

# FTP Accounts

(cPanel >> 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.

### Note:

- You can **only** access this interface if your hosting provider has enabled FTP services on your server.
- If the account uses a dedicated IP address, you can use your cPanel account's username and password to log in to FTP. Otherwise, you **must** use the full FTP account username (account, at-symbol, and domain name) and password to log in to FTP.
- You can use your cPanel account's username and password to log in to FTP.
- SSH File Transfer Protocol (SFTP) allows you to transfer files over a secure connection. For more information about SFTP, read our [How To Configure Your SFTP Client](#) documentation.
- To view past FTP connections to your site, navigate to the [Raw Access](#) interface ([cPanel >> Home >> Metrics >> Raw Access](#)).
- On servers that use Pure-FTPd, the system will only return the first 2,000 files in each folder. Your hosting provider can adjust this number.

## Add FTP Account

To create an FTP account, perform the following steps:

1. Enter the desired username in the *Log In* text box.
2. Select the desired domain from the *Domain* menu.
3. Enter and confirm the new password in the appropriate text boxes.

### Notes:

- The system evaluates 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 the password is equal to or greater than the required password strength.
- Click *Password Generator* to generate a strong password. For more information, read our [Password & Security](#) documentation.

4. Enter the FTP account's home directory.

### Note:

- 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/domain.tld/account`, where `account` represents the username that you entered in the *Login* text box and `domain.tld` represents the domain you selected in the *Domain* menu.

### Important:

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

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

## In This Document

## Related Documentation

- [FTP Connections](#)
- [Disk Usage](#)
- [Bandwidth](#)
- [Anonymous FTP](#)
- [Webalizer FTP](#)

## For Hosting Providers

- [How to Restore Missing FTP Interfaces in cPanel](#)
- [ProFTPD Configuration for Host Access Control](#)
- [Passive FTP and NAT Configuration Temporary Workaround](#)
- [How to Disable Filesystem Quotas](#)
- [FTP](#)

**Note:**

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

**Important:**

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

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

## 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 evaluates 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 the password is equal to or greater than the required password strength.
- Click *Password Generator* to generate a strong password. For more information, read our [Password & Security](#) 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 MacOS® 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:**

- We only support auto-configuration for these FTP clients. To use another client, manually configure the client.
- Click *Instructions* to view detailed instructions for your chosen client.
- FTP does **not** support Server Name Indication (SNI). You must use the server's hostname as the FTP server to connect with SSL. You can't use your domain name. For more information, read our [How to Configure Your SFTP Client](#) documentation.

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

## Special FTP Accounts

**Warning:**

You **cannot** delete FTP accounts from the *Special FTP Accounts* section of the interface.

The *Special FTP Accounts* section of the interface lists your cPanel account's administrative FTP accounts. This includes your cPanel account's primary FTP account and a log maintenance account.