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Changing the WordPress administrator password

WordPress & CMS

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https://www.meu.interweb.ao/knowledgebase/590

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There are four roads, and which one you take depends on one thing only: **how far you can still get**. Start with the first one on the list that applies to you.

Three different passwords, and people mix them up constantly.
The WordPress one opens the site. The cPanel one opens the hosting panel. The My Interweb one opens your client account. Changing one does not change the others, and none of them gets you into another.

1. If you can still sign in

1. In the WordPress dashboard, open **Users** and then **Profile**, or pick the user from the list.
2. Scroll to the account management section and use the option to set a new password.
3. Accept the one WordPress generates, or use our **password generator**.
4. Save. WordPress keeps your session open and closes the others.

2. If you cannot sign in but you get the e-mail

On the sign-in page, use the lost-password link. WordPress sends a message to the account address with a link to set a new one.

If the message never arrives, the problem is usually the site's outgoing mail
, not the reset itself. Check the junk folder and, if nothing shows, see **why your e-mail is not sending or receiving**. Then take road 3, which does not need e-mail at all.

3. From the hosting panel, with no e-mail and no password

This is the road that solves the hard case: the password is gone and the account e-mail address no longer exists. The WordPress tool in cPanel sets a new administrator password without needing either of them.

1. Sign in to **My Interweb** and open cPanel for your plan. If you are not sure how, see **how to get into cPanel**.
2. In the **Domains** section, open the WordPress management tool.
3. Pick the installation and use the option that sets a new administrator password.
4. Alternatively, use the option that takes you into the dashboard without a password and change it from inside, as in road 1.

If the password you lost was the hosting panel one and not the WordPress one, the article you want is **recovering your cPanel password**.

4. Through the database

You can write a new password straight into the users table with phpMyAdmin. It is not the road we recommend: the way WordPress stores passwords has changed across releases, and what works on one version may not work on another. Road 3 does the same job without that risk. If you want to try anyway, export the database first: **databases and phpMyAdmin**.

After the change

If you suspect somebody got into the site, changing the password is not enough: intruders normally leave an extra administrator account behind. Look at the user list, delete anything you do not recognise, and read **cleaning up a compromised site** and **protecting the WordPress login**.

NEED A HAND?

No password and no account mailbox? We can sort it from the server.

Open a support ticket →

SEE ALSO

- Password generator →
- WordPress hosting →

Support Policy

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