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FTP accounts and connecting with FileZilla

cPanel & WHM

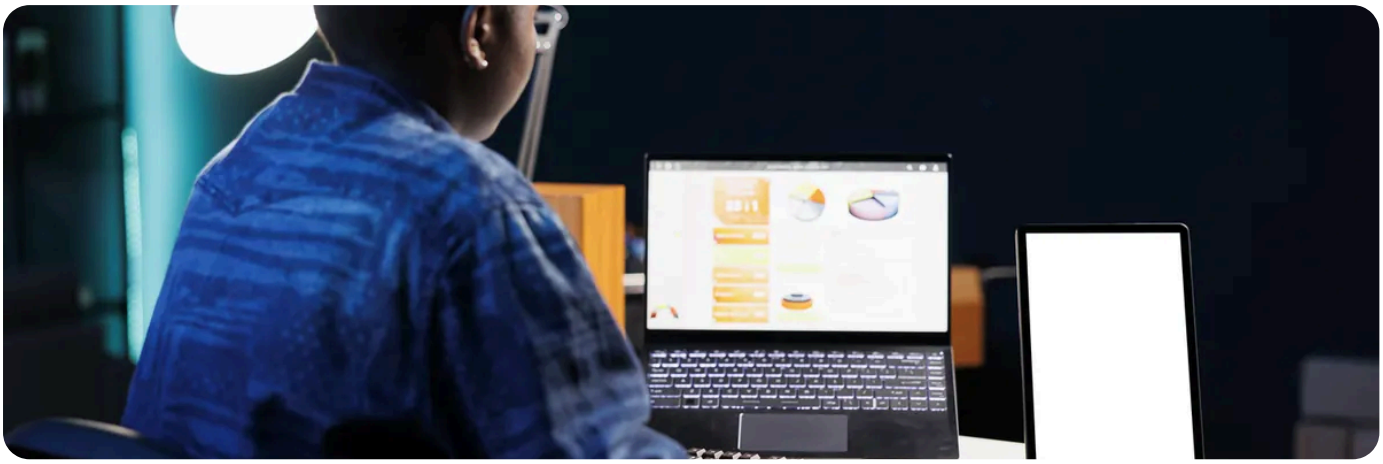
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FTP accounts and connecting with FileZilla

cPanel & WHM Created on **August 16, 2026** Updated on **October 18, 2026** 2 min read



FTP is handy when you have many files to move, or when you prefer working from your computer instead of the File Manager in the browser.

Creating an FTP account

1. In cPanel, open **FTP Accounts**.
2. Choose a name and a strong password, and set the **directory** - this is the important part: the account only sees that folder and what's inside it.
3. Create. The full username is *name@yourdomain.co.mz*.

Connecting with FileZilla

1. Download FileZilla (the free client) and open **File → Site Manager → New Site**.
2. Fill in the connection details:
   - **Host:** ftp.yourdomain.co.mz
   - **Port:** 21
   - **Protocol:** FTP - File Transfer Protocol
   - **Encryption:** Use explicit FTP over TLS
   - **User:** the full account, name@yourdomain.co.mz
3. Connect. Accept the certificate on the first connection.

Where to put the files

A website's files go inside **public_html**. Anything you upload outside that folder is not published on the web - which is exactly why files sometimes seem to "not appear" on the site.

Only need to move one file?
The **File Manager** in cPanel does the same job without installing anything, and is faster for small jobs.

Connection refused or timing out?
Set FileZilla to **passive** mode - it's under Site Manager, in the Transfer Settings tab. Office and corporate networks often block active mode. If it still fails, your IP may be blocked: see **how to unblock your IP address**.

NEED A HAND?

FTP won't connect from your network? We'll check the block.

Open a support ticket →

In our plans

- FTP accounts are unlimited on every hosting plan, so a developer or agency can have an account of its own, limited to one folder, and you delete it when the job is done.
- SFTP needs SSH on the account. To find out whether yours has it, look for **Terminal** or **SSH Access** in cPanel: if either appears, the account has SSH, and SFTP uses port 2299 instead of 21.
- If neither appears, keep using FTP over TLS on port 21. If you need SSH, talk to us.

SEE ALSO

- **Creating databases and using phpMyAdmin** →
- **How to change your PHP version** →
- **How to install WordPress in a few clicks** →
- **Need hosting? See the plans.** →

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See hosting plans →

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