
FROM THE MEHRUTHERM BLOG · WEBSITES

Locked Out of Your Own Website? Here's How to Get It Back

If the person who built your website is gone and no one can get in, you are not stuck. Here is how to regain control of your site.

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It happens more often than you would think. The person who built your website moves on, stops responding, or simply disappears, and suddenly no one can get in to change a thing.

If that is you, take a breath. You are not stuck.

In almost every case, a website can be recovered and put back in your hands. Here is how it works.

KEY TAKEAWAYS

- A website is **a few separate pieces**, and you may already control some of them.
- The **domain name** is the most important piece to regain.
- If your business paid for it, **it is yours**, even if someone else set it up.
- Even when a piece is truly lost, a **new site on your domain** gets you back in business.

First, Figure Out What You Can Reach

A website is usually made of a few separate pieces, and you may still control some of them:

- **The domain name**, your web address. This is the most important one. If you can get into wherever it was registered, you have real leverage.
- **The hosting**, where the site's files actually live.
- **The site itself**, and whatever was used to build it.

You do not need to understand all of this. You just need to gather any logins, emails, or receipts you can find.

TIP

Old billing emails are gold. A receipt from a domain registrar or hosting company is often the single thread that unravels the whole tangle, because it tells you exactly which company holds the keys and which email address controls the account.

You Have More Rights Than You Think

If your business paid for the domain and the site, they are yours, even if someone else set them up. Domain registrars and hosting companies have formal processes to restore access to the rightful owner. It can take some patience and proof of ownership, but it is a well-worn path, and these companies deal with it constantly.

When You Cannot Recover a Piece

Sometimes a piece truly cannot be recovered, an old account tied to a dead email, for example. Even then you are not out of options. A new site can be built and pointed at your domain, and in many cases that is the better outcome anyway, especially if the old one was slow or hard to update. We have done exactly this: rescuing a restaurant's site that no one could access, then rebuilding it into something faster and far easier to manage.

How to Avoid This Next Time

Once you are back in control, a few simple habits keep you there:

- Make sure the domain and hosting are registered in your business's name, with an email you control, not a contractor's.
- Keep a record of the key accounts and logins somewhere safe.
- Work with someone who hands you ownership, rather than someone who holds it hostage.

OWNERSHIP IS THE WHOLE GAME

The most common reason businesses get locked out is that the accounts were in someone else's name from day one. Whoever builds your site should set it up under your accounts and give you the keys. If a provider is cagey about that, treat it as a warning sign.

If you are locked out, we can help you get back in, and set it up so it never happens again.

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Locked out of your site? Get in touch and we will help you figure out how to get it back.

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