

Contact Information

(cPanel >> Home >> Preferences >> Contact Information)

Overview

Use this interface to store contact information for your cPanel account and to set your contact preferences.

Important:

- This interface **only** appears if your hosting provider enables either of the following features in WHM's *Feature Manager* interface (*WHM >> Home >> Features >> Feature Manager*).
 - The *Contact Information* feature.
 - The *Update Notification Preferences* feature.

Change your contact information

To change your contact information, perform the following steps:

1. Enter the desired contact information in the available text boxes.

Important:

- We **strongly** recommend that you do **not** use an email address that your cPanel account owns. You may fail to receive messages when the server encounters problems. For example, if your mailbox exceeds its quota, you will not receive any new email, including notices.
- To use the *Reset Password* feature, you **must** set your contact email address.
- For more information about Pushbullet™ access tokens, visit [the Pushbullet website](#).

2. Select your desired notification settings in the *Contact Preferences* section.
3. Select your desired AutoSSL notifications setting in the *AutoSSL Notifications* section.
4. Click *Save*.

Contact Preferences

Note:

These settings **only** appear if your hosting provider enables the *Update Notification Preferences* feature in WHM's *Feature Manager* interface (*WHM >> Home >> Features >> Feature Manager*).

You can select the following settings in the *Contact Preferences* section of the interface:

Setting	Description
<i>My contact email address changes.</i>	This setting notifies you at your current and previous contact email address if someone changed the contact address.
<i>My preference for contact email address change notifications is disabled.</i>	This setting notifies you if someone disabled the <i>My contact email address changes</i> setting.

In This Document

Related Documentation

- Contact Information

For Hosting Providers

- How to Send Server Notifications to Custom Services
- Tweak Settings - Notifications
- Email All Resellers
- Email All Users
- Notification Templates

<p><i>My account approaches its disk quota.</i></p>	<p>This setting notifies you if your website will soon reach the maximum amount of disk space.</p> <div data-bbox="613 233 1045 506" style="border: 1px solid #f0e68c; padding: 10px;"> <p>Notes:</p> <ul style="list-style-type: none"> • If your website reaches its maximum amount of disk space you cannot modify existing files or add new files to your website. • To resolve this issue, delete old or unused files, or upgrade your hosting plan. </div>
<p><i>My account approaches its bandwidth usage limit.</i></p>	<p>This setting notifies you if your website will soon exceed the maximum amount of traffic allowed.</p> <div data-bbox="613 646 1045 1171" style="border: 1px solid #f0e68c; padding: 10px;"> <p>Notes:</p> <ul style="list-style-type: none"> • This setting only appears if your hosting provider limits the bandwidth usage for your cPanel account and enables bandwidth notifications in WHM's Tweak Settings interface (<i>WHM >> Home >> Server Configuration >> Tweak Settings</i>). • After you reach your maximum bandwidth, visitors cannot access your website. • To resolve this issue, you must upgrade your hosting plan. Otherwise, you must wait until the limit resets. Generally, this limit resets at the end of each month. </div>
<p><i>SSL certificate expiry.</i></p>	<p>This setting notifies you if a non-AutoSSL certificate will expire soon.</p>
<p><i>Any of my account's email accounts approaches or is over quota.</i></p>	<p>This setting notifies you if one of your email addresses will soon reach its maximum amount of disk space.</p> <div data-bbox="613 1388 1045 1514" style="border: 1px solid #f0e68c; padding: 10px;"> <p>Note: To resolve this issue, delete old email or upgrade your hosting plan.</p> </div>
<p><i>My account's password changes.</i></p>	<p>This setting notifies you if someone changed your account password.</p>
<p><i>My preference for account password change notifications is disabled.</i></p>	<p>This setting notifies you if someone disabled the <i>My account's password changes</i> setting.</p>

<p><i>Someone logs in to my account.</i></p>	<p>This setting notifies you when someone logs in to your account. It is useful if you suspect that someone else has your account password.</p> <div data-bbox="613 260 1045 940" style="border: 1px solid #f0e68c; padding: 10px;"> <p>Notes:</p> <ul style="list-style-type: none"> • In order to use this setting, your system administrator or hosting provider must enable cPHulk in WHM's cPHulk Brute Force Protection interface (<i>WHM >> Home >> Security Center >> cPHulk Brute Force Protection</i>). • To resolve this issue, change your account password to a more secure password. • The system only sends a single notice in each 24-hour window for a specific username, service, and IP address combination. • The system will not send notices if the user logs in successfully through an IP address range or netblock from which a user previously successfully logged in. To enable these notices, select the next option. </div>
<p><i>Send login notifications, even when the user logs in from an IP address range or netblock that contains an IP address from which a user successfully logged in previously.</i></p>	<p>This setting notifies you whenever someone logs in to your account successfully through any IP address.</p>
<p><i>My preference for successful login notifications is disabled.</i></p>	<p>This setting notifies you if someone disabled the <i>Someone logs in to my account</i> setting.</p>
<p><i>An external account links to my account for authentication.</i></p>	<p>This setting notifies you when someone links your account to an external authentication provider.</p>
<p><i>My preference for external account link notifications is disabled.</i></p>	<p>This setting notifies you if someone disabled the <i>An external account links to my account for authentication</i> setting.</p>

AutoSSL Notifications

Note:

- These settings **only** appear when your hosting provider enables AutoSSL user notifications in WHM's [Manage AutoSSL](#) interface (*WHM >> Home >> SSL/TLS >> Manage AutoSSL*) in the *Options* tab.
 - Some settings are only available based on the notification level set by your hosting provider. For example, if your hosting provider disables the *Notify the user for all AutoSSL events and normal successes* user notification setting, this option is unavailable.
- These settings are **not** available to Webmail users.

You can select one of the following settings in the *AutoSSL Notifications* section of the interface:

Setting	Description
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<i>All AutoSSL events: failures, deferrals, and successful installations.</i>	This setting notifies you for AutoSSL certificate request successes, failures, warnings, and deferrals.
<i>AutoSSL failures and deferrals only. (default)</i>	This setting only notifies you about AutoSSL certificate request failures, warnings, and deferrals.
<i>AutoSSL failures only.</i>	This setting only notifies you when AutoSSL certificate requests fail.
<i>Disable AutoSSL event notifications.</i>	This setting disables all AutoSSL certificate request notifications.