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How to recover your Plesk password

cPanel & WHM

CODE

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VERSION

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COUNTRY · LANGUAGE

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MozOut International

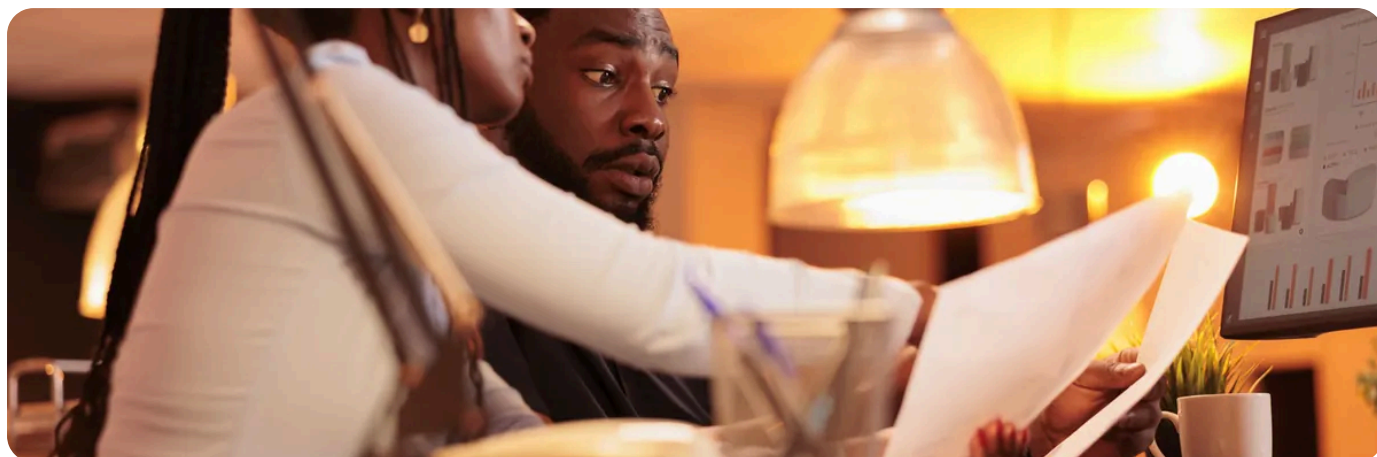
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<https://www.my.mozout.com/knowledgebase/772>

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On Windows hosting plans the panel is **Plesk**, and the password reset happens on the panel's own login page.



Before you start:

This is **your Plesk password**, the panel used on Windows plans. It is not the same as your **My MozOut** one, nor your **cPanel** one, nor the one on **each e-mail account** - they are independent, and changing one does not touch the others.



Resetting from the login page

- 1 Open your Plesk address. It was sent to you in the service **welcome e-mail**, along with the username - look there first.
- 2 Under the login form, click **Forgot your password?**
- 3 Enter the username or the e-mail attached to the account. Plesk sends a link to set a new one.
- 4 Open the link and choose the new password. If nothing arrives within a few minutes, check the spam folder.



If you do not have the panel address:

Do not try to guess it. **Ask us** - we will confirm which panel serves your service, the username, and restore access once we have confirmed the account is yours. It is quicker than any guessing.

**If you are comparing panels:**

What changes between My MozOut and Plesk explains what each one is for - useful for checking that this is really the password you are after.

Once you are back in, see **how to change your Plesk password** for next time.

 NEED A HAND?

Locked out of Plesk?

 **Ask for a reset** →

 SEE ALSO

How to recover your cPanel password



How to change your Plesk password



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



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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

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