

Changing an Email Account Password

Reset or update a mailbox password from cPanel Email Accounts or Webmail.

If you need to reset a mailbox password — for example after a suspected compromise, a staff change, or a forgotten password — do it from cPanel. You do not need the current mailbox password to set a new one when you are logged in to the hosting panel.

Change the password in cPanel

1. Log in to cPanel.
2. Go to **Email → Email Accounts**.
3. Find the mailbox (for example `info@yourdomain.com`).
4. Click **Manage** next to that account.
5. Under **Security** (or the password section), enter a new password, or click **Generate** to create a strong one.
6. Click **Update Email Settings**.

Change the password from Webmail

If you can still open Webmail with the current password:

1. From Email Accounts, click **Check Email** or **Access Webmail**.
2. On the Webmail home screen (before opening Roundcube), choose **Password & Security** or **Change Password**.
3. Enter the new password and save.

If you cannot sign in to Webmail, use the cPanel steps above instead — they do not require the old mailbox password.

After you change it

The new password takes effect immediately. Update every app that collects this mailbox:

- Outlook, Apple Mail, Thunderbird, and other desktop clients
- Mail apps on phones and tablets
- Any website, CRM, or printer that sends mail through this address

Use the **full email address** as the username in mail apps, not just the part before @.

Password tips

- Use a unique password that is not reused on other sites.
- Prefer a long random password (the Generate button is fine) and store it in a password manager.

- If you believe the old password was leaked, change it, then check forwarders and filters for anything you did not set up.

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