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How to recover your Plesk password

cPanel & WHM

CODE	VERSION	COUNTRY · LANGUAGE
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Interweb Mozambique
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https://www.meu.interweb.co.mz/knowledgebase/232

How to recover your Plesk password

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



On Windows hosting plans the panel is **Plesk**, and the password reset happens on the panel's own login page.

Before you start:
This is **your Plesk password, the panel used on Windows plans**. It is not the same as your **My Interweb** one, nor your **cPanel** one, nor the one on **each e-mail account** - they are independent, and changing one does not touch the others.

Resetting from the login page

1. Open your Plesk address. It was sent to you in the service **welcome e-mail**, along with the username - look there first.
2. Under the login form, click **Forgot your password?**
3. Enter the username or the e-mail attached to the account. Plesk sends a link to set a new one.
4. Open the link and choose the new password. If nothing arrives within a few minutes, check the spam folder.

If you do not have the panel address:
Do not try to guess it. **Ask us** - we will confirm which panel serves your service, the username, and restore access once we have confirmed the account is yours. It is quicker than any guessing.

If you are comparing panels:
What changes between My Interweb and Plesk explains what each one is for - useful for checking that this is really the password you are after.

Once you are back in, see **how to change your Plesk password** for next time.

NEED A HAND?

Locked out of Plesk?

Ask for a reset →

SEE ALSO

- How to recover your cPanel 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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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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