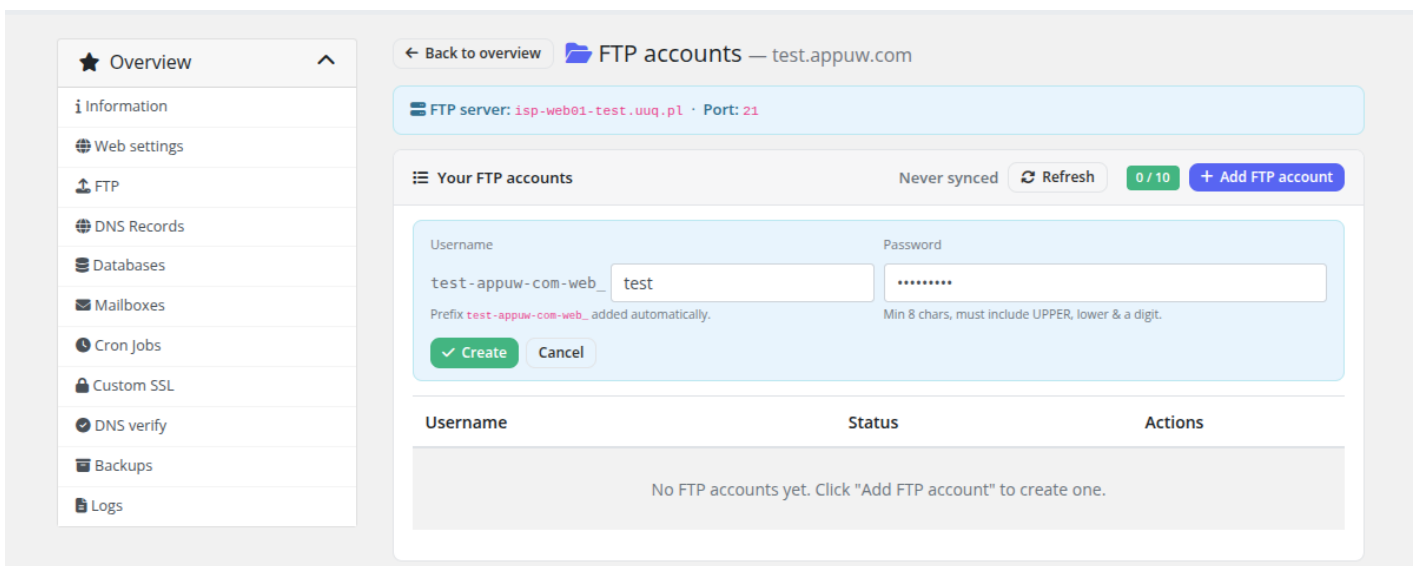


# FTP Accounts

## PUQ Web Hosting module **WHMCS**

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Customers manage their own FTP accounts here, up to the product's FTP-account limit.



## Creating an account

Enter a suffix and a password (or generate one) and submit. The real Hestia username is the main web user plus your suffix (`|<webuser>_<suffix>|`) — the page shows the **full** username so the customer knows exactly what to type into their FTP client. The home directory and shell are set by the **Provisioning** defaults (typically `|nologin|`, so FTP/SFTP only).

The action is queued, so the new row appears with a **Queued** badge first:



The screenshot shows the WHM interface for managing FTP accounts. On the left is a navigation menu with options like Overview, Information, Web settings, FTP, DNS Records, Databases, Mailboxes, Cron Jobs, Custom SSL, DNS verify, Backups, and Logs. The main content area is titled 'FTP accounts — test.appuw.com'. It displays the FTP server details: 'isp-web01-test.uuq.pl · Port: 21'. Below this, there's a section for 'Your FTP accounts' with a 'Never synced' indicator, a 'Refresh' button, and a '1 / 10' counter. A '+ Add FTP account' button is also present. A table lists the accounts:

| Username                | Status          | Actions |
|-------------------------|-----------------|---------|
| test-appuw-com-web_test | queued (create) |         |

At the bottom, it says 'Powered by WHMCompleteSolution'.

...and flips to **Active** once the worker has created it on the server:

This screenshot is similar to the previous one, but the status of the account 'test-appuw-com-web\_test' has changed to 'active'. The 'Actions' column now contains two icons: a key icon and a trash can icon.

| Username                | Status | Actions   |
|-------------------------|--------|---|
| test-appuw-com-web_test | active |   |

“ The suffix length is budget-aware: the module reserves enough characters so the combined username stays within Hestia's limit. If a suffix would overflow, it's rejected before submission.

Open the file manager (FileGator / net2ftp) from the dashboard quick actions for in-browser file access without a desktop FTP client.

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