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KNOWLEDGE BASE · PUBLIC DOCUMENT

How to recover your cPanel password

cPanel & WHM

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Interweb Mozambique
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https://www.meu.interweb.co.mz/knowledgebase/230

How to recover your cPanel password

cPanel & WHM | Created on **August 17, 2026** | Updated on **October 21, 2026** | 2 min read



A cPanel password is not recovered - you set a new one. There are two routes, and the first always works.

Before you start:
This is **your cPanel password, the one that opens files, databases and backups**. It is not the same as your **My Interweb** one, nor the one on each e-mail account - they are independent, and changing one does not touch the others.

Route 1 - from My Interweb (recommended)

1. Log in to **My Interweb** and open **My Services**.
2. Click the hosting service in question.
3. Use the option to **change the cPanel password** and set a new one. You do not need the old one.

It always works because the authorisation comes from your account with us, not from anything stored inside cPanel.

Route 2 - from the cPanel login page

This is for when you cannot get into My Interweb either. Open your plan's cPanel address (it is in **how to access cPanel**), click **Reset Password** and enter your cPanel **username**. A code is sent to the account's contact e-mail.

The number one reason this route fails:
The code goes to the **contact e-mail stored inside cPanel** - and plenty of people never filled it in, or filled it in with an address on the very domain that is now locked out. **Go into cPanel today, open Contact Information and put an address from outside your domain there.** One minute now avoids a day of being stuck later.

Once you have set the new one:

The cPanel password is also the **main FTP** password. FTP programs, backup plugins and automatic publishing systems using those details stop working until they are updated - **it is explained here**.

We can never tell you the old password: none of them is stored in readable form, not even for us. If both routes fail, **write to us** with the domain in question and we will restore access once we have confirmed the account is yours.

NEED A HAND?

Locked out of both cPanel and the panel?

Ask for a reset →

SEE ALSO

- How to recover your Plesk password →
- How to change your Plesk password →
- My Interweb vs Plesk: how they differ and which panel we use →
- Need hosting? See the plans. →

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See hosting plans →

Free migration of your current site · no lock-in

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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