

Best Practices in Threema Work

1. Contact List Settings

In “App configuration > Individual,” you can add the first and last name ([th_firstname], [th_lastname]) of your employees and restrict communication to internal contacts only. In “App contact list,” you can label internal contacts, make contacts available, and add external contacts.

You can also send the following step-by-step instructions of the available backup options to your users (e.g., via a distribution list in Threema Broadcast):

- [Backups on Android](#)
- [Backups on iOS](#)

2. Company Directory: Look Up Employees and Categories

If you don't want to share all contacts in the app contact list but still make sure all employees can be looked up, activate the company directory in “App contact list > Settings.” In the company directory, you can query employees using their names or categories (team, department, region). The values for the category can be added in the setting [th_category] in “App configuration > Individual > Profile.”

4. Check Usage Rate

In the “Users” section, you can check the date your users have last used the Threema Work app in the column “Last active.” The table can also be exported as a CSV file by clicking on “Export.” To make sure that Threema Work is used in your company, and to increase the usage rate, we recommend to have a look at the best practices of Threema Broadcast.

3. Avoid Data Loss

To protect your data against unauthorized access, it is not stored on a central server but on your mobile device. However, if the mobile device gets lost and no backup was created, the data will also be lost. In “App configuration > Backups,” you can enforce the use of Threema Safe as backup option.

5. Inactive Credentials

Regularly check in “Credentials > Usage count” whether your employees have already activated the Threema Work app using their credentials. If the column shows “0/1” next to an employee's name, please resend them the activation link, and ask them to activate the app.