

Manage2 FAQ

Accounts

How do I log in to my Manage2 account?

To log in to Manage2, enter your username and password in the [Manage2 login](#) interface.

Notes:

- If this is your first time to log in, use the login ID and password that cPanel, Inc. provided to you.
- The system automatically logs you in to the Manage2 interface if you are already logged in to another cPanel, Inc. website.

How can I reset my login information?

If you cannot log in or forgot your login information, click the [Forgot Your Password?](#) link in the [Manage2 login](#) interface.

How do I create another Manage2 account?

You can create another Manage2 account with the Manage2 [Add User](#) interface ([Dashboard >> User >> Add User](#)).

Important:

You **must** possess Partner Account Administrator privileges to create additional accounts. For more information about account privileges, read our [Manage Users](#) documentation.

Why does Manage2 ask me security questions after I log in?

If you reach an interface that asks you to answer security questions for access, one of the following conditions exists:

- You attempted to log in from an IP address that is not authorized on the account.
- You have not yet set up the security questions for your account.

If you do not know the security question answers, or you have not set up your security questions, use the Manage2 [Security Setup](#) interface ([Dashboard >> Security >> Security Setup](#)).

Note:

For more assistance with your security questions, click the Manage2 [Help](#) link to contact [cPanel Customer Service](#).

How do I add an Access IP address on my account?

To add an Access IP address to your account, use the Manage2 [Add an access IP](#) interface ([Dashboard >> Security >> Add an access IP](#)).

How do I access the Manage2 API with my account?

To access your account with the Manage2 API, you **must** add the IP address from which you will call the function to the Manage2 profile in the Manage2 [Add an access IP](#) interface ([Dashboard >> Security >> Add an access IP](#)).

After you add an Access IP address, you can call a Manage2 API function through your web browser, cPanel's Licensing Perl or PHP modules, and in the command line with the `curl` utility.

Note:

For more information about how to call a Manage2 API function, read our [Guide to the Manage2 API](#) documentation.

How do I change another Manage2 account user's access privileges?

You can add or remove a user's privileges in the *Privileges* section of the Manage2 *Manage Users* interface (*Dashboard >> Users >> Manage Users*).

How do I delete a Manage2 user?

To delete a user from your Manage2 account, perform the following steps:

1. Navigate to the *Manage Users* interface (*Dashboard >> Users >> Manage Users*).
2. Locate the user whom you wish to delete.
3. Under the *Actions* column, click *Delete*.

How do I add shortcuts to my account?

You can add shortcuts to the *My Shortcuts* menu of the *Dashboard* in the Manage2 *Change Preferences* interface (*Dashboard >> User >> Change Preferences*).

Note:

The *Change Preferences* interface is also available in the *My Shortcuts* menu.

How can I find out my Account Manager's contact information?

To view your cPanel account manager, click the *Account Manager* menu at the top of the *Dashboard* interface.

Licenses

How do I transfer my cPanel & WHM license's IP address in Manage2?

If you purchased your cPanel & WHM license through the Manage2 system, follow the instructions in our [Transfer a license](#) documentation.

I purchased my license through the cPanel Store. How do I transfer that license?

If you purchased your cPanel & WHM license through the cPanel Store, perform the following steps:

1. Log in to your [cPanel Store account](#).
2. Click *My Account*. The *My Account* interface will appear.
3. Under the *Orders/Licenses* heading, click *View my licenses*. The *Manage Licenses* interface will appear.
4. Select the checkbox for the license that you wish to transfer and click *Edit IP*. The *Change IP Address* dialogue box will appear.
5. Enter the license's new IP address in the *New IP Address* text box and click *Save Changes*.

If you experience difficulties with your license transfer, open a [cPanel Customer Service](#) request.

How do I renew a cPanel & WHM license?

To renew a cPanel & WHM license, perform the following steps:

1. Navigate to the Manage2 [Add License](#) interface (*Manage2 >> Licenses >> Add License*).
2. Enter the cPanel & WHM license's information in the corresponding text boxes.
3. Click the *Add License* button. A message which indicates that the IP address is already actively licensed will appear.
4. Click [Click Here for Forced Add](#).

If you experience difficulties with your license transfer, open a [cPanel Customer Service](#) request.

How do I expire a cPanel & WHM license?

When you expire a cPanel & WHM license, you deactivate it. To expire a license, perform the following steps:

1. Navigate to the Manage2 [List Active Licenses](#) interface (*Dashboard >> Licenses >> List Active Licenses*).
2. Locate the IP address of the license that you wish to expire in the table.
3. In the far right column, click *Expire*. A message of success or a reason for failure will appear.

What types of licenses can I purchase?

You can view a list of available cPanel & WHM licenses in Manage2's [Add License](#) interface ([Dashboard >> Licenses >> Add License](#)). cPanel, Inc. offers the following licenses:

- Monthly
- Monthly VPS
- One year
- One year VPS
- Three year
- Two year

Current cPanel & WHM license holders may obtain up to three development licenses for each paid cPanel & WHM license that they possess. For more information about these licenses, read our [Obtain a cPanel Developer License](#) documentation.

How do I purchase CloudLinux and KernelCare licenses?

To purchase a CloudLinux license, follow the directions in our [How to Purchase a cPanel License](#) documentation.

To purchase a KernelCare license, follow the directions in our [How to Purchase a KernelCare License](#) documentation.

Important:

To purchase a KernelCare license through Manage2, you **must** be a cPanel Partner.

Billing

How do I view my bill?

You can view your bill in the Manage2 [Account History](#) interface ([Dashboard >> Billing >> Account History](#)).

How do I pay my bill?

You can pay your bill with one of the following methods:

- Use PayPal in the Manage2 [Make a Paypal Payment](#) interface ([Dashboard >> Billing >> Make a Paypal Payment](#)).
- Use a credit card in the Manage2 [Manage and Pay with Credit Cards](#) interface ([Dashboard >> Billing >> Manage and Pay with Credit Cards](#)).
- Use funds from your checking account with the Manage2 [Setup Automatic ACH Payment](#) interface ([Dashboard >> Billing >> Setup Automatic ACH Payment](#)).

You can set up automatic bill payments in any of these interfaces. You can also pay your bill manually in the [Make a Paypal Payment](#) interface ([Dashboard >> Billing >> Make a Paypal Payment](#)) and the [Manage and Pay with Credit Cards](#) interface ([Dashboard >> Billing >> Manage and Pay with Credit Cards](#)).

How do I set up recurring payments?

You can set up recurring payments in either of the following interfaces:

- The Manage2 [Manage and Pay with Credit Cards](#) interface ([Dashboard >> Billing >> Manage and Pay with Credit Cards](#)).
- The Manage2 [Setup Automatic ACH Payment](#) interface ([Dashboard >> Billing >> Setup Automatic ACH Payment](#)).

How do I update my credit card's expiration date?

To update a credit card's information in the Manage2 system, perform the following steps:

1. Navigate to the Manage2 [Manage and Pay with Credit Cards](#) interface ([Dashboard >> Billing >> Manage and Pay with Credit Cards](#)).
2. Locate your desired credit card in the list of credit cards and click [Manage Card](#).
3. Enter the new expiration date in the [Expiration Date](#) text boxes and click [Save Changes](#).

Important:

After you update your credit card's expiration date, you **must** set up recurring payments for that card again.

General

How do I update my company's information on my account?

You can update your company's information in the Manage2 [Update Company Information](#) interface ([Home >> Company >> Update Company Information](#)).

How do I update my company's brand?

To update your company's brand information, use the Manage2 interface [Profile](#) menu and select [Edit Partner NOC Profile](#).

Why can I not see all of my company's Support tickets?

To view your company's Support tickets, your Account Manager **must** add the [supportall](#) privilege for your account in the [Privileges](#) section of Manage2's [Edit User](#) interface ([Dashboard >> Users >> Edit User](#)).

How do I disable the cPanel Store as an SSL Certificate provider?

WHM's [Market Provider Manager](#) interface ([Home >> Market >> Market Provider Manager](#)) lists the cPanel Store as an SSL certificate provider. To disable the cPanel Store as an SSL certificate provider, perform the following steps:

1. Log in to your [Manage2](#) account.
2. In the Manage2 [Dashboard](#), select [Update Company Information](#) in the [Company](#) interface ([Dashboard >> Company >> Update Company Information](#)).
3. In the [cPanel Store Integration](#) section, select the [Block servers with your company ID from ordering paid SSL certificates from the cPanel Store](#) checkbox.
4. Click [Save](#) at the end of the interface.

For more information, read our [How to Disable the cPanel Store as an SSL Certificate Provider in WHM](#) documentation.