How do I unlock FTP access for all my customers' sites?

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We have locked FTP access to all our servers for added security. Â This means you cannot access any site through your FTP client unless you have locked it in advance. However, you can set up certain FTP accounts to access your customers' accounts. You can set up your IP address to be globally unlocked across all your customers' accounts, and then never need to worry about unlocking access. To unlock global FTP access: Log into your Reseller Control Centre Click on 'Master FTP and Multisite' under 'Manage Web Hosting' Enter in up to 10 IP addresses that you wish to unlock under 'Global FTP Unlock', separating each IP address with a comma Click 'Update' Each IP address will have FTP access across all your accounts If you want to access all your customers' accounts within one FTP login, you can create a master multisite login. Â Through this account, you can log into any of the FTP servers you have on your Reseller account, and then automatically see all the hosting accounts you hold. To create a master multisite FTP login: Log into your Reseller Control Centre Click 'Master FTP and Multisite' under 'Manage Web Hosting' Under 'Master Multisite', select the domain name you wish to use from the drop-down menu Click 'Create' Make a note of the password, as it will not be shown again Use your new FTP login If you need to reset the password at any time, click 'Reset Password', and a new password will be automatically generated. If you have hosting packages arranged in groups, you can also create a single FTP login for those groups. Â This allows you access to particular sites, but not other sites. To create a Multisite Package FTP: Click 'Master FTP and Multisite' under 'Manage Web Hosting' Under 'Multisite FTP', select your Package Group from the drop-down menu Select a domain name from the drop-down menu Click 'Create' Make note of the password, because it will not be visible again Use your new FTP login

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