
How to give us collaborator access

For Founding 10 stores. About 3 minutes. No password is shared at any point.

A collaborator account is how Shopify lets an outside partner work in your store. You choose what it can see and do, it does not use one of your staff seats, and you can remove it whenever you like.

Step 1. Send us your collaborator request code

1. In your Shopify admin, go to **Settings**, then **Users**.
2. Open the **Security** section and find the 4 digit **collaborator request code**.
3. Reply to our email with that code. We need it to send you a request.

You can click **Generate new code** at any time. The old code then stops working, so only send the new one.

Step 2. Accept our request, with only the permissions the fix needs

1. When our request arrives, go to **Settings**, then **Users**, and open the request.
2. Check the permissions. We tell you in our email which ones this fix needs, and why.
3. Untick anything else, then click **Accept request**.

Step 3. While we work

- Every change we make is written down for you, with how to undo it.
- We only look at what the fix needs. We do not export customer data.

Step 4. Remove our access when the fix is done

1. Go to **Settings**, then **Users**, and click our collaborator account.
2. Click **Remove collaborator account**, then confirm with **Remove**.

That is it. Nothing of ours stays in your store except the settings we changed for the fix, which are listed in our note.

Shopify moves menu names now and then. If a step looks different in your admin, Shopify's own guide is here: help.shopify.com/en/manual/your-account/users/security/collaborator-accounts