

How To Reset The cPanel-FTP-SSH Password

This article was created to help WestHost clients with cPanel/FTP/SSH Account Details.

- [Step 1: Navigate to the Shared Hosting tab in CHI](#)
- [Step 2: Change your authentication information](#)
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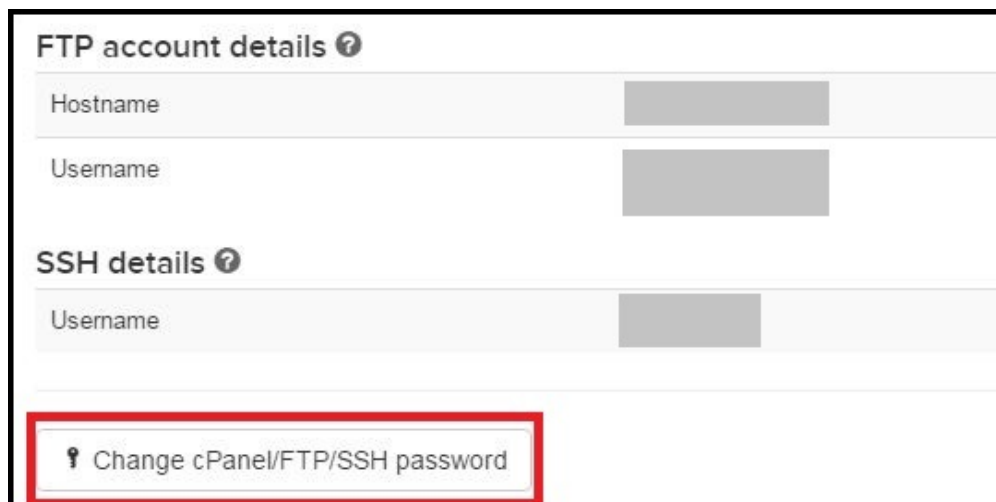
Step 1: Navigate to the Shared Hosting tab in CHI

Your login credentials can be found in your CHI account. Once you are logged into CHI, click on “Shared Hosting” on the left hand side.



Step 2: Change your authentication information

Next, click on the domain you wish to view the cPanel/FTP/SSH details for. You will be automatically taken to a page where you can view your cPanel/FTP/SSH details.



The screenshot shows a web interface titled "FTP account details" with a help icon. It contains two main sections: "FTP account details" and "SSH details". Under "FTP account details", there are two rows: "Hostname" and "Username", each with a greyed-out input field. Under "SSH details", there is one row: "Username" with a greyed-out input field. At the bottom left, there is a button with a key icon and the text "Change cPanel/FTP/SSH password", which is highlighted with a red rectangular border.

You will see your 'Hostname' and your 'Username'. Your main FTP account, SSH and cPanel accounts all share the same username and password. If you wish you change your password, click the “Change Password” button here to reset it. When you click “Change Password” it will also ask if you want to change your MySQL password, in which case please say **no** as it may cause issues with your website.

When connecting via FTP, please use port 21. If you run into any issues connecting via FTP or SSH, please contact support via the “Support” icon in the lower left corner. We have 24/7 Live support and are always happy to help!

Related articles

- [CHI FAQ](#)
- [What is CHI](#)
- [How To Navigate The Account Services Tab](#)
- [How To Reset The cPanel-FTP-SSH Password](#)
- [How To Merge CHI Accounts](#)