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Generated on 22/10/2026 05:13

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Giving a developer access to your site without handing over your password

Support & Account

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1349	v2026.10.21	Mozambique · English

MozOut Mozambique
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Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/1349

Giving a developer access to your site without handing over your password

Support & Account Created on **October 10, 2026** Updated on **October 21, 2026** 3 min read



You do not need to give the password of your account to whoever builds your site. There are **smaller accesses** that are enough for the job, that you can switch off when they finish, and that keep your invoices, your domains and the rest of the account out of reach. The rule is to give **the minimum needed, to each person, for a while**.

What to give, by kind of job

The job is…	Give them…	Do not give…
Editing pages and posts in WordPress	A WordPress user, with the Editor role if that is enough, or Administrator if they will install plugins and themes	The My MozOut or cPanel password
Uploading files to the site	Their own FTP (or SFTP) account, limited to one folder. See **FTP accounts and connecting with FileZilla** and **SFTP instead of FTP**.	Access to the whole cPanel
Working with code and versions	A Git repository connected to cPanel. See **publishing your site from a repository**.	Access to the account to do it
Touching e-mail, databases, DNS or backups	Only when it is really needed, and for a short while: either give the cPanel access, or you do the step they tell you	Permanent access
Handling invoices or domains for you	A My MozOut sub-account with only the permissions you choose. See **how to manage sub-accounts**.	Your personal login

Before, during and after

1. **Before: take a copy.** Even from someone you trust. A copy of the files and the database, kept away from the site's hosting, undoes any mistake. See **making and keeping your own backup**.

2 **Before: say what they may and may not touch.** In writing, on the ticket or in a message. “The new site in the test folder, not the one that is live” saves headaches.

3 **Before: preferably on a test site.** Handing over access is safer with a copy to experiment on, which is later moved live. See **a test site before touching what is live**.

4 **During: named accesses.** One user per person, in their name, never a password shared among several. That way you know who did what, and you can remove one without affecting the others.

5 **After: remove everything.** Delete the WordPress user, the FTP account and the sub-account, and change any password they got to see. Ask for a list of what was installed or changed.

! **Be wary of “give me the password and I will sort everything”.**
Whoever asks for the login of the account (and not only the site) can pay, delete, transfer and cancel. If a provider insists, ask which part of the work needs it: there is almost always a smaller access that will do.

Do not send passwords by e-mail or in an ordinary message.
Use a password manager that can share an item, or agree one password by phone and send the other in writing. Our team will never ask you for yours; when we need to diagnose, we go in from the server side. See **how far our support goes**.

NEED A HAND?

Want help deciding which access to give? Tell us what work is going to be done.

Open a support ticket →

SEE ALSO

- How to manage sub-accounts →
- FTP accounts and connecting with FileZilla →
- Git in cPanel: publishing your site from a repository →
- Making and keeping your own backup, and testing that it works →

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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