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Which password is which: Meu Interweb, cPanel, e-mail, FTP, database and WordPress

Account & Login

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https://www.meu.interweb.ao/knowledgebase/1832

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The short answer: a site with e-mail and a database has **six or seven different passwords**, and each one only works in one place. “I changed the password and it still says it is wrong” is almost always someone typing one place’s password into another. This table says where each one works and where it is changed.

The password map

Password	What for	Where to change it
Meu Interweb	Invoices, services, domains, support tickets.	**Recovering access to your account**; once inside, the password is changed in the account details.
cPanel	The hosting panel: files, databases, e-mail accounts.	**Change your cPanel password** / **recover**.
E-mail mailbox	Reading and sending the mail of **one** address (webmail, phone, Outlook).	**Change an e-mail account password** / **recover**.
FTP account	Uploading files with a program like FileZilla.	In cPanel, in the FTP accounts section: **FTP accounts and connecting with FileZilla**.
Database user	Connecting a program (a site, a WordPress) to the database.	In cPanel, under databases. If you change it, you must update the site file that uses it: **Database user**.
WordPress administrator	Logging in to the WordPress site’s dashboard.	**Change the WordPress administrator password**.
VPS (SSH or Remote Desktop)	Logging in to the server, if you have a VPS.	See **Create an SSH key** / **Windows VPS**.

How not to get lost

1. **Use a password manager** and a different password at each place: **A strong password and a password manager**.

2. **Write next to each one** the address where it works and the username, not only the password.

3. **When you change one, think what depends on it.** Changing the database password without changing the site file that uses it stops the site. Changing a mailbox password means changing it on the phone and in Outlook.

4. **Switch on two-step verification** wherever there is one (Meu Interweb, for example): **How to enable two-factor authentication**.

5. **Do not send passwords by e-mail** or put them on the site: **Keeping passwords out of your code**.

! **To give someone access**
(a developer, an accountant), create them an access of their own instead of giving them your passwords: **Giving access without handing over your password**.

NEED A HAND?

Not sure which password you are missing? Open a ticket saying where you are trying to log in (without sending any password).

Open a support ticket →

SEE ALSO

- **Account area, cPanel or webmail: which login do you need?** →
- **A strong password and a password manager: how to stop reusing the same one** →
- **Locked out: password, two-step authentication and the recovery e-mail** →
- **Giving a developer access to your site without handing over your password** →

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