LULU STEP-BY-STEP GUIDE

Choose what a partner can do in your store

For store owners: what a collaborator can do by default, how to tick extra permissions for one partner, how to turn exports on, what a collaborator can never do, and when access ends by itself.

For: Store owners · About 5 minutes · 8 steps · Updated November 20, 2026

Before you start You need the store owner account, or a role with the "Manage users" permission. The partner must already have access: you approved their request, or you granted it from Onboarding partners → My requests. This works on every plan.

Steps at a glance

1. Know what a collaborator gets by default
2. Open the collaborator's access
3. Tick what this partner may do
4. Turn exports on only when the job needs them
5. Know what a collaborator can never do
6. Go back to the default
7. Know when access ends by itself
8. If your request code is locked

STEP 1

Know what a collaborator gets by default

A collaborator can work on themes, products, orders, apps, shipping and store settings. Since 20 November 2026 the default no longer includes four things.

- Not in the default: exporting customers, exporting orders, exporting a store backup, restoring a backup.
- Also off unless you turn it on: everything under Finance, and approving paid app charges.
- Still in the default: importing and exporting products, and the non-finance reports.
- This also applies to partners who had access before 20 November 2026.

STEP 2

Open the collaborator's access

Go to Settings → Users and open the Collaborators tab. Under "Collaborator access" each partner shows "Default access" or "Custom access · N permissions". Click "Edit access" next to the partner.

- The window is titled "Access for <name>".

STEP 3

Tick what this partner may do

Tick or untick the sections. Then click "Save access". You see "Collaborator access updated". The change applies the next time the partner uses your admin.

- Each partner has their own ticks. Changing one partner changes nobody else.
- If you are not the owner, you can only give permissions you hold yourself.

STEP 4

Turn exports on only when the job needs them

Exports hand over a copy of your data, so they are off until you tick them.

- Customer export: under Customers, tick "Export".
- Order export: under Orders, tick "Export".
- Store backup: under Store settings, tick "Export a store backup". The file contains the whole store, including the customer list.
- Without the matching export tick, a partner also can't create an API token or a webhook that reads your customers or orders.
- Untick them again when the job is done.

STEP 5

Know what a collaborator can never do

Some things can't be ticked for any collaborator: manage users or roles, change your plan, transfer or close the store, use Point of Sale, or restore a backup.

- If a partner asks for one of these, do it yourself.

STEP 6

Go back to the default

Open "Edit access" and click "Reset to default". The partner returns to the default set.

STEP 7

Know when access ends by itself

Access that is not used ends automatically. If a partner does not sign in to your store for 90 days, their access is removed and they are signed out.

- The partner gets a warning email after 75 days without signing in.
- You get an email when the access expires. Nothing else in your store changes.
- The Collaborators tab shows "Access ends <date> if not used" next to the partner.
- To give access back, open Settings → Users → Collaborators. The partner can also send a new request with your request code, which you approve like a first request.
- Access does not end when a partner order completes. Click "Remove access" when the work is finished.

STEP 8

If your request code is locked

After 5 wrong collaborator request codes for your store, new requests are paused for 60 minutes. You get an email titled "Collaborator requests are paused". Nobody got access.

- You don't need to do anything. Requests open again after 60 minutes.
- If you did not share your code with a partner, click "Generate new code" on the Collaborators tab. The old code stops working at once.

Check your work

- Each partner under "Collaborator access" shows the access you expect.
- Customer export, order export and store backup export are ticked only for partners who need them now.
- Partners whose work is finished have been removed with "Remove access".

Troubleshooting

My partner says they can no longer export customers or orders.

Exports left the default set on 20 November 2026. If the job needs them, open "Edit access" for that partner and tick "Export" under Customers or Orders.

There is no "Edit access" button next to a partner.

You need the "Manage users" permission. Ask the store owner if you don't have it.

I get "Collaborators can’t be given these permissions".

You ticked something a collaborator can never hold, such as managing users or changing the plan. Untick it and save again.

I get "You can only give someone permissions you have yourself".

You are not the owner and you ticked a permission your own role lacks. Ask the store owner to make the change.

A partner's access expired but they still work for me.

They did not sign in for 90 days. Give the access back under Settings → Users → Collaborators.

A partner can't create an API token or a webhook.

Tokens and webhooks that read customers or orders need the matching export tick. Tick "Export" under Customers or Orders for that partner, or create the token yourself.

Need a hand? Contact support at https://lulu.us.com/contact. Screenshots use demonstration accounts; personal details were replaced.