

In order to provide the quickest support possible, it is helpful if you include an Administrator username and password to your site so our support staff can take a look at the issue at hand. We recommend that you create a temporary admin login, which can then be deleted once we are finished helping. To do this:

1. In your WordPress Dashboard, go to **Users** → **Add New**
2. Enter a username\* (use something unique like *themesquared75*)
3. Enter an email address (you can use [temp@themesquared.com](mailto:temp@themesquared.com))

**Note:** we don't actually receive emails sent here, so if you need to send us login details you'll need to add them to your support ticket).

4. Enter a password. (for security reasons you should make sure this is a strong password, even though it's only a temporary account.
5. Confirm the password in the second password field.
6. Make a note of the password, as you'll need to send it to us. Alternatively, you can check the '*Send Password*' box to get the login details sent to your email address.
7. Make sure the Role field is set to '*Administrator*'
8. Click the **Add New User** button.

**Note:** Once your issue is resolved and you no longer need the account, you can go to **Users » All Users**, and click '*Delete*' under the username of the account to delete it.