Creating a New cPanel Account in WHM: Every Field in Create a New Account Explained

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/create-a-new-website-using-whm-cpanel/

SummaryIn WHM open **Account Functions, then Create a New Account**. Enter the domain, a username, a strong password and the owner's email, pick a package and click **Create**. WHM builds the home directory, DNS zone and mail setup in one go, and the account can log in to cPanel straight away.

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

Every website on a cPanel server lives inside its own account: its own directory, its own system user, its own disk and bandwidth limits and its own cPanel. That separation is what stops one compromised site from reading another site's files on the same server. So the first job after setting up a VPS or dedicated server with a cPanel licence is to create one account per site, rather than stacking several sites into a single account.

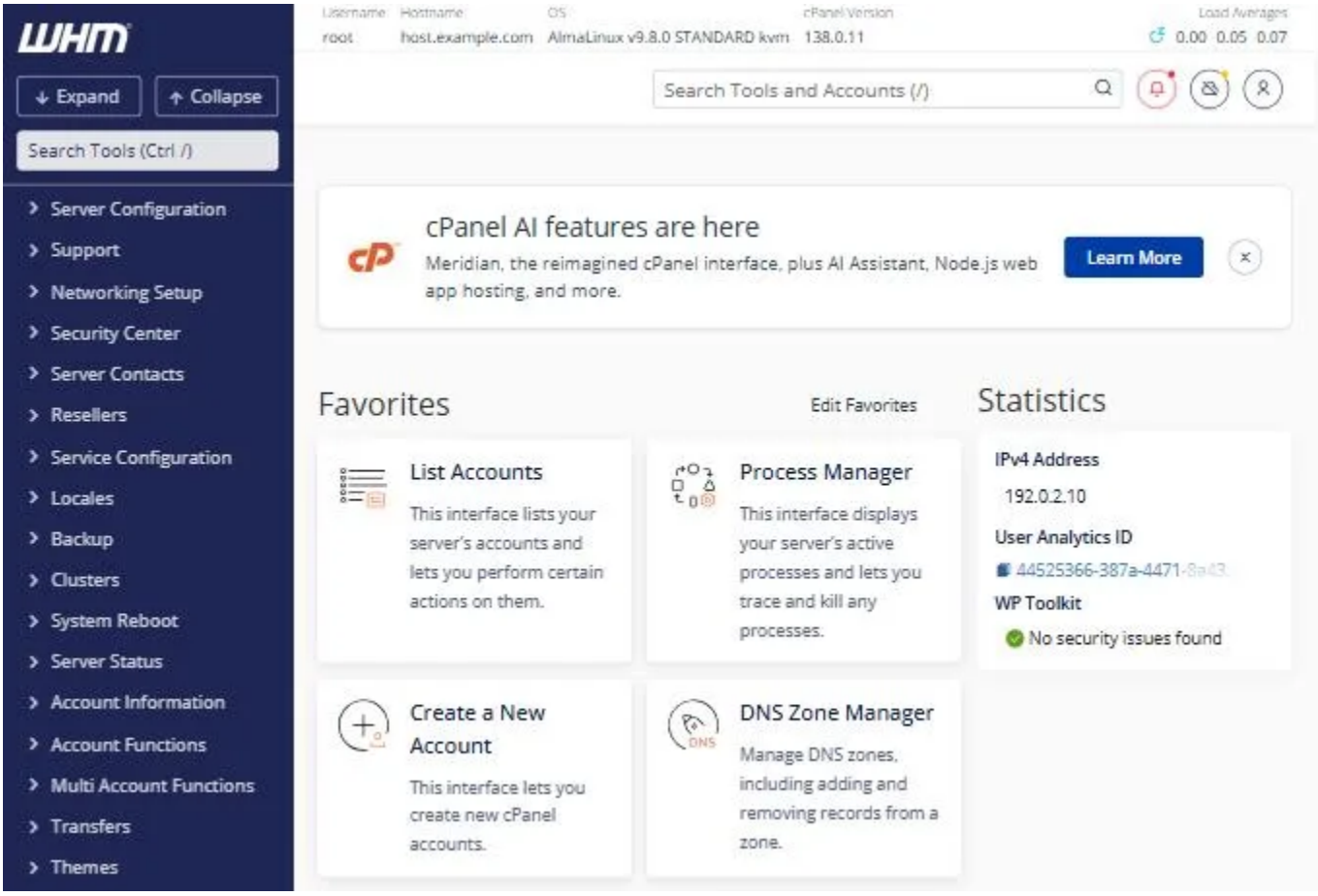
Before you start

- A server running cPanel and WHM with an active licence. If it is not installed yet, see installing cPanel and WHM.
- Access to WHM as **root** at `https://your-server-hostname:2087` (or the server IP on port 2087). Avoid the old port 2086: it is not encrypted.
- A hosting package if you want fixed limits per customer; see creating a hosting package in WHM.
- The domain for the account. It does not have to point at the server yet, but visitors will not see the site until it does.

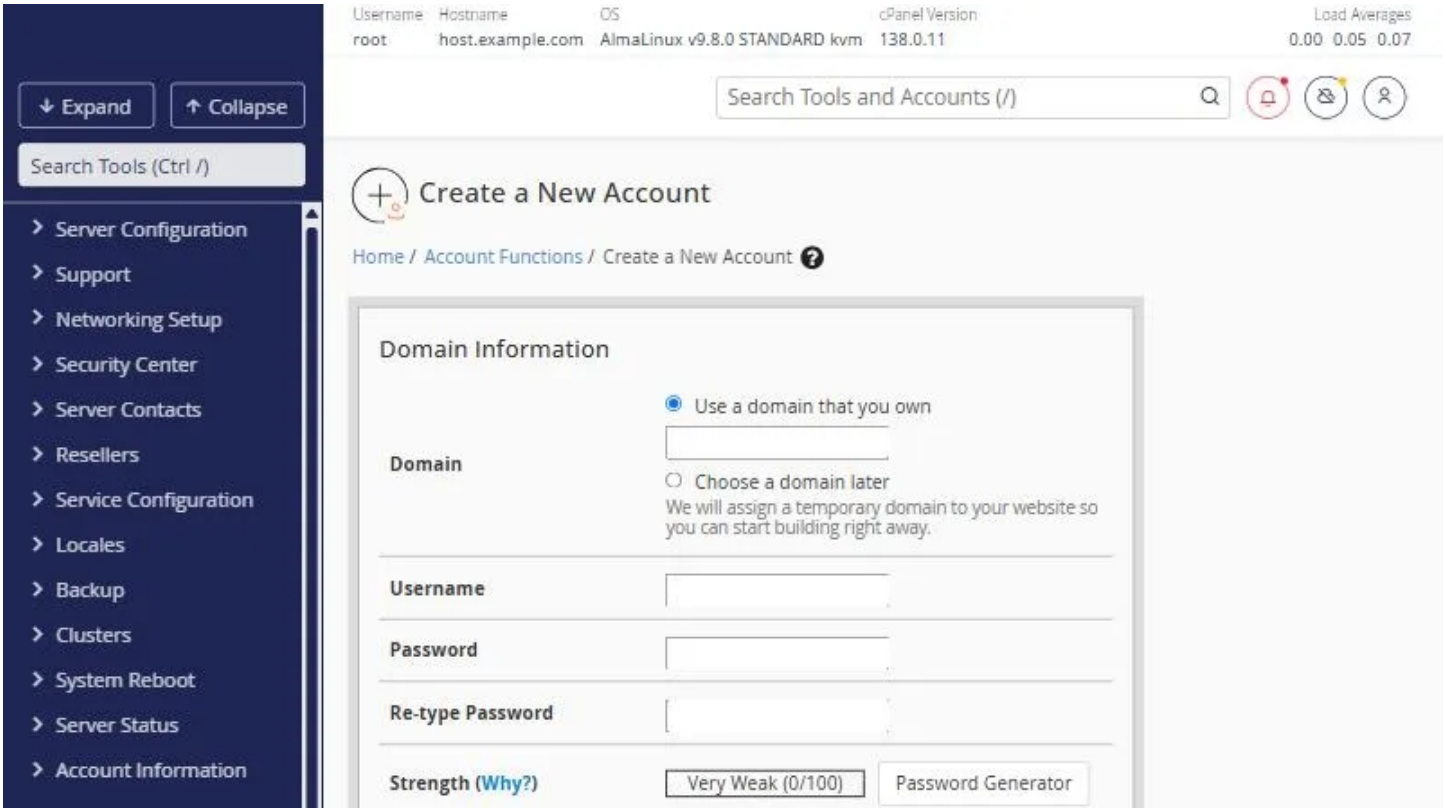
Where is the tool?

`WHM › Account Functions › Create a New Account`

Or type **Create** into the search box at the top of the sidebar. It is also one of the default favourite cards on the WHM home page.



Part one: domain and login details



Field	What to enter	Note
Domain	The site's main domain, such as `example.com`, without www	"Choose a domain later" gives the account a temporary domain you replace later
Username	The cPanel login name; WHM suggests one from the domain	Lowercase letters and digits only, cannot start with a digit or with "test", 16 characters at most
Password and **Re-type Password**	The account password, twice	**Password Generator** makes a strong one; save it before closing
Strength	The password strength meter	If it stays red, WHM rejects it according to the server's minimum strength
Email	The owner's address for notices and password resets	Do not use an address on the same domain: if the site breaks, so does its mail

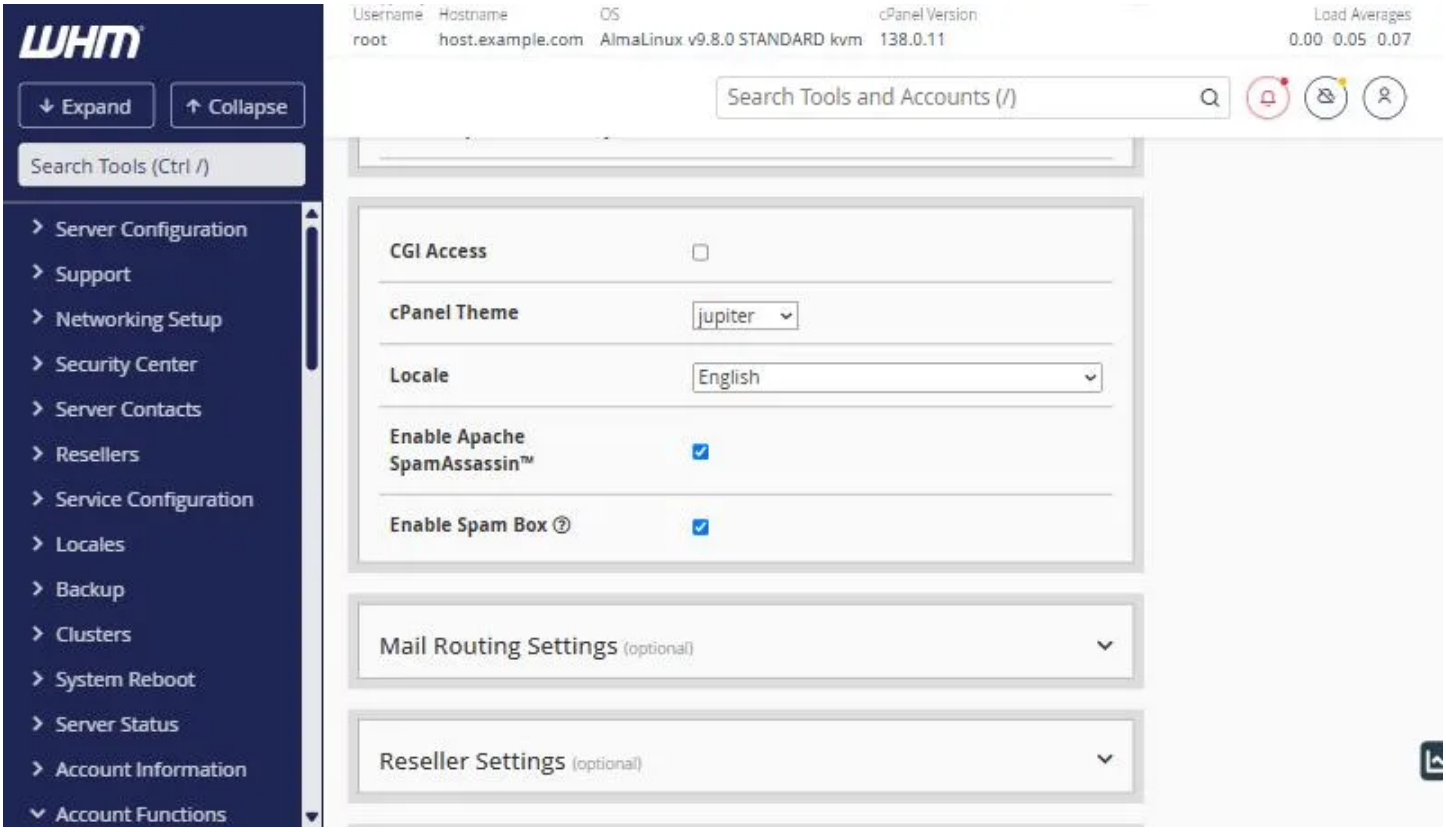
Part two: the package

This is where you set the account's limits: disk, bandwidth, and the number of mailboxes, databases and addon domains. You have two routes:

- **Choose a Package**: pick a ready-made package. Best when you host several customers, because editing the package later applies to every account on it.
- **Select Options Manually**: type limits for this account only. You can keep them as a new package with **Save Manual Settings as a package**.

If you change your mind later there is no need to delete the account; upgrades and downgrades are covered in changing an account's package in WHM.

Part three: settings, mail and DNS



Setting	The right choice for most sites
cPanel Theme	jupiter, the current cPanel interface
Locale	The language the owner prefers; they can change it themselves later

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Enable Apache SpamAssassin and **Enable Spam Box**	Leave both on so incoming mail is scanned and spam is set aside
Mail Routing Settings	**Automatically Detect Configuration**, unless the domain's mail is hosted at Google or Microsoft, in which case choose Remote Mail Exchanger
DNS Settings	Keep DKIM, SPF and DMARC enabled; they are what get the site's mail into the inbox rather than spam
Reseller Settings	Only for an account that will resell hosting; see the reseller guide

What actually happens when you click Create

WHM shows a live log while it works. Behind it, in order: a new operating-system user is created, then `/home/username` with `public_html` inside it, then a DNS zone with the basic records, then the mail setup, and finally the domain is added to the web server configuration and, if AutoSSL is on, a free SSL certificate is requested. The log ends with a confirmation listing the account details.

Creation errors we see most

Message or symptom	Cause	Fix
Domain already exists on the server	It is already a main, addon or subdomain on another account	Find it in List Accounts and remove it from the old account first
Username rejected	Starts with a digit or "test", has symbols, or is taken	Use a short name of letters and digits
Password too weak	Below the minimum set in Password Strength Configuration	Use Password Generator
Licence account limit reached	cPanel licences are priced by account count	Upgrade the licence or remove an unused account
Site does not load after creation	The domain is not pointed at the server IP yet	Update the A record or nameservers, then wait for propagation

Check afterwards

- The account appears in **List Accounts** with the cPanel icon next to it.
- Logging in to cPanel with the new details works.
- An SSL certificate was issued once the domain pointed here; track it in AutoSSL.
- You sent the owner the login link and username, and the password through a separate secure channel.

Note: if the account shows in the list without the cPanel login icon, see the missing cPanel icon fix. To manage the account afterwards: suspend it, change its bandwidth limit, change its password or terminate it.

Questions server owners ask

Can I create an account without a domain ready?
Yes. Choose “Choose a domain later” to get a temporary domain, then change it from Modify an Account.

What is the difference between a cPanel account and an addon domain?
An account is separate, with its own user, files and limits; an addon domain shares an existing account’s files and limits. For different customers, always create separate accounts.

Can I change the username after creation?
Yes, from Modify an Account, but it renames prefixed databases and database users, so check the site’s configuration afterwards.

Does every account count towards the cPanel licence?
Yes. cPanel licences are priced by the number of accounts on the server, including resellers and their customers.

More account management

- How to Change a cPanel Account Password from WHM
- How to Create a Reseller Account in WHM
- Creating a Hosting Package in WHM: Resources and Settings Step by Step
- Suspending and Unsuspending a cPanel Account in WHM: Manage Account Suspension

- cPanel and WHM on a VPS — The Complete 2026 Guide: What They Are, Licensing, and When to Choose Them

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