How To Access cPanel Through The Shared Hosting Tab

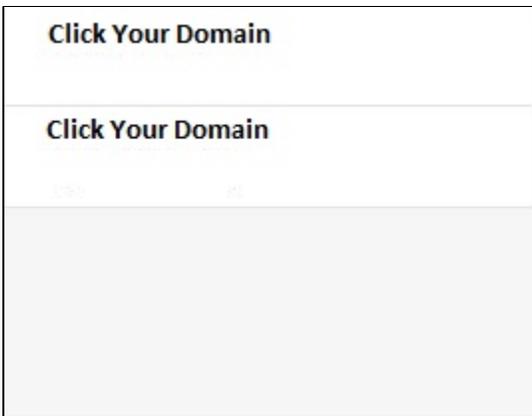*This article was created to help Midphase clients access their cPanel accounts through their CHI dashboards.*

Step 1: Click on the Shared Hosting Tab

Your cPanel account can be accessed through your CHI account. After logging into CHI by entering your username and password, click on the "Shared Hosting" tab that can be found on the left hand side of your screen.

Step 2: Click on your domain

Once you are viewing the Shared Hosting page, click on the specific domain you wish to access cPanel for. You will be automatically taken the corresponding page where you can view your FTP/SSH details.
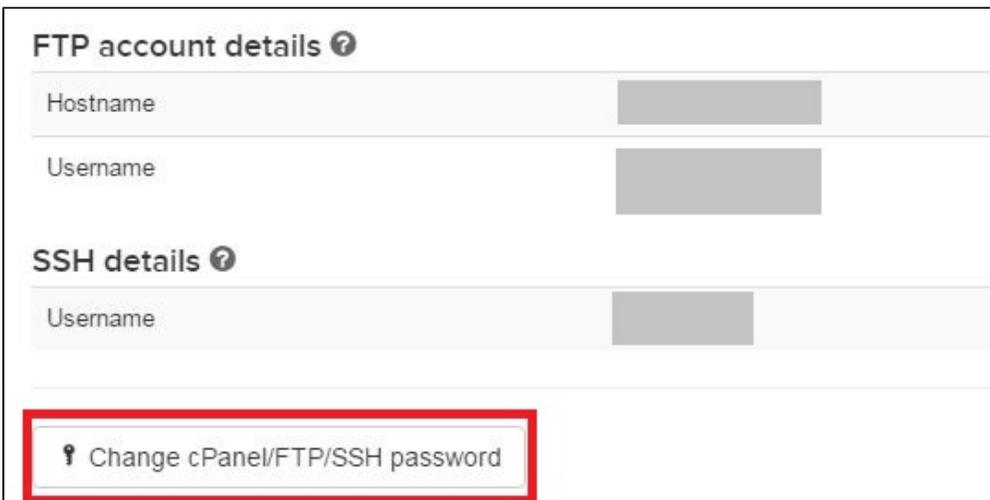

Step 3: Click the cPanel button

In this page you will be able to see blue text links. Click the cPanel link and you will automatically be redirected to your cPanel account.

Pro Tip: If your domain is already pointed to Midphase, you can also access your cPanel login page by simply typing /cpanel after your domain name in your web browser.

For example, "domain.com/cpanel" will take you directly to your cPanel login.

If you have any trouble logging into your cPanel, double-check that you are using the correct username and password. If you have forgotten your password or username you can go back to the main page as seen above to view your username or create a new password.

Your cPanel username will be the same as your FTP and SSH username. You can also use the "Change Password" button here to change your cPanel password.

NOTE: When you click "Change Password" CHI will ask you if you want to change your MySQL password, please say no to this as it may cause issues within your site.

If you have any questions about accessing your cPanel account, please contact support via the "Support" icon in the lower left hand corner of your screen.

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