Manage FTP Users and File Permissions Safely

FTP & File Transfer · https://support.jansma.vip/docs/vip-hosting/ftp-file-transfer/manage-ftp-users-and-file-permissions-safely/

Use separate FTP users for separate people or purposes. This limits the effect of a leaked credential and makes it easier to revoke access without disrupting another workflow.

Before you begin

Confirm that you are working with the correct Jansma VIP Hosting package and keep a current backup before replacing live website files. Use encrypted connections whenever the client supports them, and never share credentials in screenshots or public messages.

Step-by-step

1. Create an account scoped to the required website or directory.
2. Use a unique, strong password and store it in an approved password manager.
3. Grant write access only where changes are required.
4. Test that the user cannot browse unrelated package content.
5. Disable or remove access when the work is complete.

Verify the result

- Files remain readable by the application after changes.
- Sensitive configuration files are not made publicly accessible.
- Ownership and permissions do not prevent normal updates or backups.

Need help?

If the issue continues, contact Jansma VIP Support with the domain, connection method, approximate time, exact error message and the troubleshooting already completed. Do not include passwords.