Cannot Log in to cPanel with the Right Details? 6 Causes and Their Fixes

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cannot-login-cpanel-correct-password/

Start here The cause we see most: typing an **email address or domain** in the username field instead of the **cPanel username**. First try logging in from the client area, which needs no password. If that works, the problem is the details; if the page does not open at all, your address is probably blocked.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-cpanel-nologin-en.mp4?_=1

A question we often get: "I am 100% sure of my password and it still says The login is invalid." We believe you, and the password is often right. But a login needs three things together: the right username, the password and the right door. A mistake in any of them gives the same message. Check the causes in order; the first is the most common.

Cause 1: the username is not your email

Your cPanel username is a short word in English letters, sent in your hosting activation email. It is not `info@yourdomain.com` and not `yourdomain.com`. Open that email in the client area under Emails and copy it from there.

Cause 2: you are on the email login, not cPanel

Address	Panel	Details needed
yourdomain.com/cpanel or :2083	cPanel	cPanel username and password
yourdomain.com/webmail or :2096	Webmail	Full email address and its password

An email password does not open cPanel, and the other way round.

Cause 3: a space copied with the password

Copying a password from an email or file sometimes brings a trailing space. Type it by hand once to test, with the keyboard set to English and Caps Lock off.

Cause 4: your IP address is blocked

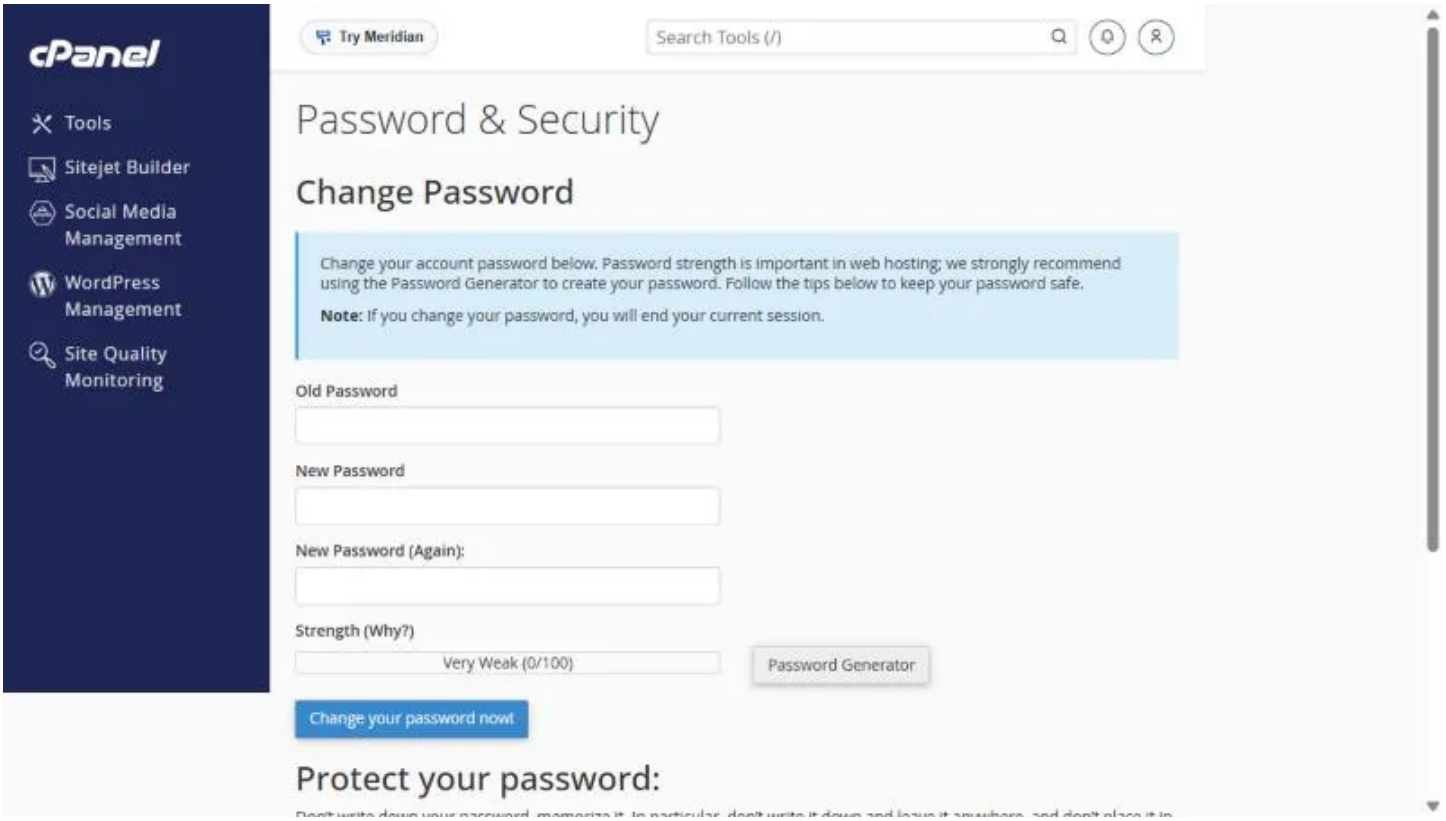
After several failed attempts the protection system blocks your address for a while. The tell-tale sign: the page does not open at all, or opens on mobile data but not on the office network. The fix is in the IP block guide.

Cause 5: the service is suspended

If a renewal is overdue the account is suspended and cPanel login stops. Check the service status and any unpaid invoices in the client area.

Cause 6: two-factor authentication

With two-factor authentication on, a code from your phone app is required after the password. If the code is rejected, set your phone clock to automatic, because the codes depend on the time. If you lost the phone, open a ticket and we will disable it once we verify your identity.



The fastest fix for every case

1. **Log in from the client area** open the hosting service and click the cPanel login button.
2. **Change the password** in Password & Security, and keep the new one in a password manager.
3. **Try a direct login** in a private window, with the right username and the new password.

Nothing worked? Open a support ticket with the domain name, the exact error text and your IP address. Never put your password in a ticket.

From our support desk

- **A customer typed his password with an Arabic keyboard layout** without noticing, turning the letters into other characters in the hidden field.
- **A customer's browser had saved an old password** and filled it in after every change. Removing the saved password from the browser fixed it.
- **A customer tried many passwords in a row**, got his address blocked and thought the server was down. Opening the panel over mobile data revealed the cause.

Frequently asked questions

What does The login is invalid mean?

The username or password is wrong, or you are using email details on the cPanel page.

Is the account locked after failed attempts?

Your IP address is blocked for a while, not the account, and support can lift it.

Can I log in without a password?

Yes, from the client area, using the cPanel login button on the service page.

Will support change the password for me?

You can change it yourself at once from the client area, which is faster and safer.

How many failed attempts before a block?

It depends on the protection settings, so stop after two tries and log in from the client area.

Am I told if my address is blocked?

Not always. If the page does not open from your device only, follow the IP block guide.

Related guides

- Logging in to cPanel: Three Ways In, and Where to Find Your Username and Password
- Change Your cPanel Password from Inside the Panel: Steps and What Changes with It
- Fixing “IP address has changed” When Logging in to cPanel
- Cannot Open Your Website or cPanel from Your Computer? Your IP May Be Blocked
- How to Turn On Two-Factor Authentication for cPanel

All cPanel guides →

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