

KNOWLEDGE BASE · PUBLIC DOCUMENT

Creating databases and using phpMyAdmin

Databases

CODE

RLX-INT-KB-374

VERSION

v2026.10.04

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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<https://www.my.mozout.com/knowledgebase/374>



Almost every site that isn't just static pages needs a database. In cPanel you create one in about a minute - and there are three separate things, which is where most confusion starts.

The three things you need

1 **The database** - where the data lives.

2 **The user** - the account that connects to it. It is not the same as your cPanel user.

3 **The permission** - linking the user to the database. Without this step, the application connects and gets "access denied".

Creating them

1 In cPanel, open **MySQL Databases**.

2

Under **Create New Database**, type a name and create it. cPanel prefixes it with your account name automatically - that full name is what the application needs.

3

Further down, in **MySQL Users**, create a user with a strong password. Save that password now; it won't be shown again.

4

In **Add User To Database**, pick the user and the database, and grant **ALL PRIVILEGES**.

Using phpMyAdmin

phpMyAdmin, also in cPanel, is where you look at and edit the data directly - useful for changing a setting, fixing a table or exporting a copy.

1

To export, choose the database, open **Export** and confirm - the *.sql* file downloads.

2

To import, use **Import** and pick the file. Large files may fail here; if so, send us the file and we import it from the server side.

Take a backup before editing anything in phpMyAdmin. There is no undo. A wrong query in the wrong table takes the site down instantly - and the fastest recovery is **yesterday's backup**.

"Error establishing a database connection"? Send us the site's address.

[Open a support ticket](#)

RLX-LIMITES

In our plans

- Databases are unlimited on every hosting plan, so you do not have to share one database between sites.
- To see how many you have and how much space the account uses, open the Statistics side bar in cPanel.
- The phpMyAdmin upload limit is not a fixed number we can promise for every account. The **Import** tab shows the maximum file size right on the page, and **Select PHP Version** (Options tab) shows the values of `upload_max_filesize` and `post_max_size`.
- If your .sql file is bigger than that, send it to us in a ticket and we import it from the server side.

/RLX-LIMITES

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[FTP accounts and connecting with FileZilla](#)

[How to install WordPress in a few clicks](#)

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