

cp.westhost.com Basics

This article is for cPanel Accounts. Determine where your account is with [this guide](#).

When connecting to the overall "Dashboard" for your WestHost account, navigate to <https://cp.westhost.com/>

You connect to this interface with the contact e-mail address on file. Please ensure that you have this updated every few months to ensure you receive all of your WestHost e-mails.

This e-mail will also be used if you select "Lost Password" on the cp.westhost.com login page.



Once connected, you will see two scrollbars near the top of the screen. While the available icons may be different depending on the service(s) you have with WestHost, the general layout will be the same regardless of the account.



While you should be able to connect to this interface with any browser, we strongly recommend [Firefox](#) or [Google Chrome](#) to use this tool -- they work the best [from our Tech Support's experience]!

The **Manage** toolbar will contain link icons for you to control your website data and domain name registrations. Some of the icons you may see on this toolbar are:



cPanel -- This will show up if you have a cPanel shared, Cloud, or Dedicated server hosting option with the cPanel interface. ****Make sure your pop-up blocker is disabled for this to open a new tab or window correctly.**



DropClick -- This will appear if you have purchased one of the [DropClick](#) management tools for your hosting account. **Make sure your pop-up blocker is disabled for this to open a new tab or window correctly.



WHM -- This icon will appear if you have a Cloud Reseller or Dedicated server hosting option with the cPanel interface included. **Make sure your pop-up blocker is disabled for this to open a new tab or window correctly.



IP Manager -- This icon will appear if you have a service that allows multiple IP addresses for your accounts [NOT shared hosting].



Dedicated Servers -- If you have an Unmanaged Dedicated Server hosting package this icon will get you connected to all your admin tools!



Domain Names -- This icon should appear in ALL accounts regardless of whether or not you have a registered Domain Name. Purchase, transfer, and manage them here.

The **Account** toolbar will contain icons to help you manage your support requests and billing information. The icons you will see on this toolbar are:



Support -- This is a great tool for creating and managing your support tickets with WestHost.



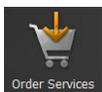
Billing -- See your invoices, credit card information, and existing hosting services [NOT domain names] through this tool.



Contact Information -- Please keep your contact information updated for us with this tool! If you update the contact e-mail address here you will need to use the NEW e-mail address to connect to cp.westhost.com from that point on.



Change Password(s) -- Manage your cp.westhost.com and any hosting account passwords here. [Always change passwords for WHM or cPanel from this tool to ensure that DNS and other services work correctly for your account].



Order Services -- Need more hosting services? Purchase them here! All orders using the same contact e-mail address will be included within the same cp.westhost.com dashboard area.



Order SSL Certificate -- Order and renew SSL certificates for your account(s) with this tool. When you order your SSL through WestHost we take care of the installation for you!