Managing FTP accounts

Hosting panel · https://kyzoe.be/en/docs/managing-ftp-accounts/

An FTP account gives you access to your website’s files. In the Enhance control panel, you can easily create, manage or delete FTP accounts for each website.

Adding an FTP account

Follow the steps below to create a new FTP account for a single website:

- Log in to the **Kyzoe Hosting client area**.
- Go to **Websites** and select the website you want.
- Click the **Advanced** drop-down menu.
- Choose **FTP** and click **Add account**.
- Enter a **username** and **password**.
- Under **Directory**, enter the path this FTP user has access to.
  Leave this field empty if you are not sure – the website’s root folder will then be used by default.
- Click **Add** to create the FTP account.

Using the FTP details in your FTP program

Use the following details in your FTP client (such as FileZilla or Cyberduck):

- **FTP host**: `mail.<yourdomainname>`
  (for example: qhuktest.uk)
- **Username**: `ftpuser@<yourdomainname>`
- **Password**: the password you set

⚠ **Connection problem?**

Check that your local firewall or network allows the **passive FTP ports 30000–31000**.

Managing or deleting FTP accounts

Do you want to change or delete an existing FTP account?

- Go back to the website in question in the client area.
- Open the **Advanced** menu and click **FTP**.
- Click the **three dots** next to the FTP account.
- Choose **Manage** to:
- change the password
- change the directory (folder access)
- Or choose **Delete** to remove the FTP account completely.

Changes take effect immediately.