

Reset cPanel SSH FTP Password

This article was created to help Midphase 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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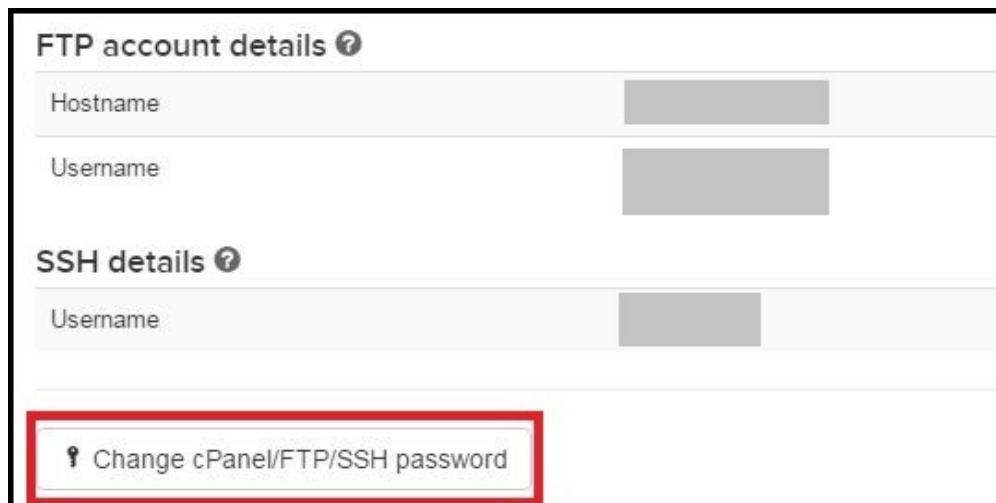
Step 1: Navigate to the Shared Hosting tab in CHI

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 with two sections: 'FTP account details' and 'SSH details'. The 'FTP account details' section has fields for 'Hostname' and 'Username', both containing greyed-out text. The 'SSH details' section has a 'Username' field with greyed-out text. At the bottom of the interface, a button labeled 'Change cPanel/FTP/SSH password' 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!



Access your CHI account from <https://chi.midphase.com> where you can manage your Midphase account at any time

Related articles

- [Reset cPanel SSH FTP Password](#)
- [Does Midphase Have A Control Panel That I Can Demo](#)
- [What Is Password Protect](#)
- [What Is A CPanel Theme](#)

- [How To Autoinstall Applications Such As WordPress or PHPBB](#)