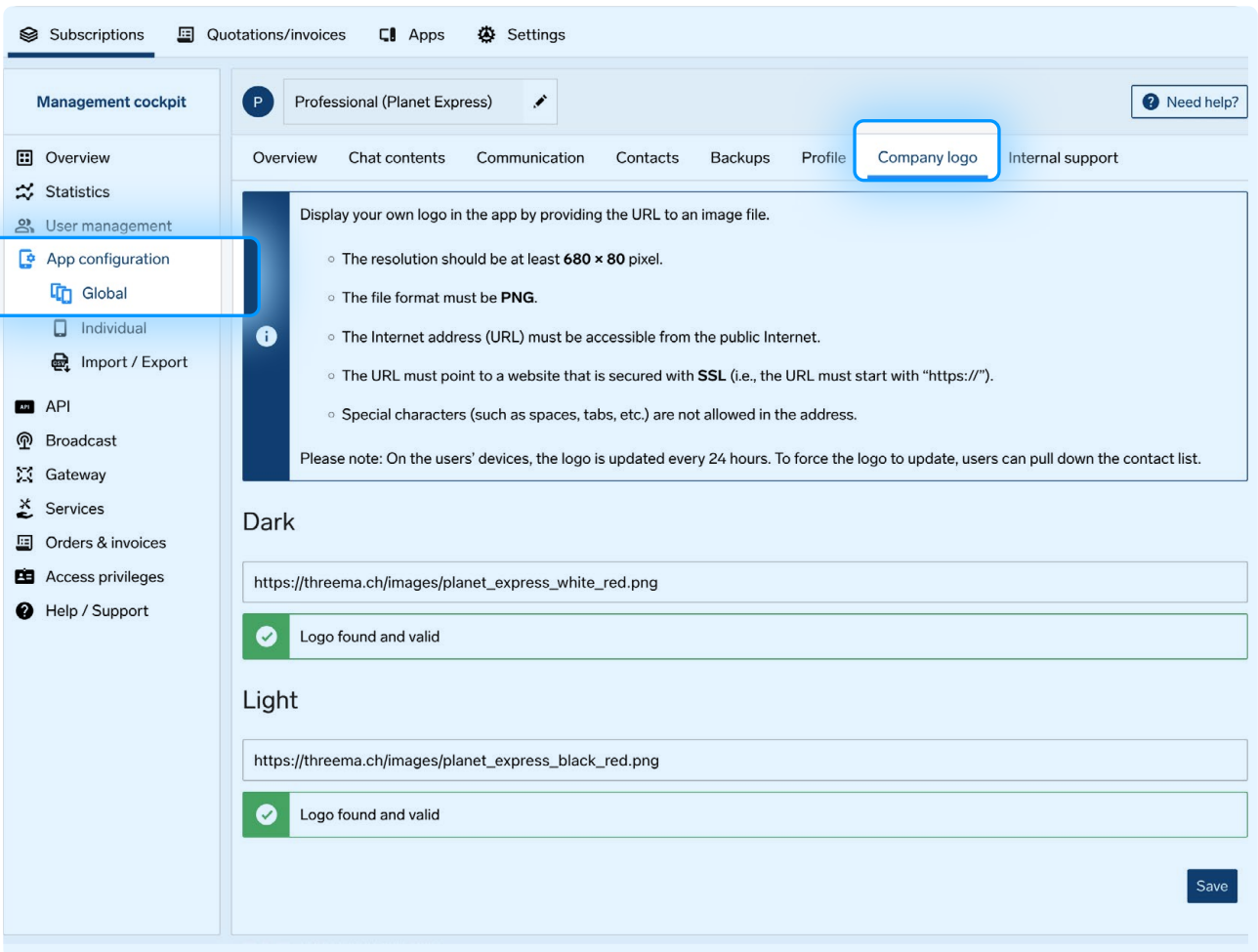
## Company Directory

If “Activate company directory” is checked, contacts that are not visible in the contact list can still be found in the company directory. It is also possible to search for tags/categories, which can be added in the app configuration (th\_category) or in the contact details in the user management.



# 4. Customization

In “App configuration > Global > Company logo,” you can add your own logo. This logo will be displayed in the Threema Work app, personalizing the app for your users.



# 5. Rollout

Once you have completed the previous steps, you are ready for the rollout.

If you're using an external MDM system, this system will be used for the rollout.

Otherwise, you can use the activation link, which you can find in the user management. Instruct your employees to download the Threema Work app, and then send each user their personal **activation link**. As soon a user clicks on their activation link, they will automatically be logged in.

### Best Practice

- Check which users have not yet activated the app. In the user management, these users will be marked **orange**. You can filter them by opening "Issues." Send them a reminder with the activation link if they haven't activated the app after a week, for example.
- Regularly check whether enough licenses are available to avoid under-licensing. If too many licenses are in use, the corresponding users will be marked in **red** and shown in the "Issues."

The screenshot shows the Threema Work user management interface. On the left is a navigation sidebar with options: API, Broadcast, Gateway, Services, Orders & invoices, Access privileges, and Help / Support. The main area displays a user list for 'planet\_express\_mdm\_license\_1' with '0 of 100 users active'. The list has columns for Type, Name, Username, Threema ID, Employee no., In contact list, Tags, and Status. A search bar and filter options are at the top. A context menu is open over the 'Kramer Kim' user, showing options: Detail, Copy activation link (highlighted with a blue box), Configure app, Edit, and Delete. Other users in the list include Diaz Roberto (Production tag, red status), Elsen Chase (Marketing tag), Gonzales Corena (Sales, Cust tags), Lambros Ronni (IT tag), and Miller Luka (IT tag).

Type	Name	Username	Threema ID	Employee no.	In contact list	Tags	Status
Planet Express			*TBCDWFK		✓	-	
Person	Diaz Roberto	roberto.diaz@plane...	0TJ46RTD	8877	-	Production	Issues
Person	Elsen Chase	chase.elsen@plane...	0BMCV62K	5842	-	Marketing	
Person	Gonzales Corena	corena.gonzales@...	0PRYABTH	1236	✓	Sales, Cust	
Person	Kramer Kim	kim.kramer@plane...			-		
Person	Lambros Ronni	ronni.lambros@pla...	0BM4K389	3354	✓	IT	
Person	Miller Luka	luka.miller@planet...	0N45ADPK	2863	✓	IT	

# 6. Documents and Guides

Share the following documents with your users to help them get started with Threema Work.

[First Steps for End Users iOS](#)

[First Steps for End Users Android](#)

[Backups on iOS](#)

[Backups on Android](#)

[Flyer About Group Calls](#)