Create a Temporary Login for Our Support Team

Miscellaneous · https://mhthemes.com/support/knb/create-a-temporary-login-for-our-support-team/

Our dedicated support team is always ready to assist you. While diagnosing issues remotely via email is often helpful, some problems may require direct access to your website's dashboard. Granting us temporary access allows for faster and more accurate troubleshooting while keeping your data secure. You can revoke access at any time.

Below are the two recommended methods for securely granting temporary access:

Option 1: Quickly Grant Temporary Access with a Plugin

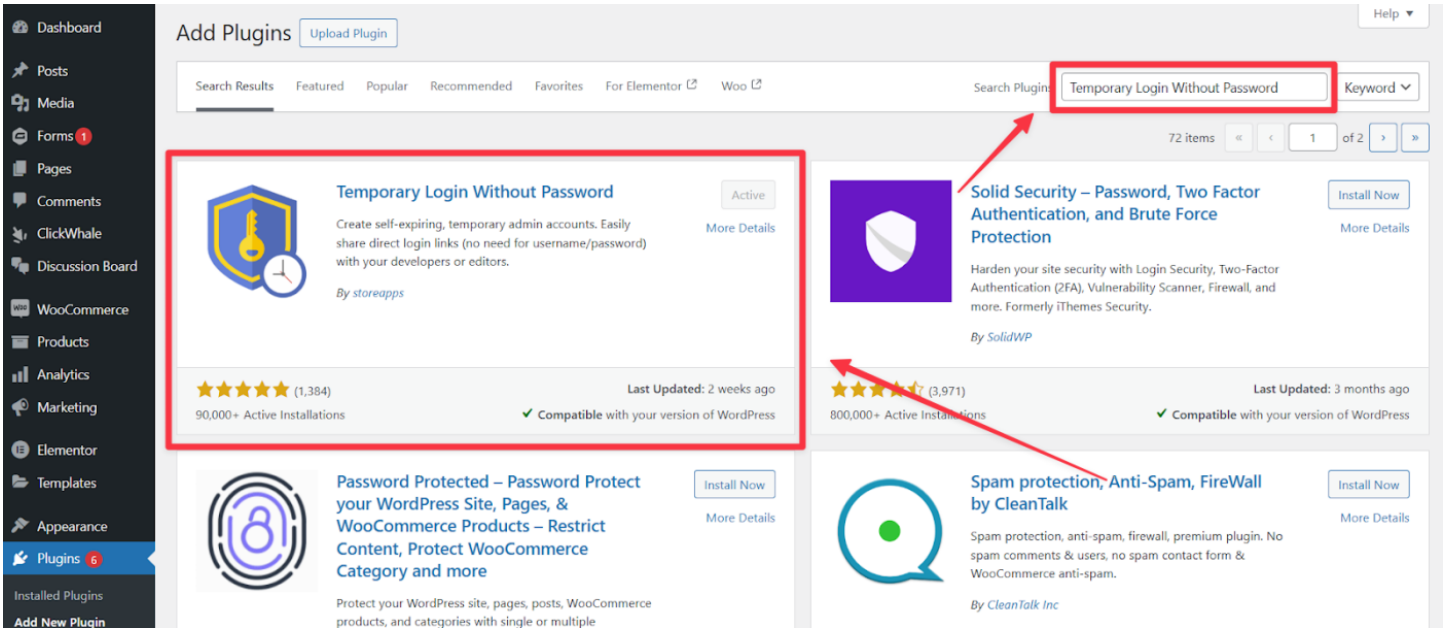
You can grant our support team temporary access using the **Temporary Login Without Password** plugin.

This plugin allows you to create time-limited, password-free logins for users without creating permanent accounts perfect for developers, support teams, or collaborators. You can set expiration dates, assign specific user roles, and revoke access anytime to maintain security.

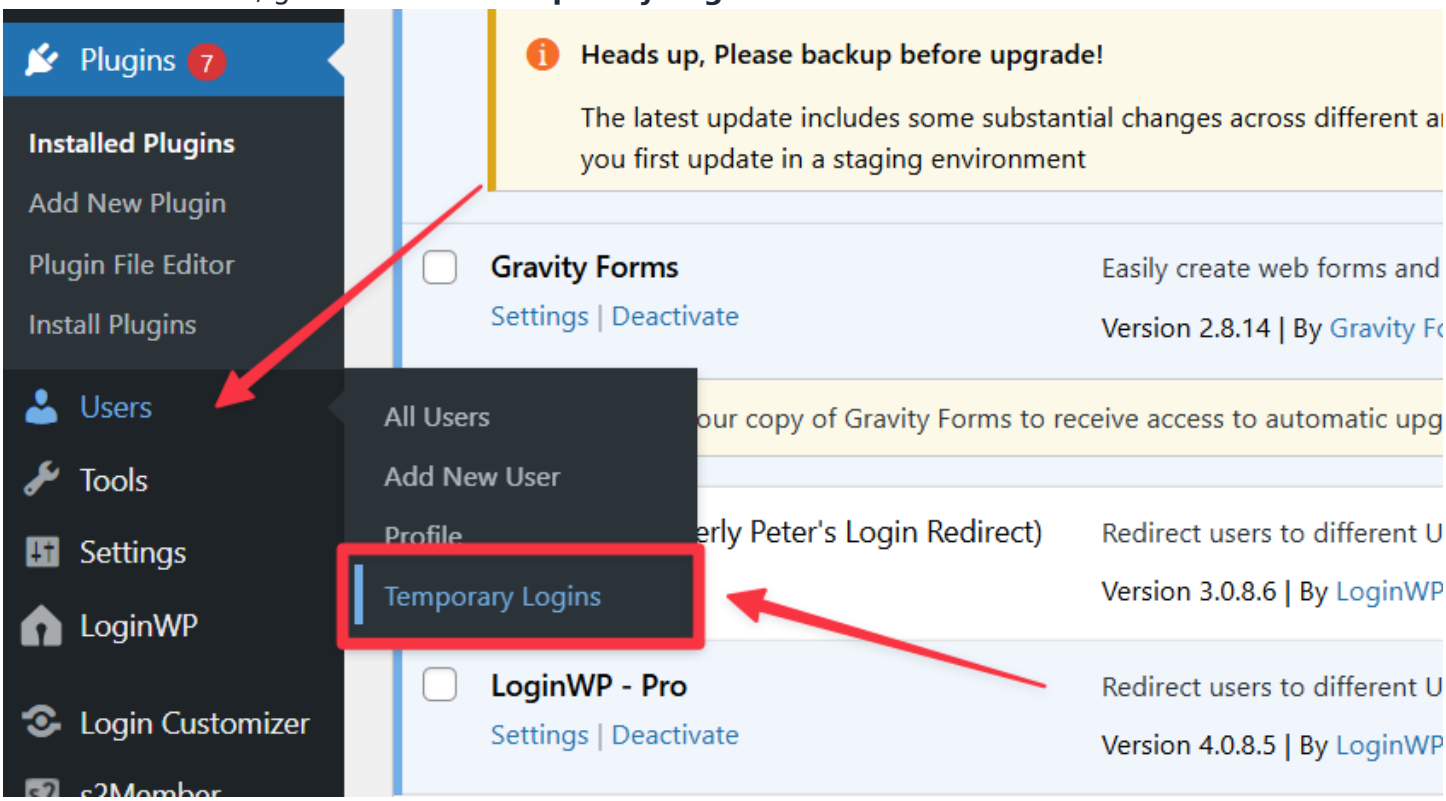
How to set it up:

1. Navigate to your **WordPress Dashboard → Plugins → Add New**.

2. Search for "**Temporary Login Without Password**," then install and activate the plugin



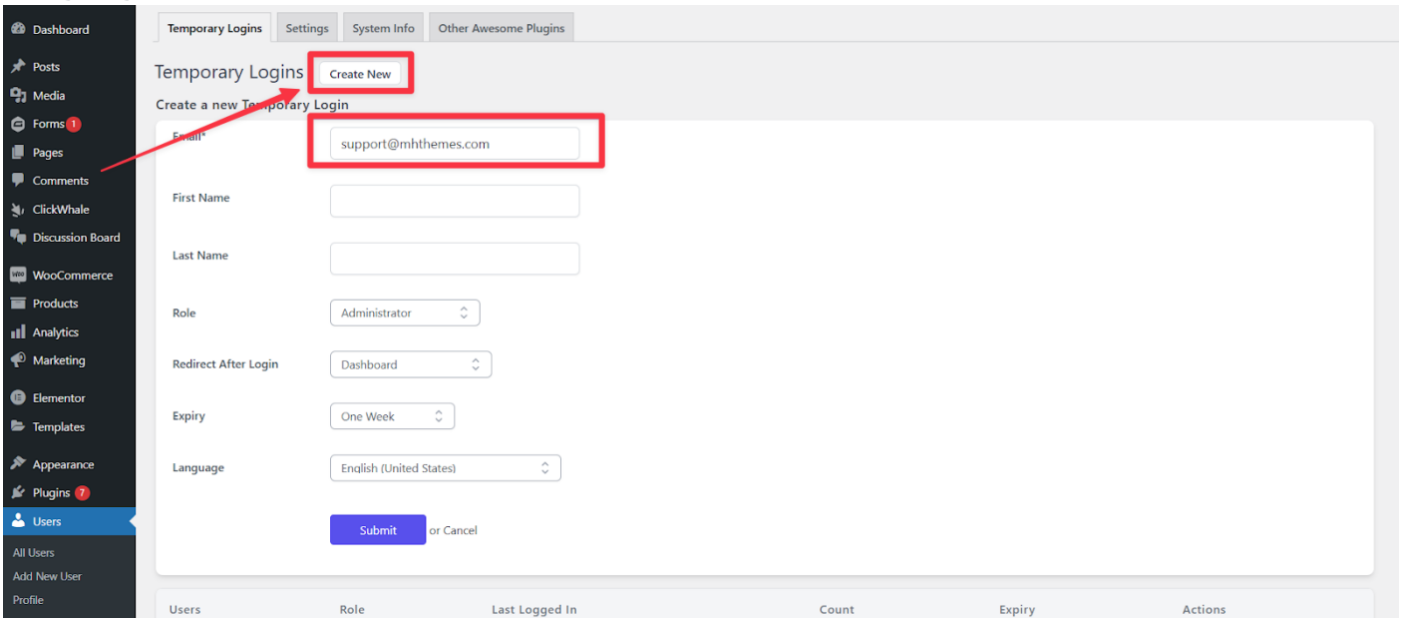
3. After activation, go to **Users → Temporary Logins**.



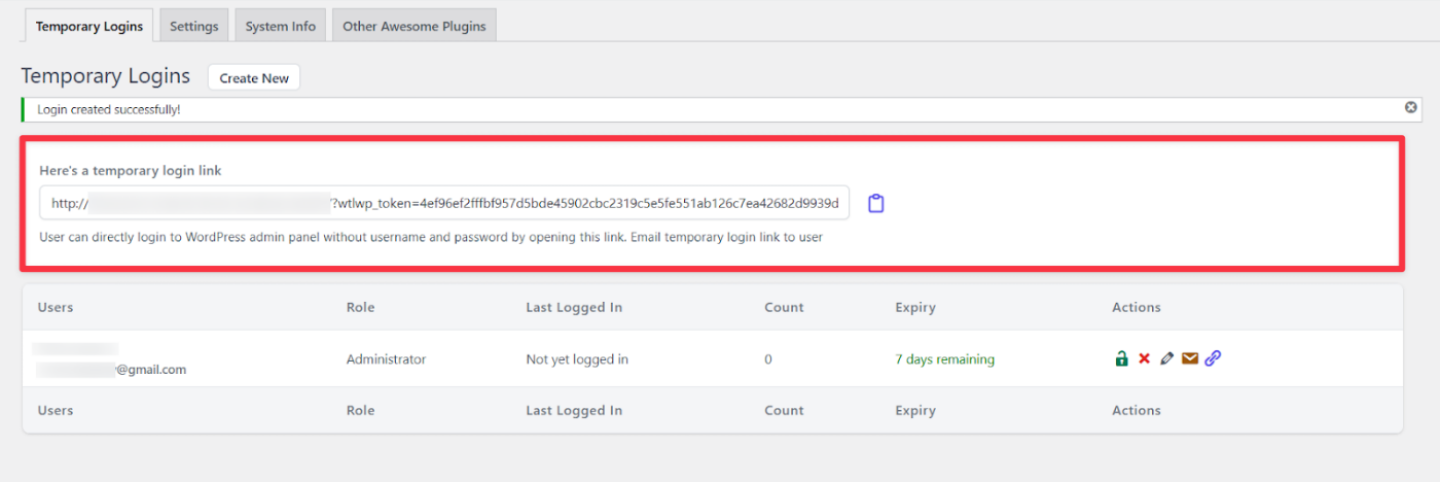
4. Click **Create New** and use the following settings:

- **Email:**support@mhthemes.com
- **Role:** Administrator
- **Redirect After Login:** Dashboard (or the specific page needing assistance)

- **Expiry:** One week
- **Language:** English (US)



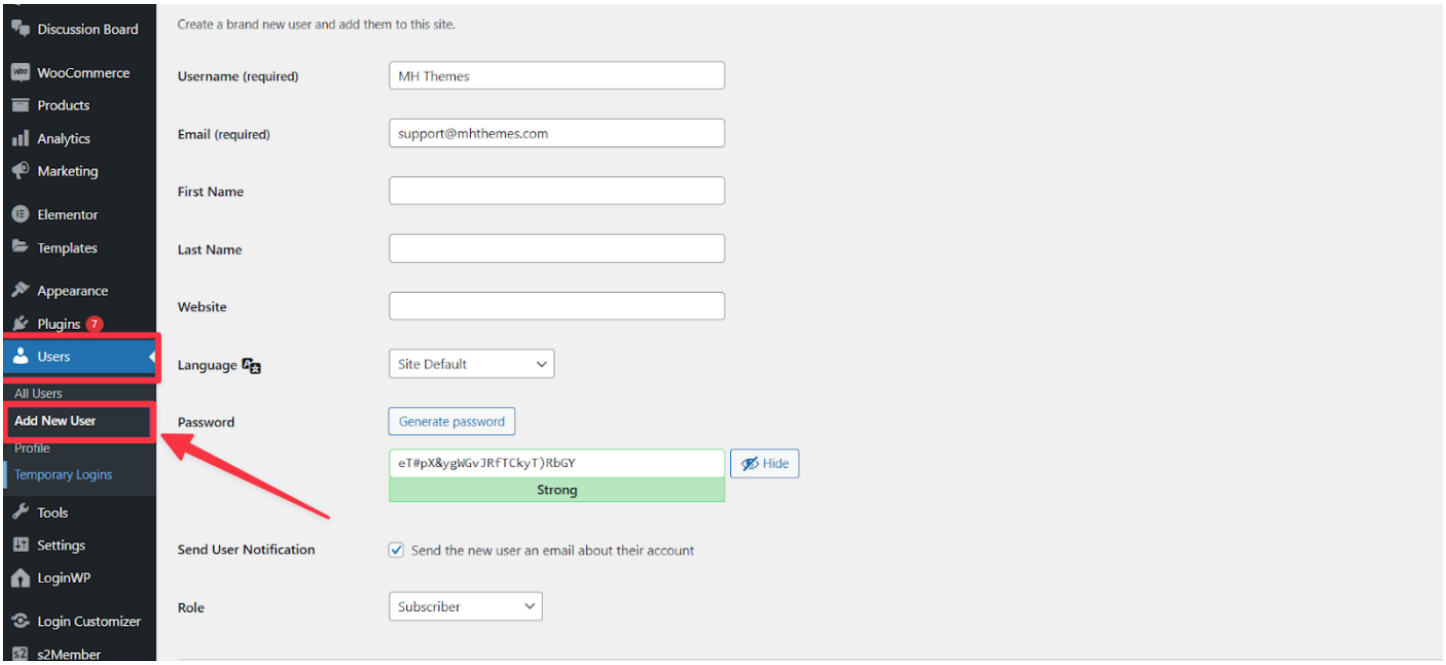
Once submitted, the plugin will generate a unique login URL. Securely share this link with our support team.



Important: Once troubleshooting is complete, please delete the temporary login to keep your website secure.

Option 2: Manually Create an Admin User Account

You can also manually create a temporary user account:



1. Navigate to your **WordPress Dashboard → Users → Add New**.

2. Fill out the required fields: **Username:** MH Themes | **Email:** support@mhthemes.com

3. Assign the **Administrator** role.

4, After creation, send the login credentials securely to our support team.

Reminder: Please delete the temporary user account once the support process is finished to maintain your site's security.

Granting temporary access allows us to resolve your issues faster and more efficiently—while keeping your website safe.