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# How to recover your cPanel password

cPanel & WHM

CODE

**RLX-INT-KB-770**

VERSION

**v2026.10.18**

COUNTRY · LANGUAGE

**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/770>

# How to recover your cPanel password

 cPanel & WHM Created on **August 17, 2026** Updated on **October 18, 2026** 2 min read

A cPanel password is not recovered - you set a new one. There are two routes, and the first always works.



## Before you start:

This is **your cPanel password**, the one that opens files, databases and backups. It is not the same as your **My MozOut** one, nor the one on each e-mail account - they are independent, and changing one does not touch the others.

## Route 1 - from My MozOut (recommended)

- 1 Log in to **My MozOut** and open **My Services**.
- 2 Click the hosting service in question.
- 3 Use the option to **change the cPanel password** and set a new one. You do not need the old one.

It always works because the authorisation comes from your account with us, not from anything stored inside cPanel.

## Route 2 - from the cPanel login page

This is for when you cannot get into My MozOut either. Open your plan's cPanel address (it is in **how to access cPanel**), click **Reset Password** and enter your cPanel **username**. A code is sent to the account's contact e-mail.



## The number one reason this route fails:

The code goes to the **contact e-mail stored inside cPanel** - and plenty of people never filled it in, or filled it in with an address on the very domain that is now locked out. **Go into cPanel today, open Contact Information and put an address from outside your domain there.** One minute now avoids a day of being stuck later.

**Once you have set the new one:**

The cPanel password is also the **main FTP** password. FTP programs, backup plugins and automatic publishing systems using those details stop working until they are updated - **it is explained here**.

We can never tell you the old password: none of them is stored in readable form, not even for us. If both routes fail, **write to us** with the domain in question and we will restore access once we have confirmed the account is yours.

 **NEED A HAND?**

Locked out of both cPanel and the panel?

 **Ask for a reset** →

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**How to change your Plesk password**



**My MozOut vs Plesk: how they differ and which panel we use**



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**See hosting plans** →



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