

KNOWLEDGE BASE · PUBLIC DOCUMENT

FTP accounts and connecting with FileZilla

cPanel & WHM

CODE

RLX-INT-KB-376

VERSION

v2026.10.04

COUNTRY · LANGUAGE

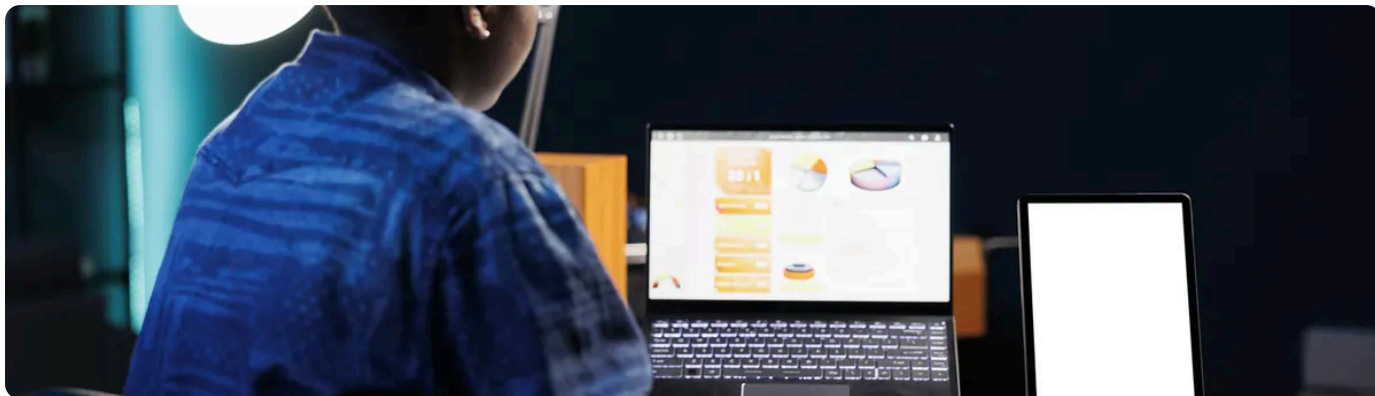
International · English

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RLX Holdings (Pty) Ltd. · Group RLX Holdings

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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.com*.

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.com
- **Port:** 21
- **Protocol:** FTP - File Transfer Protocol
- **Encryption:** Use explicit FTP over TLS
- **User:** the full account, name@yourdomain.com

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](#)**.

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

[Open a support ticket](#)

RLX-LIMITES

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.

/RLX-LIMITES

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