MozOut

Generated on 15/11/2026 00:37

KNOWLEDGE BASE · PUBLIC DOCUMENT

Signing in to the WordPress dashboard, and the right address

Users, Logins & Security

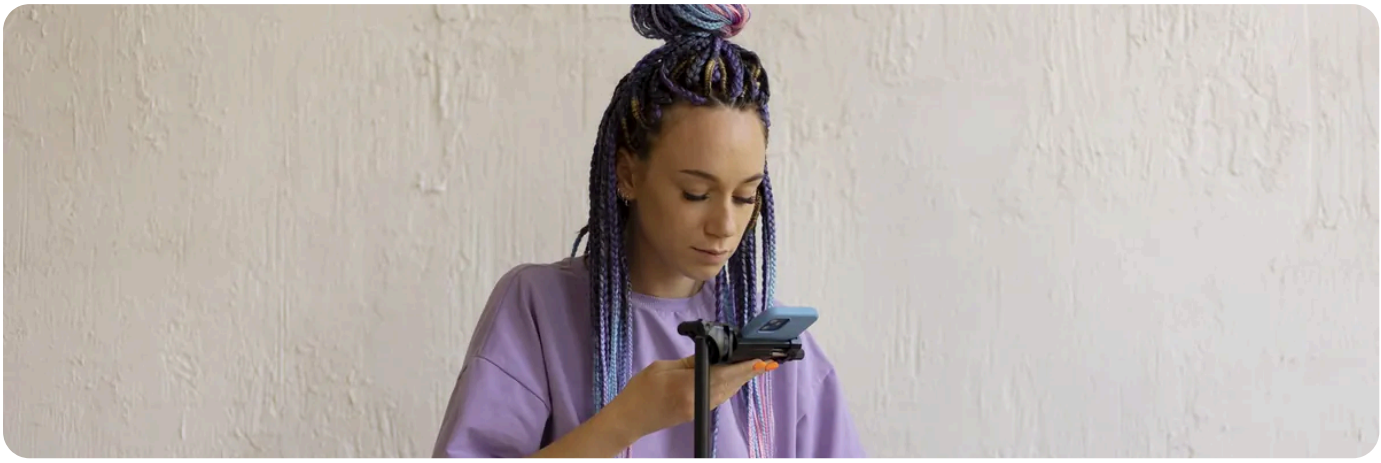
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-1826	v2026.10.18	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/1826

Signing in to the WordPress dashboard, and the right address

Users, Logins & Security Created on **September 27, 2026** Updated on **October 18, 2026** 2 min read



The WordPress dashboard opens on **your own domain**, by adding `/wp-admin` to the address. There is no page of ours where you sign in to WordPress: WordPress is yours and it lives on your domain.

Where the site sits	Sign in address
At the root of the domain	`https://yourcompany.com/wp-admin`
In a subfolder	`https://yourcompany.com/thefolder/wp-admin`
On a subdomain	`https://shop.yourcompany.com/wp-admin`
Or, in any of those cases	The same address ending in `/wp-login.php`. It is the same page.

Getting in without typing the password

The WordPress tool in the **Domains** section of cPanel lists the installations on your account and opens the dashboard of any of them without asking for the WordPress password. It is the shortest road when the password has gone missing, and it works because you already signed in once.

1. Sign in to **My MozOut** and open cPanel for your plan.
2. Go to the **Domains** section and open the WordPress management tool.
3. Pick the installation from the list and use the option that takes you into the dashboard.

If the tool does not show your site, the installation has simply not been picked up yet. These tools scan the account and almost always find the installs they made themselves. A WordPress uploaded by hand over FTP may have to be added.

The sign-in page will not open

What you see	The usual cause
404 at `/wp-admin`	Either the site is in a subfolder and the folder name is missing from the address, or a security plugin deliberately moved the sign-in address.
Blank page or critical error	That is the site, not the address. See **white screen and critical error**.
Nothing opens at all, on any address	The domain may not point here. Check it with the **WHOIS lookup**.
403 error	An `.htaccess` rule or a blocked IP. See **403 Forbidden explained**.

Some plugins move the sign-in address

, and the panel tools can do it too. It is good practice, but only if you know the new address. If you do not, the WordPress tool in the panel gets you in anyway and shows you what it is.

You sign in and land back on the sign-in page

That symptom is almost never the password. Two causes cover most of it: the site address is stored one way and you are arriving another way (`www` against no `www`, or `http` against `https`), or the browser cookies are stuck. Try a private window and the address typed exactly as the site settings hold it.

If it is none of that, the full list is in **the six usual causes**.

NEED A HAND?

Locked out of your own site? We can check from the server side what is going on.

Open a support ticket →

SEE ALSO

WordPress hosting →

WHOIS lookup

Support Policy

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-1826 · v2026.10.18 · Generated on 15/11/2026 00:37