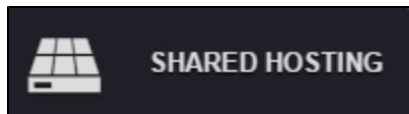


How To Reset cPanel Password in CHI

cPanel/FTP/SSH Account Details

This article was created to help UK2.net clients with cPanel/FTP/SSH Account Details.

Your login credentials can be found in your CHI account. Once you are logged into CHI, click on "Shared Hosting" on the left hand side.



Next, click on the domain you wish to view the cPanel/FTP/SSH details for. You will be automatically taken to a page where you can view your cPanel/FTP/SSH details.

A screenshot of a web interface showing account details. It has a title "FTP account details" with a help icon. Below are two sections: "FTP account details" and "SSH details". Each section has a "Username" label and a greyed-out input field. At the bottom, there is a button with a key icon and the text "Change cPanel/FTP/SSH password". The button is highlighted with a red rectangular border.

You will see your 'Hostname' and your 'Username'. Your main FTP account, SSH and cPanel accounts all share the same username and password. If you wish you change your password, click the "Change Password" button here to reset it. When you click "Change Password" it will also ask if you want to change your MySQL password, in which case please say **no** as it may cause issues with your website.

When connecting via FTP, please use port 21. If you run into any issues connecting via FTP or SSH, please contact support via the "Support" icon in the lower left corner. We have 24/7 Live support and are always happy to help!