

KNOWLEDGE BASE · PUBLIC DOCUMENT

Where your website files go: public_html, folders and which domain uses which

cPanel & WHM

CODE

RLX-INT-KB-5598

VERSION

v2026.10.15

COUNTRY · LANGUAGE

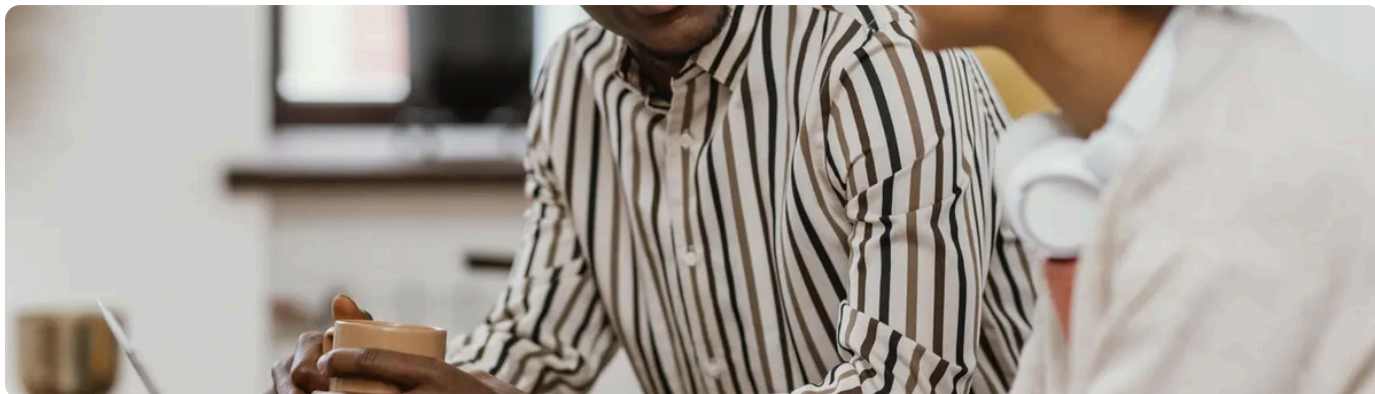
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MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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The short answer: what people see when they open your domain is in a folder called **public_html**. Anything you put inside can be seen on the internet; what is outside cannot. Each extra domain or subdomain has its own folder, and almost every “my site does not show what I uploaded” comes from files put in the wrong folder.

The account map

Folder	What it is for
<code>public_html</code>	The main domain's folder. It is the one that opens when you type the domain. The entry file (<code>index.html</code> or <code>index.php</code>) lives here.
<code>public_html/otherdomain.com</code>	Usually the folder of an addon domain . Each one shows the contents of its own folder.
<code>public_html/shop</code>	A subdomain (<code>shop.your-domain.com</code>) or a page folder (<code>your-domain.com/shop</code>). See Subdomain or folder .
Outside <code>public_html</code> (the home folder)	What is not seen from the internet: e-mail, logs, backups, private files. Keep here what must not be public.

How to see and fix it

1

In cPanel, open “Domains”. Each domain and subdomain appears with its **document root**: the folder it shows.

2

Open File Manager and confirm your files are in that folder, not in a folder inside it. A common mistake is the site ending up in `public_html/mysite/` when it should be in `public_html/`.

3

Confirm the entry file: there must be an `index.html` or `index.php`. Without it, a list of files appears: **What a visitor sees when there is no home page.**

4

To upload files, choose the method: **File Manager, FTP, SFTP or Git.**

Do not put private data inside public_html. Backups, files with passwords, database exports: whatever is there can be downloaded by anyone who knows the address. Keep them outside, in the home folder.

Want to know whether the site's files are really on the hosting, before switching the domain? See **How to check if the site files are on the hosting** and **Seeing the site before the domain points here.**

The files are in the right folder and the site does not show what you expect? Open a ticket with the domain.

[Open a support ticket](#)

SEE ALSO

[How to check if the site files are on the hosting](#)

[Seeing the site before the domain points here, and the Index of / listing](#)

[File Manager, FTP, SFTP or Git: which way to upload your site](#)

[What can you do in cPanel?](#)



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2025/667953/07

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