



Giving Customer Access To Website

Issued by: Martin Dimitrov

Start Date: February 6, 2018

End Date: Until Further Notice

Approved by: Silvia Nikolova

General Rule:

All changes are to be made by the Advertising Department. This includes:

- Adding pictures to the website.
- Adding text to the website.
- Any changes that concern the website.
- Copying/Mirroring Customer's Website Design - following the [Procedure for Copying/Mirroring Customer's Website Design](#)

Important!

We do not give access to the customers to the pro marketing websites to do changes themselves even for adding pictures because they have a limited amount of pictures in the basic package.

Exceptions:

- We can give access to the customer to upload pictures to the website in case they have purchased "Unlimited Additional Pictures" as per [Changes to Website and Adding Photos](#).
- In cases when the access is approved by a manager or there is a threat of cancellation (the customer insisted on this), we can give access to upload pictures.

Why?

- We cannot control if the customer will add more pictures than the limit for which they paid.
- The Advertising Department optimizes the pictures to keep the website speed high.
- The customer might upload a virus-affected picture or file to the website which could infect the whole hosting.
- The customer might break some part of the website and then blame it on us.
- The customer can add/delete any content that may affect the SEO optimization that we have done.