

# WHAT IS VAULT?

Vault, host-proof hosting or client-side decryption, means that the IT Glue system never sees passwords in their unencrypted form. All passwords within Vault are encrypted and decrypted locally on the end-user device, and can only be decrypted with the user-specific passphrase.

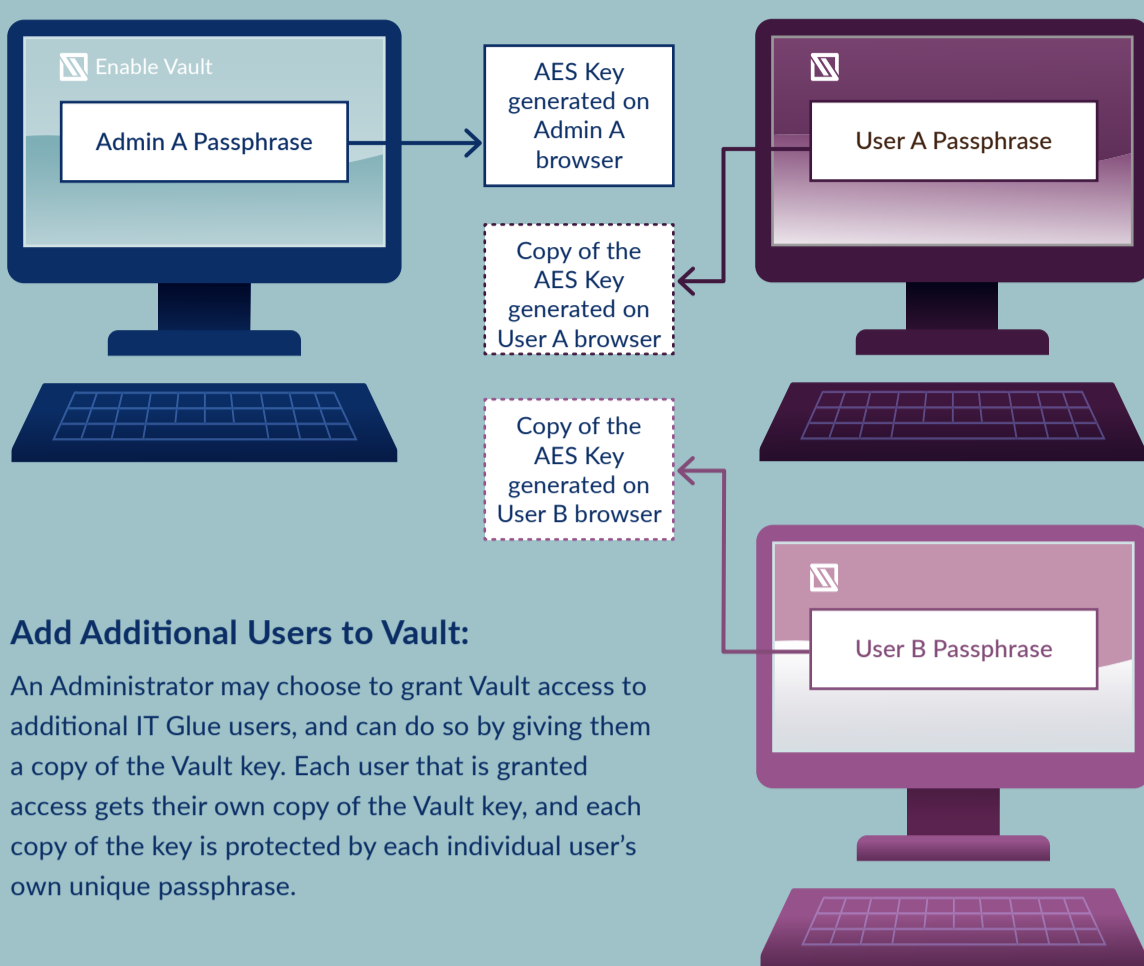
## Why Vault?

Vault is designed to add an additional security layer to your most sensitive passwords, giving your organization added assurance that highly sensitive passwords won't get into the wrong hands

## How it Works

### Set up Vault:

A unique key is generated when Vault is enabled by your employee with the Administrator role in IT Glue ("Administrator"), and this key is used to decrypt the encrypted passwords that are stored inside the Vault. This unique key is only generated on the Administrator's end-point browser and is never sent to IT Glue systems.



### Add Additional Users to Vault:

An Administrator may choose to grant Vault access to additional IT Glue users, and can do so by giving them a copy of the Vault key. Each user that is granted access gets their own copy of the Vault key, and each copy of the key is protected by each individual user's own unique passphrase.

## Why did we design Vault to have individual passphrases?

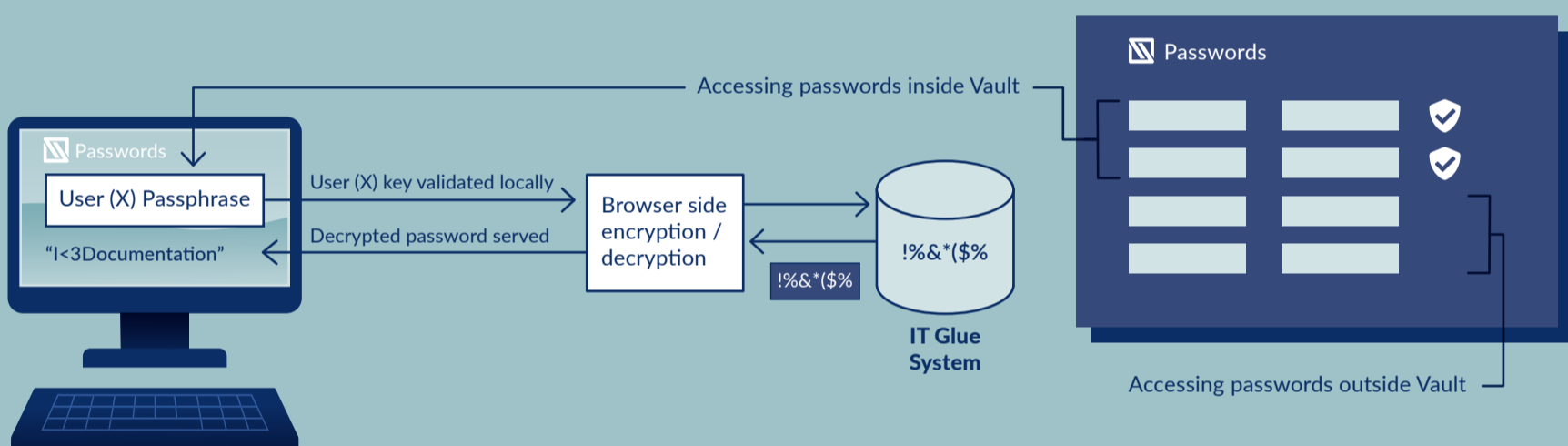
Vault gives each user total control with a user-based passphrase, and not an organization-based passphrase that every employee shares. The problem with an organizational passphrase is that it's a security risk every time somebody leaves the organization. With an individual passphrase, you simply delete the user to end their access. With an organizational passphrase you have to change the passphrase and communicate it to the entire organization – creating a needless vulnerability.

Individual Passphrase	Organizational Passphrase
✓ Passphrase is not shared with anybody else	× Shared with others in the organization
✓ Easily delete the user if an employee leaves	× Must change the organizational passphrase when an employee leaves

## Accessing Passwords

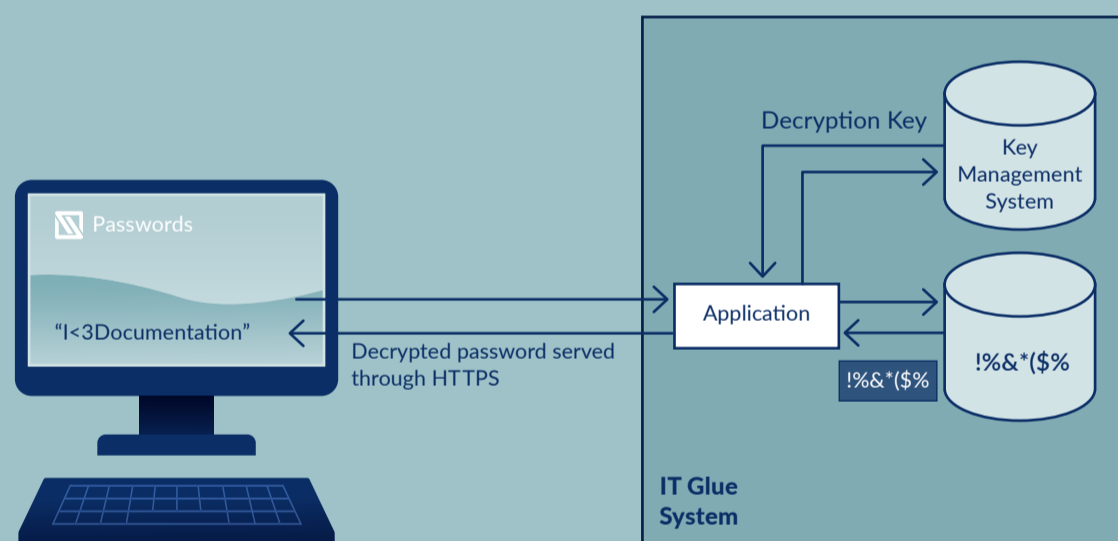
### Accessing passwords inside Vault:

To access a password stored inside the Vault, the user will enter his/her individual passphrase, which is then validated locally on the browser. Validation triggers the IT Glue system to send the encrypted password to the user's browser which then gets decrypted by the user's passphrase and the decrypted password is served.



### Accessing passwords stored outside of Vault:

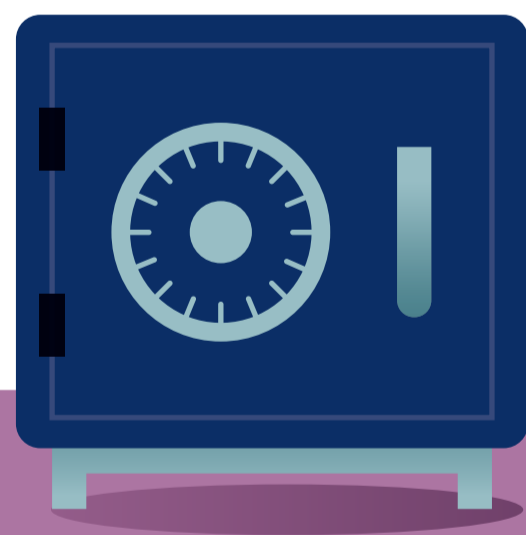
To access a password stored outside of the Vault, the decryption key that is stored in the isolated key management system and the encrypted password that is stored in the database are both sent to the IT Glue application to be processed. Then, it is sent to the user browser securely through HTTPS.



## Vault = Encryption Control Security Permissions = Access Control

Vault is a host-proof hosting feature and it gives you total control over your encryption and decryption process as the individual Vault passphrase is never sent to the IT Glue system.

Vault is not intended to be used for protecting passwords from other IT Glue users. Permissions for accessing passwords are managed as security permissions in IT Glue.



## Industry Standard for Documentation

Over 8,500 MSPs entrust IT Glue as the industry standard for documentation. We truly understand that your client information is the most valuable asset you have.

That's why IT Glue places a focus on making sure the data you store in IT Glue is the most secure, and, with the addition of Vault, you can benefit from an added level to the ironclad security we already provide to our partners.



If you're looking for a documentation solution and genuinely care about security then you need to see what IT Glue will do for you. We're the most mature solution out there, and nobody even comes close on security. So take a look at our latest demo video where we talk about features and security and show you why over 150,000 IT professionals have fallen in love with IT Glue.

Visit [itglue.com/demo](https://itglue.com/demo)

Vault is available for IT Glue, MyGlue, Chrome Extension, and Mobile App.