

I forgot the password for my control panel!

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Please try visiting your control panel login screen (ex: www.your-domain.com:8443) and click on the link for 'forgot your password' - it can be emailed to you.

Once you're able to login to the Plesk control panel you can change your FTP password there if you wish. (> Home > Domain Administrator)

Otherwise, please open a support ticket with us here: <http://my.dotcomhost.com/support/> - request to have your password reset and please include the last 4 digits of the credit card number we have on file for you to verify your identity.