

Subaccount Initial Password Guide

Overview

This document explains a Subaccount user's experience when you request that they set their initial password.

New Subaccount invitations

In the *Add User* section of cPanel's *User Manager* interface (*cPanel >> Home >> Preferences >> User Manager*), you can prompt the Subaccount user to set their initial password. When you select that option, the following details the user's experience:



Note:

To start the process, create a new Subaccount and select the *The user will set the account password* option.

1. The Subaccount user will receive a welcome email.

Sample Email

```
From: cPanel for example on example.com <sample1@example.com>  
Subject: [example.com] Welcome to your new account: john@example.com  
To: john.connor@skynet.net
```

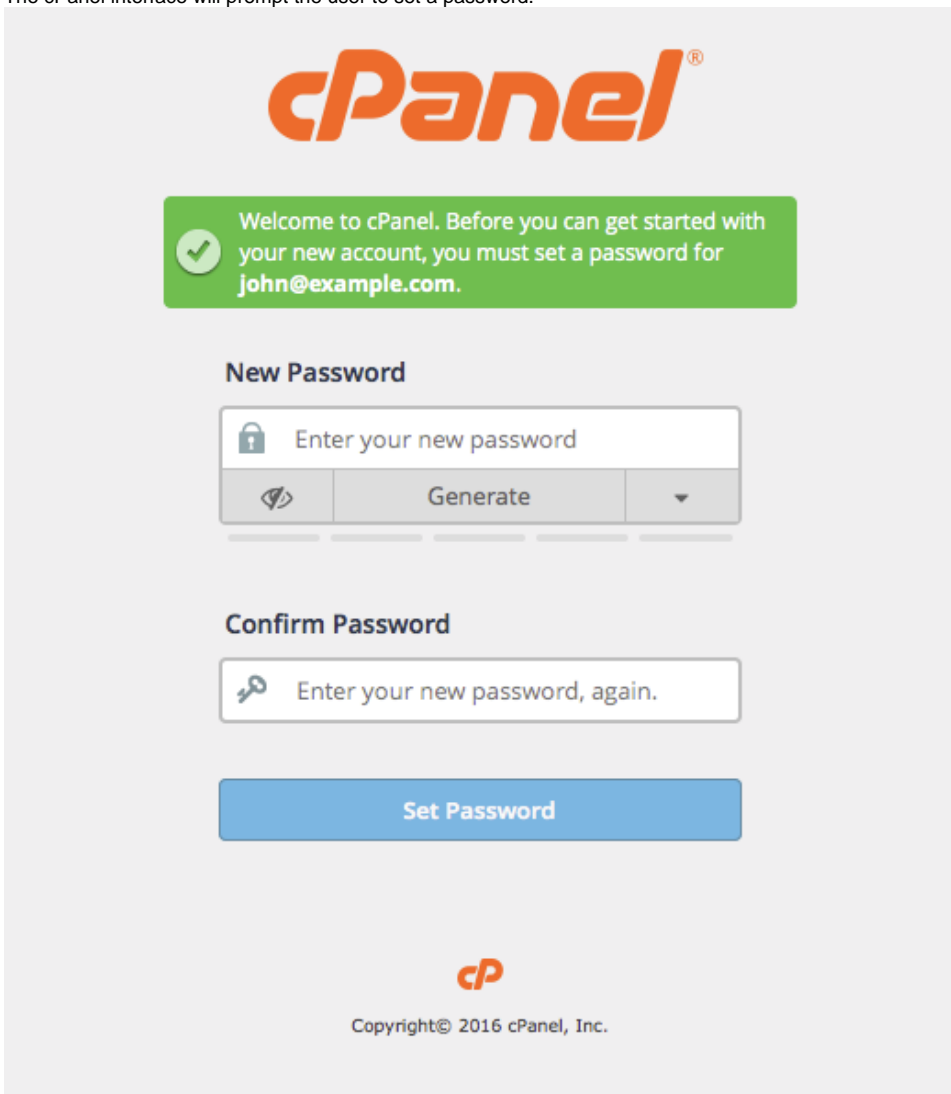
```
Welcome to example.com!  
Your new account username is john@example.com.
```

```
Note: Before you can use your new account, you must set your password at the following URL:  
https://server.example.com:2083/invitation?user=john@example.com&cookie=wWqgnW3aLzrSDdyX
```

```
The system generated this notice on Thursday, Aug 29, 1997 at 6:14:44 AM UTC.  
Do not reply to this automated message.
```

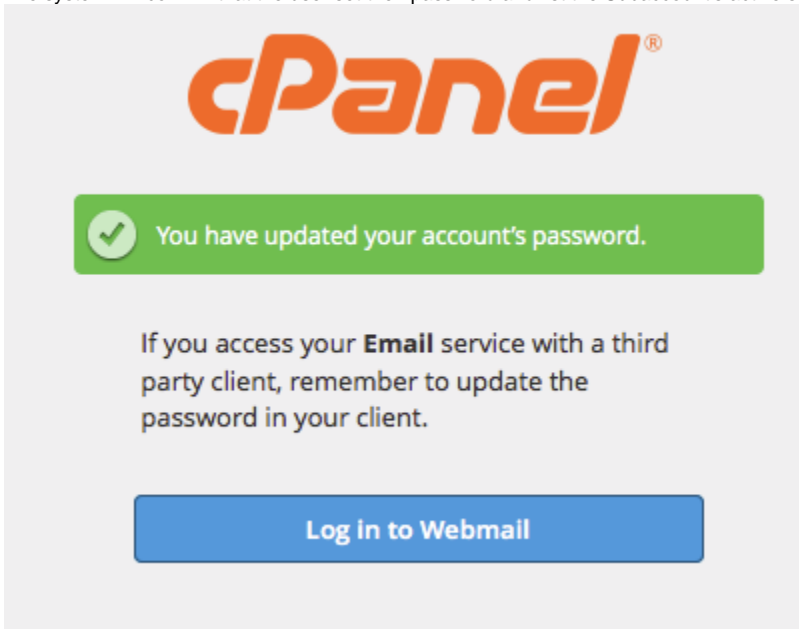
2. The user will click on the provided URL.

3. The cPanel interface will prompt the user to set a password.



The image shows the cPanel interface for setting a new password. At the top is the cPanel logo. Below it is a green notification box with a checkmark icon and the text: "Welcome to cPanel. Before you can get started with your new account, you must set a password for john@example.com." The main section is titled "New Password" and contains a text input field with a lock icon and the placeholder text "Enter your new password". Below the input field are three buttons: a toggle for visibility (an eye icon), a "Generate" button, and a dropdown arrow. Below this is the "Confirm Password" section, which has a text input field with a key icon and the placeholder text "Enter your new password, again.". At the bottom of the form is a blue button labeled "Set Password". Below the form is the cPanel logo and the copyright notice "Copyright© 2016 cPanel, Inc."

4. They will enter and confirm the new password in the appropriate text boxes and click *Set Password*.
5. The system will confirm that the user set their password and list the Subaccount's active services.



The image shows the cPanel interface after the password has been set. At the top is the cPanel logo. Below it is a green notification box with a checkmark icon and the text: "You have updated your account's password." Below the notification is a text block that reads: "If you access your **Email** service with a third party client, remember to update the password in your client." At the bottom of the form is a blue button labeled "Log in to Webmail".

Additional documentation

[Subaccount Initial Password Guide](#)