Server access

We can grant server access upon request to our support team, but we do not encourage it.

In the past, we provided unrestricted server access to all users, but this led to issues including accidental misconfigurations, security vulnerabilities, and service disruptions that required extensive recovery efforts. Direct server access means working at the system level where a single command can potentially break your instance, corrupt data, or create security holes.

What we offer instead: You have full platform admin status on your instance, giving you control over all application-level settings. For server-level modifications, like installing plugins, adjusting system configurations, or making infrastructure changes, we handle these as part of your managed hosting service.

If you still need server access: Contact our support team. We'll work with you to determine the best approach, which may include granting user access, providing temporary access for specific tasks, or assisting you directly with the changes. If direct server access is granted, you assume responsibility for any changes made at the system level.

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