FTP Accounts

> This document is for a previous release of cPanel & WHM. To view our latest documentation, visit our Home page.

For cPanel & WHM 11.48

(*Home >> Files >> FTP Accounts*)

Overview

You can use this interface to create and manage your website's File Transfer Protocol (FTP) accounts. FTP allows you to manage your website's files.

> ⚠️ **Notes:**
>
> - You can **only** access this interface if your hosting provider has enabled FTP services on your server.
> - You can use your cPanel account's username and password to log in to FTP.
> - SSH File Transfer Protocol (SFTP) uses your cPanel account's shell access to transfer files. For more information about SFTP, read our How To Configure Your SFTP Client documentation.
> - To view past FTP connections to your site, navigate to cPanel's *Raw Access Logs* interface (*Home >> Logs >> Raw Access Logs*).

Add FTP Account

To create an FTP account, perform the following steps:

1. Enter the desired username in the *Login* text box.
2. Enter and confirm the new password in the appropriate text boxes.

> ⚠️ **Notes:**
>
> - The system grades the password that you enter on a scale of 100 points. `0` indicates a weak password, while `100` indicates a very secure password.
> - Some web hosts require a minimum password strength. A green password *Strength* meter indicates that you met the required password strength.
> - Click *Password Generator* to generate a strong password. For more information, read our *Password Generator* documentation.

3. Enter the FTP account's home directory.

> ⚠️ **Notes:**
>
> - The *Directory* text box defines the new FTP account's top level of directory access. For example, if you enter `example` in the *Directory* text box, the FTP account can access the `/home/$user/example/` directory and all of its subdirectories.
> - The system automatically populates this text box with `public_html/account`, where `account` is the username that you entered in the *Login* text box.

> ⊘ **Important:**
>
> You **cannot** use symbolic links (symlinks) to upload data outside of this directory.

4. Enter the disk space quota, or select *Unlimited*.

⚠️

5. Click *Create FTP Account*. The new account will appear in the *FTP Accounts* table.

> ⊘ **Important:**
>
> If an FTP account experiences problems with uploads, you may need to increase the *Quota* value.

FTP Accounts

The *FTP Accounts* table allows you to manage existing FTP accounts.

Change Password

To change an FTP account's password, perform the following steps:

1. Click *Change Password* for the FTP account for which you wish to change the password.
2. Enter and confirm the new password in the appropriate text boxes.

   > ⚠️ **Notes:**
   >
   > * The system grades the password that you enter on a scale of 100 points. `0` indicates a weak password, while `100` indicates a very secure password.
   > * Some web hosts require a minimum password strength. A green password *Strength* meter indicates that you met the required password strength.
   > * Click *Password Generator* to generate a strong password. For more information, read our [Password Generator](#) documentation.

3. Click *Change Password*.

Change Quota

> ⊘ **Remember:**
>
> If your server uses the [ProFTPd](#) FTP server, you **cannot** use quotas. For more information, contact your hosting provider.

To change an FTP account's quota, perform the following steps:

1. Click *Change Quota* for the FTP account for which you wish to change the quota.
2. Enter the disk space quota, or select *Unlimited*.
3. Click *Change Quota*.

Delete

To remove an FTP account, perform the following steps:

1. Click *Delete* for the FTP account that you wish to remove.
2. Click the desired deletion option:

   * *Delete Account* — Remove the FTP account **only**. This will **not** remove the files that the FTP account's home directory contains.
   * *Delete Account and Files* — Remove the FTP account **and** all of the files that the FTP account's home directory contains.

     > ⊘ **Warning:**
     >
     > Only use this option with **extreme** caution. If the FTP account that you delete can access the `public_html` directory, this option automatically removes the `public_html` directory and **all** of its contents, which **will** break your website.

   * *Cancel* — Do not delete the account.

Configure FTP Client

> ⊖ **Important:**
>
> You **must** install the FTP client on your computer before you download and run the script file.
>
> - For instructions, visit the FileZilla or Core FTP websites for Windows computers, or the Cyberduck website for Mac computers.
> - If you encounter problems when you try to automatically configure your FTP client, ensure that your client is properly installed on your computer. If problems persist, consult your FTP client's documentation.

To configure an FTP client, perform the following steps:

1. Click *Configure FTP Client* for the desired FTP account.
2. Click *FTP Configuration File* under the desired FTP client's logo. You can choose between Filezilla, Core FTP, or Cyberduck.

   > ⚠ **Note:**
   >
   > cPanel currently only supports these three FTP clients for auto-configuration.
   >
   > - To use another client, manually configure the client yourself.
   > - Click *Instructions* to view detailed instructions for your chosen client.

3. Open the configuration script file that downloaded to your computer. The FTP client automatically opens, configures itself, and connects to your FTP server.