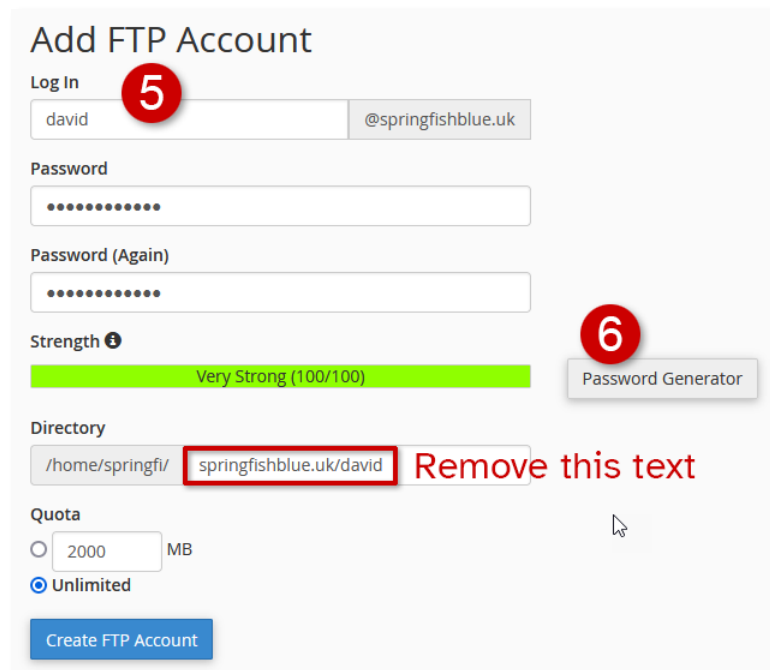# Setting up your FTP account

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Once you have set up your web hosting account, you will need to create a new FTP (File Transfer Protocol) account so that you can upload files to your hosted space on the web server. Once there, your files can be viewed in a browser. You only need to do this once. When your FTP account is correctly set up, you'll use it every time you want to upload or download files from your website. The steps below will guide you through the process:

1. Go to https://my.clook.net and login to your hosting client account.

2. On the client area home screen, find the "Your Active Products/Services" box, and click on your domain name.

3. On the domain home screen, click the "Login to cPanel" link in the Actions menu.

4. On the cPanel home screen, find the Files group and click on "FTP Accounts".
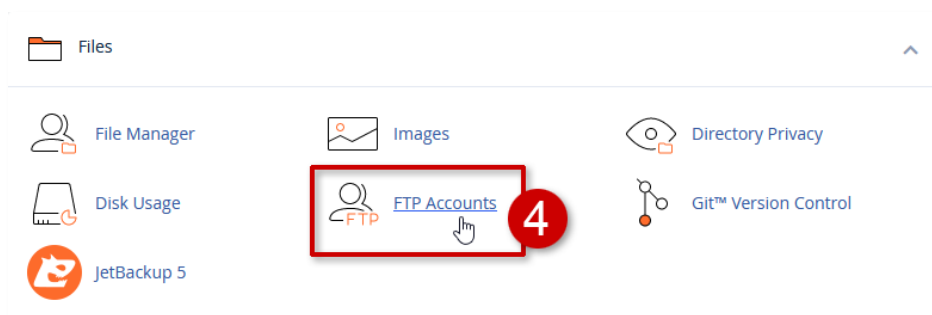
5. Under "Add FTP Account", enter a login username.
   Note: The full username will be the name you enter plus the characters shown on the right-hand side of the text field. For example: *name@mydomain.uk*

6. Enter a password. Use the password generator to ensure the password is strong.

7. The directory field will automatically be filled with a default directory location. This text **must** be removed before proceeding.

8. Click the "Create FTP Account" button. You should see a green box with a message telling you that the account has been created.

You can check that your new FTP account is available by looking under the FTP Accounts heading. Your new account should be listed there. Check that the path is correct. It should be in the form *home/domain ID*


Be sure to make a note of your username and your password. You'll need this information to access your hosted web space using an FTP client such as FileZilla.

Security

We've already improved security by making sure that our new FTP account uses a strong password. However, there is a second layer of security that we need to configure before we can access the files on our web server.

Return to the cPanel home screen and find the Security group. In that group, click the FTP Enforcer option.

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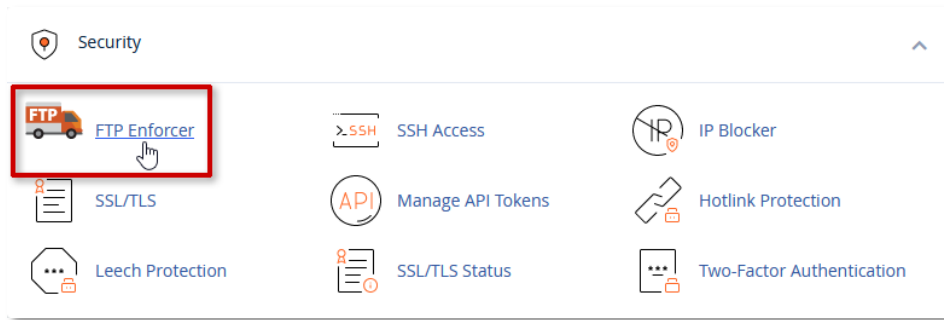
To ensure that your account remains secure, FTP access to your webspace on the server is turned off by default. Use the settings in FTP enforcer to allow access only when you need it. There are various ways to do this but the simplest is to disable FTP Enforcer for a set time period, after which it will be automatically enabled.
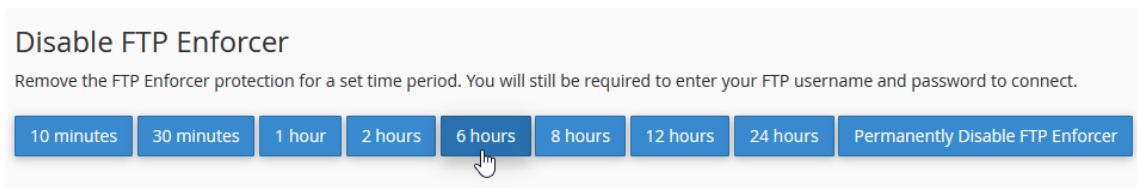
Don't forget to check FTP Enforcer each time you need FTP access to your hosted web space.

Note: If you have a fixed IP address at the location where you do most of your work, whitelisting that IP address will be more convenient because that will avoid the need to visit FTP Enforcer every time to want to connect, it will automatically recognise you from your location and give you access.

If you're ready to connect to your web server, see Connecting to the server using FileZilla for details of how to do that.

October 2023