

# User Manager

(cPanel >> Home >> Preferences >> User Manager)

## Overview

The *User Manager* interface allows you to manage your Subaccounts. Subaccounts use the same login and password information for email, FTP, and Web Disk services. The system synchronizes the password of each of the Subaccount's allowed services.

This interface also allows you to merge email, FTP, and Web Disk accounts into a single Subaccount or link existing service accounts to Subaccounts.

### Important:

This interface does **not** allow you to create new cPanel accounts. Hosting providers and system administrators can create new cPanel accounts in WHM's *Create a New Account* interface (*WHM >> Home >> Account Functions >> Create a New Account*).

## Link accounts

If any email, FTP, or Web Disk accounts use the same username, the *User Manager* interface allows you to merge those accounts into a Subaccount.

- The *User Manager* interface groups any service accounts that you could merge.
- To merge the accounts, click *Link*. If you do **not** wish to merge the service account, click *Dismiss* and the *User Manager* interface will no longer present the merge option for that account.

## Add Subaccount

To add a Subaccount, perform the following steps:

1. To create a new Subaccount, click *Add User*.
2. Enter the user's name in the *Full Name* text box.
3. Enter the username in the *Username* text box.
4. If you manage more than one domain, select the appropriate domain from the *Domain menu*.
5. Enter a contact email address for the user.

### Important:

- You **must** enter the contact email address to allow Subaccount users to use the [Reset Password](#) feature or to allow the user to set their own password.
- If you do **not** specify a contact email address, the system will generate a fake email address when a user attempts to reset their password. This action helps protect users' credentials on an account. This email address appears as a hint in the *Contact Email Address* text box on the cPanel *Login* interface.

6. To send an email to the user to set their own password, select the *The user will set the account password* option and proceed to step 8. To set the password yourself, select the *Set the user's password* option and proceed to step 7.

### Note:

To use this feature, you **must** enable the *Reset Password for Subaccount* option in WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*). If you **cannot** access WHM, contact your hosting provider for assistance.

7. Enter and confirm the new password in the appropriate text boxes.

## In This Document

## Related Documentation

- [User Manager](#)

## For Hosting Providers

- [Accounts](#)
- [How to Rebuild userdata Files](#)
- [Account Creation Errors](#)
- [How to Set Up a cPanel, WHM, or Webmail Account for iOS and Android](#)
- [Account Restore](#)

**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.

8. Select the Subaccount's services. For more information about Subaccount services, read the [Subaccount services](#) section.

**Note:**

If the Subaccount's username matches the username of another account, the interface will prompt you with the option to link or dismiss the account.

- To link the account with the Subaccount, click *Link*.
- If you do **not** wish to link the account with the Subaccount, click *Dismiss*.

9. Click *Create*, or *Create and Add Another User* to add another account.

## Services

### Email

Email allows you to enable the Subaccount's email address.

Option	Description
Quota	<p>The <i>Quota</i> option defines how much hard drive space the Subaccount may use to store email.</p> <div style="border: 1px solid red; padding: 5px;"> <p><b>Important:</b></p> <ul style="list-style-type: none"> <li>• Due to mail server constraints, you <b>cannot</b> assign quotas that exceed 4,294,967,296 MB (40 96 TB or 4 PB). You must select <i>Unlimited</i> for quotas that exceed this amount.</li> <li>• If your hosting provider defined a maximum email account quota for your account, you do not have access to the <i>Unlimited</i> value. Instead, the interface displays the <i>Maximum</i> value. The <i>Quota</i> value <b>can not</b> exceed this amount.</li> </ul> </div>

### FTP

FTP allows you to manage your website's files.

**Notes:**

- The interface **only** displays the FTP menu if your hosting provider has enabled FTP services on your server.
- You can use your cPanel account's username and password to log in to FTP.
- SSH File Transfer Protocol (SFTP) uses your cPanel account's shell access to transfer files. Subaccounts **cannot** use SFTP. For more information about

- To view past FTP connections to your site, navigate to cPanel's [Raw Access](#) interface ([cPanel >> Home >> Metrics >> Raw Access](#)).

Option	Description
<i>Quota</i>	<p>The <i>Quota</i> option defines how much hard drive space the Subaccount user may use in their specified home directory.</p> <div style="border: 1px solid #f0e68c; padding: 5px;"> <p><b>Note:</b> If your server uses the <a href="#">ProFTPD</a> FTP server, you <b>cannot</b> use quotas and the <i>User Manager</i> interface will not display the <i>Quota</i> option. For more information, contact your hosting provider.</p> </div>
<i>Home Directory</i>	<p>The <i>Home Directory</i> text box allows you to specify the Subaccount's FTP home directory.</p> <div style="border: 1px solid #f0e68c; padding: 5px;"> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• The <i>Directory</i> text box defines the new FTP account's top level of directory access. For example, if you enter <code>example</code> in the <i>Directory</i> text box, the FTP account can access the <code>/home/user/example/</code> directory and all of its subdirectories where <code>user</code> represents the cPanel account username.</li> <li>• The system automatically populates this text box with <code>public_html/domain.tld/account</code>, where <code>account</code> represents the username that you entered in the <i>Login</i> text box and <code>domain.tld</code> represents the domain that you selected in the <i>Domain</i> menu.</li> </ul> </div>

## Web Disk

The [Web Disk](#) utility allows you to manage and manipulate files on your server in multiple types of interfaces (for example, your computer, mobile device, or certain types of software).

cPanel, Inc. also supplies iOS® and Android™ applications (apps) to allow you to use Web Disk on your mobile device.

**Note:**  
For more information about this app, read the following documentation:

- [The WebDisk Mobile App](#)
- [How to Connect to Web Disk on Your Mobile Device](#)

Option	Description
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<i>Home Directory</i>	The <i>Home Directory</i> text box allows you to change the Subaccount's Web Disk home directory.
<i>Permissions</i>	This option allows you to specify the Subaccount's home directory permissions. <ul style="list-style-type: none"> <li>• <i>Read-Write</i> — This setting grants this Subaccount access to read and write files inside the directory.</li> <li>• <i>Read-Only</i> — This setting <b>only</b> grants this Subaccount access to read files inside the directory.</li> </ul>
<i>Authentication</i>	You <b>must</b> enable Digest Authentication if you use Windows® Vista, Windows® 7, or Windows® 8, or Windows® 10 and you access Web Disk over a clear text, unencrypted connection. You do not need to enable Digest Authentication if you meet the following conditions: <ul style="list-style-type: none"> <li>• The domain has an SSL certificate that a recognized certificate authority signed.</li> <li>• You can connect to Web Disk with SSL over port 2078.</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> Do <b>not</b> enable Digest Authentication if the domain uses a signed SSL certificate.</p> </div>

## Edit Subaccount

To edit a Subaccount, click *Edit*. You can adjust the following Subaccount properties within this section:

**Note:**

In the accounts list, the cPanel account and logs account include a star (



) on their avatar. You **cannot** edit these accounts in this interface.

- *Full name* — The Subaccount's user's first and last name.
- *Contact Email Address* — An alternate email address for the Subaccount's user.

**Important:**

You **must** set the *Contact Email Address* option to allow Subaccount users to use the [Reset Password](#) feature.

- *Security Information* — Update the Subaccount's password.
- *Email, FTP, and Web Disk* — The Subaccount's access to email, FTP, and Web Disk services.

## Delete Subaccount

**Note:**

In the accounts list, the cPanel account and logs account include a star (



) on their avatar. You **cannot** remove remove these accounts.

To delete a Subaccount, click *Delete* and then confirm that you wish to delete the account.

**Warning:**

If you delete a Subaccount, the system will remove all of the Subaccount's services.