

How To Change Your cPanel Password

You will be required to change your cPanel password every 180 days to maintain account security. Your cPanel and CHI passwords are different, and as such they have different ways of being reset. This article will take you through the steps of resetting your cPanel password through CHI.



Please follow these directions carefully. The password reset page that cPanel presents is not the correct place to change your password.

Step One: Navigate To The Shared Hosting Section of CHI

1. Log in at chi.westhost.com.
2. Click on the "Shared Hosting" tab.



3. Select the domain for which you want to change your password.

Step Two: Use The Change cPanel/FTP/SSH password Tool in CHI

1. Click on the "Change cPanel/FTP/SSH password" button.



Your first instinct may be to navigate to the cPanel section of the "Shared Hosting" tab, but this is incorrect. The tool to change your password is actually located on the homepage of your domain's Shared Hosting tab, so you do not need to navigate any further after clicking on your domain.

2. Enter your new password, then confirm it.
3. Click "Save".

Your password for cPanel, FTP and SSH will all be changed to your new password.

If you have any questions about this process, please contact technical support by opening a chat or creating a ticket within your CHI account.