# How to Invite Users and Manage Permissions

Account and Security · https://www.hyyat.com/en/knowledgebase/invite-users-client-area/

**In short:** You can add someone to manage your account with you, such as a designer or accountant, without sharing your password. From Hello → User Management, enter their email under "Invite New User", choose "All Permissions" or "Choose Permissions", then "Send Invite". They accept from their email and log in with their own login.

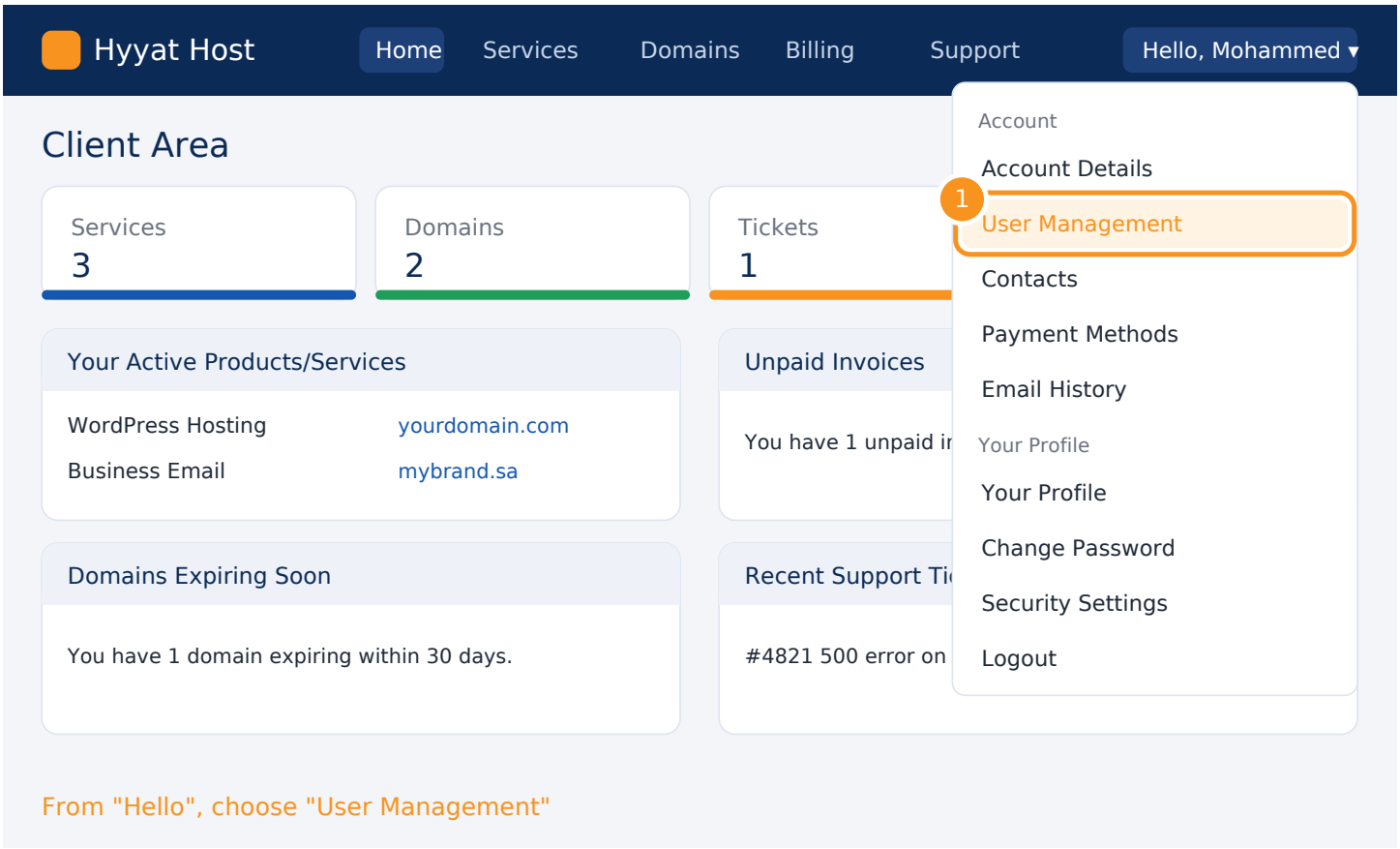
**Short video (23 seconds)**

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/10/acc-users-en.mp4?_=1

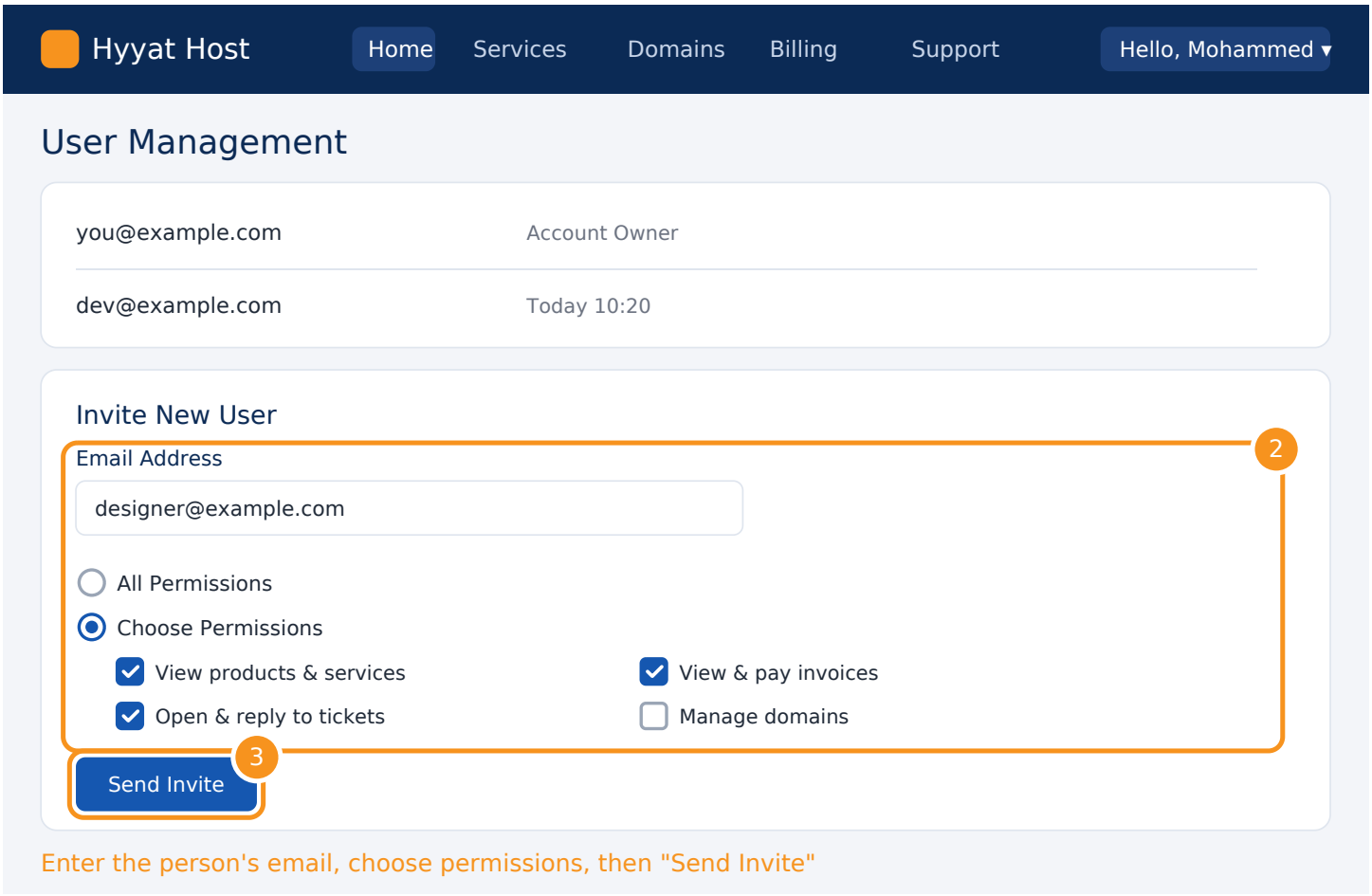
Each user logs in with their own email and password and sees only what you allow. You can change their permissions or remove access at any time. The account owner always has full permissions.

## How to invite a user

1. Log in, and from the **Hello** menu choose **User Management**, or open it directly.




1. Under **Invite New User**, enter the person's email.
2. Choose **All Permissions** for a partner who manages everything, or **Choose Permissions** and tick only what they need.
3. Click **Send Invite**. They receive an email with a link to accept and set their password.




# Available permissions

| Permission | Allows |
|---|---|
| Profile | Access and modify the client profile |
| Contacts | Access and manage contacts |
| Products | View products and addons, reset passwords, and single sign-on into services |
| Domains | View domains, and manage them such as nameservers, contacts and transfers |
| Invoices and quotes | View and pay invoices, view and accept quotes |
| Tickets | Open, reply to and manage support tickets |
| Emails and orders | View email history, and place new orders |

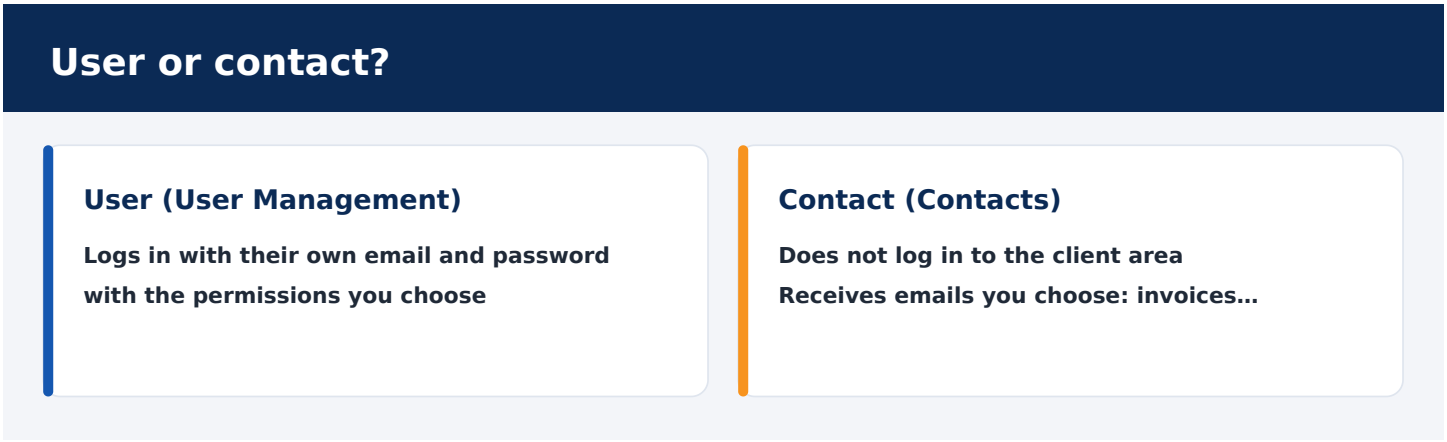
To manage a user later, click **Manage Permissions** next to them, or **Remove Access** to stop their access. Invites not yet accepted appear under **Pending Invites**, where you can resend or cancel them.

## Examples: which permissions for whom?

| Person | Suggested permissions |
| --- | --- |
| Your web designer or developer | Products and services (for cPanel access) and tickets. Add domains if they need to change nameservers. |
| Your accountant | Invoices and quotes only. |
| A business partner | All permissions. |
| Your own support staff | Tickets, and viewing products and services. |

The rule: give each person only what they need for their work, and remove access when the work is done. Everything a user does is recorded under their name, so you know who made each change.

## User or contact?




A **user** logs in and manages what you allow. A **contact** under "Contacts" does not log in; it only receives the emails you choose, such as invoices or ticket notifications. Use a contact for an accountant who only needs invoice copies.

# FAQ

## Can the user see my password?

No. Each user has their own password.

## The invitee already has an account with us.

They accept with the same email and can switch between accounts using "Switch Account".

## The invite did not arrive.

Ask them to check spam, then resend it from "Pending Invites".

## Can I transfer account ownership to a user?

Open a support ticket from the account owner's email.

**Related guides**

- Two-factor authentication
- A tour of the client area
- My products and services
- Find your emails and hosting details

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