Password Protection

Customer Documents Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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SOURCE
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EXTENSION
Magento 2 Extension Customer Documents

Password Protection

A document password adds a second check before download. It is useful when the recipient should confirm a separately shared secret, but it should be combined with the correct customer or group assignment for private material.

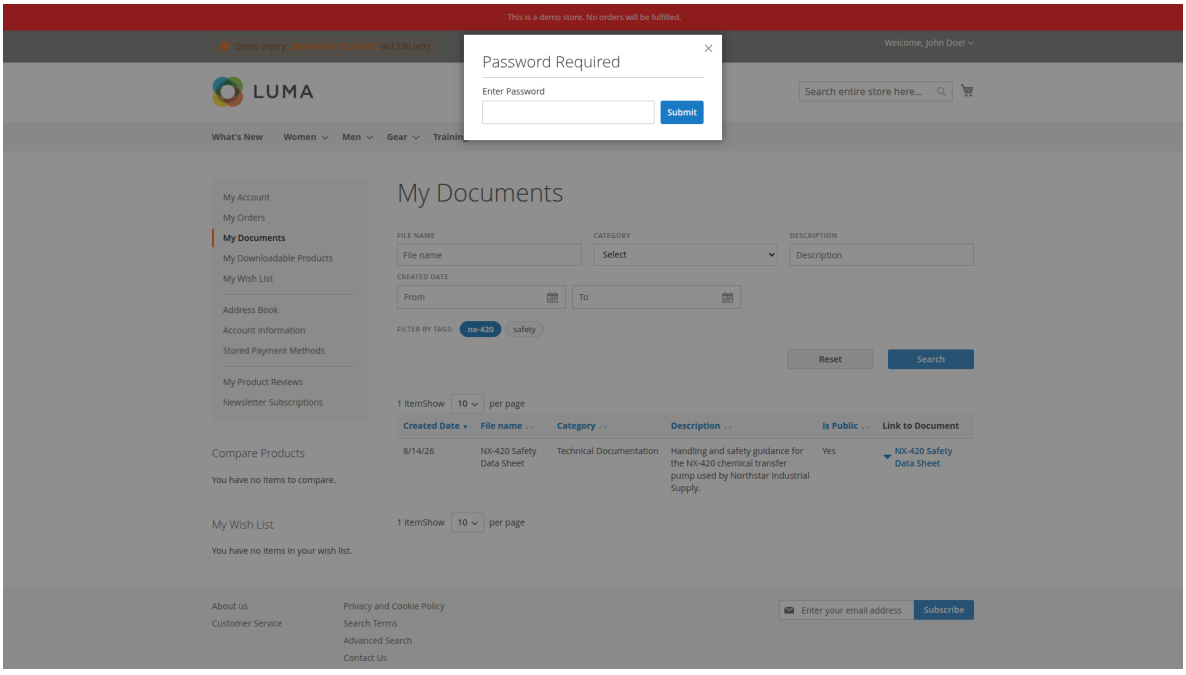
Configure a password

1. Open `Customers > Customer Documents > All Documents`.
2. Create or edit a document.
3. Enter a password in the document form.
4. Save and test the download as the intended customer.

Passwords are case-sensitive and the field accepts up to 20 characters. Share the password through a separate, appropriate channel. Do not place it in the same public page or message as the document link.

Customer experience

The customer selects the document and enters the password in the prompt. The file is released only after the password and the normal document access rules pass.



An optional frontend notice can indicate that a document is password-protected. It does not reveal the password.

Bulk downloads

Password-protected documents are excluded from customer and cart ZIP downloads. The

buyer must download them individually and complete the password check.

If a valid password is rejected, confirm that the document was saved, check letter case and retry from a fresh customer session. Also verify the document's website, validity period and download allowance.