# Team Users

Back in cPanel version 118, a much anticipated and highly requested feature was launched and made available. cPanel introduced the **Manage Team** feature. This feature's goal is to help make it easier to give people access to your cPanel account without having to give them full access to your entire cPanel account. If you are an individual, you may not find much use for this tool, but if you are a web agency, web designer, or a business, you may find this tool incredibly helpful.

To access the Manage Team feature, you can click on "Manage Team" from the sidebar menu on any cPanel page or from the Preferences toolbox from the main cPanel tools page.
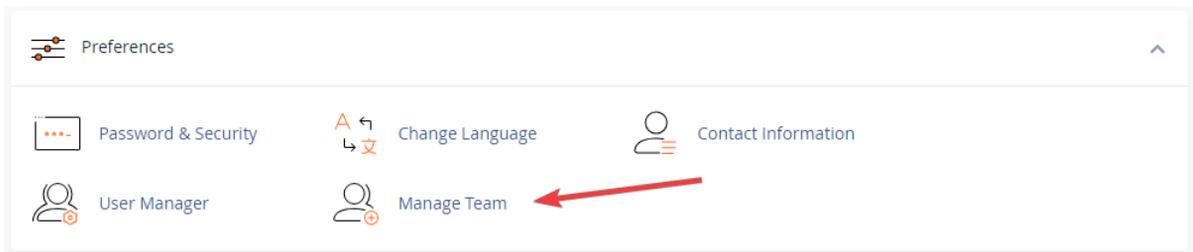
When you click on Manage Team, you'll be taken to the main page.
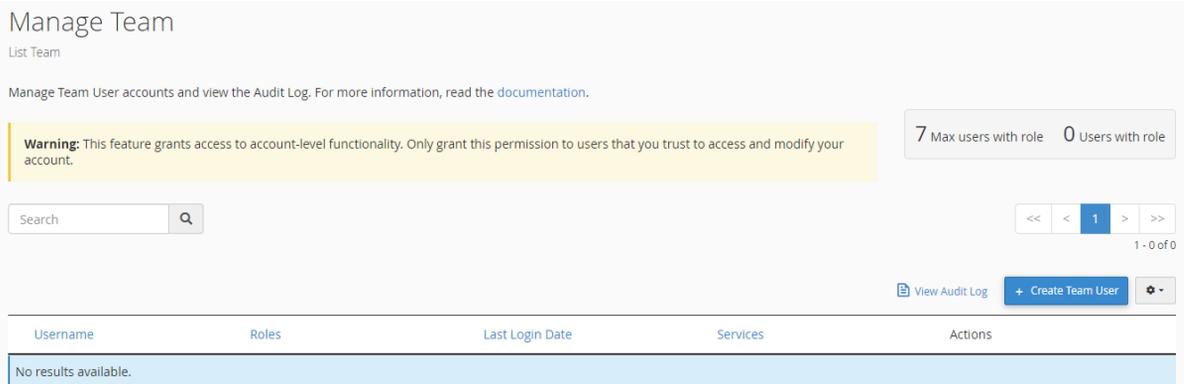
Something to take an important note of is that you can only have a maximum of 7 users on your account. This is a cPanel-set limit and not one that your hosting provider can change. While sharing user accounts is never a good idea, you may want to use a shared account model if there are more than 7 people who will need access. Another option is to restrict access to only a trusted number of users.

What is a Team User?

A Team User is someone who has the ability to have delegated access to the cPanel account without needing to have the main cPanel account login. Each Team User is assigned a **role** that defines the type of permissions they have.

Team User Roles

There are several roles that can be assigned to users. Assigning roles is a smart way to ensure that you assign the right user permissions to a user. This is a security method called *least privilege* and it means that you should assign users the least privilege required in order to do their job. For example, if you have someone who works on your website and they also need database access, you should assign the roles Database and Web. For someone who might only be a database administrator (DBA), they should only have the Database role. You should only provide the Administrator role to trusted users.

Role	Description
Administrator	This role is the highest level role. It contains the abilities of all the other roles.
Database	This role gives the user access to all the tools to manage databases on the account. For example, it will have the ability to create and delete databases, database users, reset database user passwords, and access phpMyAdmin to manage databases.
Email	This role allows the user to access the Email tools and to manage all email-related items in the account. For example, it will have the ability to manage Mail Routing, Mailing Lists, Email Accounts, and Email Forwarders.
Web	This role gives the user access to all web files and all related tools to website functionality. For example, users with this role will be able to edit and create files in the web directory, manage websites using the SiteJet Website Builder, and manage WordPress websites using the WordPress Toolkit.

Creating a Team User

To create a Team User, navigate to the Manage Team page if you aren't already there. Once you're there, click on the "+ Create Team User" button. You will see a screen like this:

First, enter a **username** for the Team User. This will take the format of an email address, for example user@example.com. You will then need to provide a contact email. This is the email address that the user can be reached at so they can set their own password. Otherwise, if you click the option to "Set the user's password", then you'll be prompted to enter a secure password.

Next, select the appropriate **role** (or roles – multiple roles can be selected) for the user. If you don't select a role or roles for the user, the only thing they will be able to

manage is their own account details. So if you need them to manage something, don't forget to set a role! When you select a role, you will be prompted to accept the security warning.

Roles (optional)   Show Features ⑦

| × Web   × Database | × ▾ |

Security Risk: This role may grant access to account-level functionality. Only grant this role to users that you trust to access and modify your account.

☐ I have read and understood the security risk warning.

You can also optionally enter some **notes** about the user account. For example, if this is a shared account, you might record the users who will be using it. This is a free-form text field.

Next , you'll be tasked with optionally assigning services for this account. Assigning services is optional and only is required if you want to provide some extra access to the account.

Remember how I mentioned that the username is in the format of an email address? If you enable the email service, this will actually make it an email address. You can set a quota if you would like. If you're on a hosting plan that limits the number of email addresses that you can have, enabling this option will consume one of those email addresses. If you are out of available email addresses, then this option will not allow you to enable it.

You can provide this account FTP access to your cPanel account by enabling the FTP service.

Finally, you can also enable Web Disk access for this account as well. Review Chapter 4's "Web Disk" section.

Security Settings

Expire On (optional)

01/31/2025

Expire Reason (optional)

e.g. Contract ends

Under Security Settings, you can optionally set a date that this account should expire on and a reason why the account expires (or is expired). Remember that if you're adding an expiration date, it is going to work off the server's time zone which may be different from the time zone you are currently in. If you are not sure of the server's time zone, your web hosting provider should be able to provide this for you.

Click on the **Create** button. If you requested that the user set their own password, the system will email the email address provided. Otherwise, they'll be able to login using their new team account with the password that you set.

Logging in with a Team User

The process of logging in to cPanel with a Team User account is the same as logging into cPanel normally (See Chapter 2, "Logging In"). The only difference is that the

username you will enter into the field will be in the format of an email address and then the assigned or created password for the account.
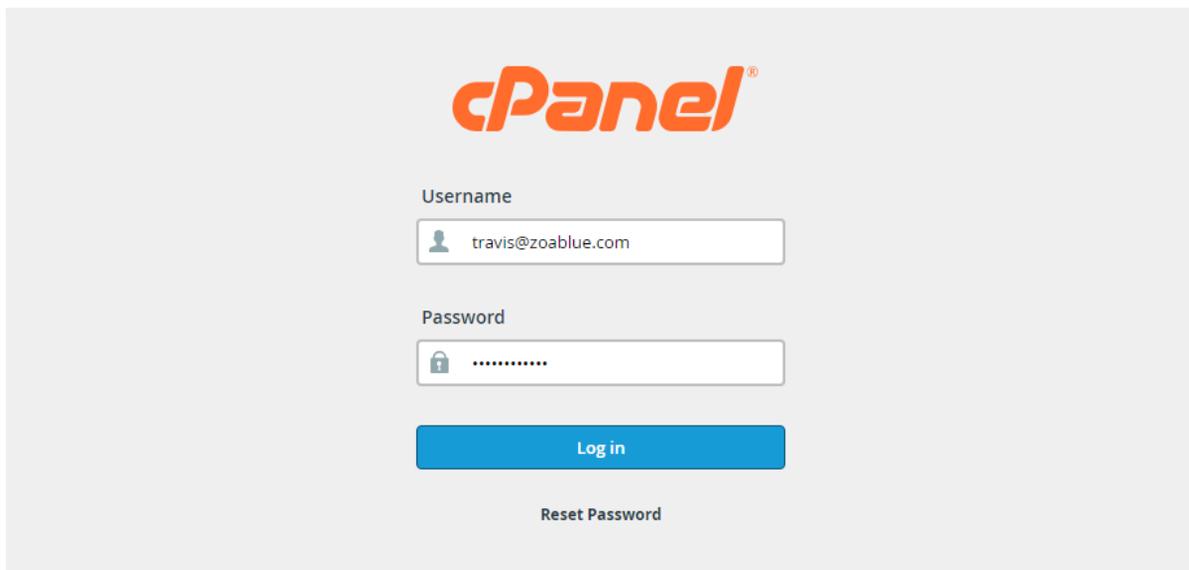
Once you are logged in, you will find that you will have access to the cPanel tools based on the role that the user is assigned.
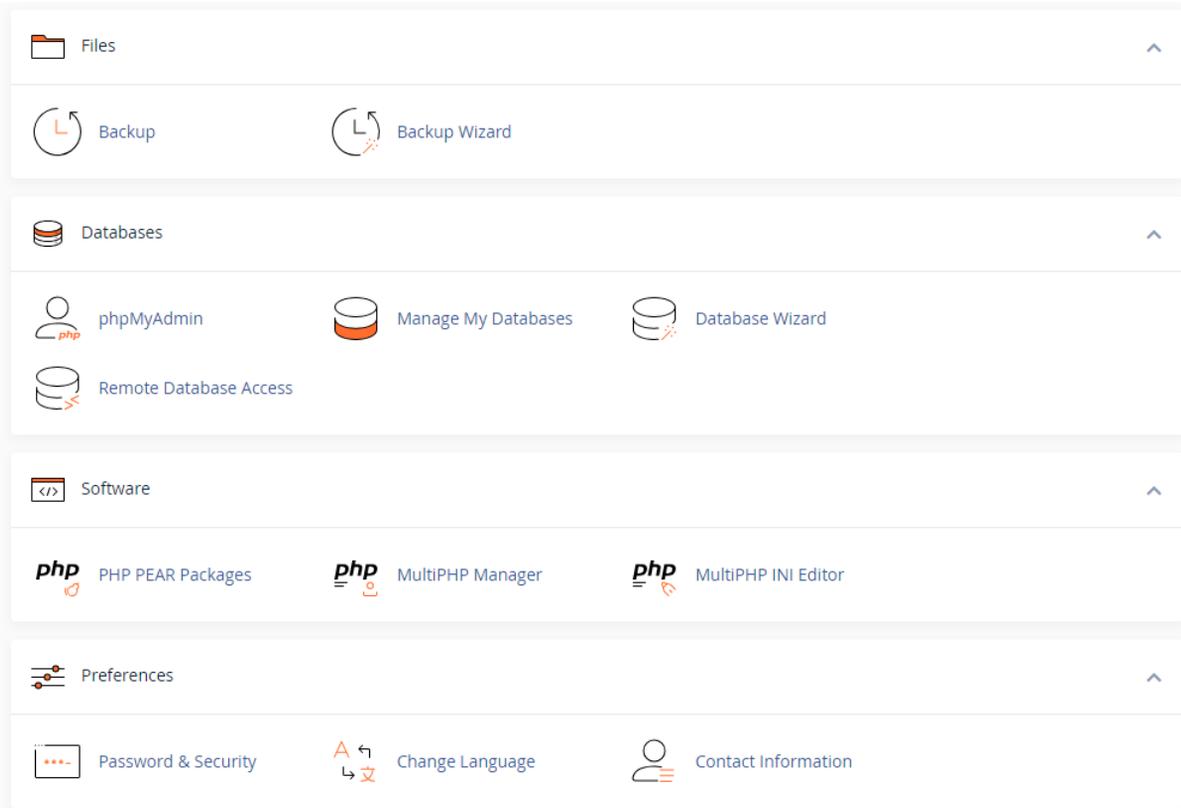
In this example, the user has been assigned the Database role so all the tools are related to databases. Likewise, users assigned the Email role will only see the tools related to email management, and the Web role will provide access to just the web tools.

While you might be surprised to see that someone with the Database role has access to backups, this is a pretty much locked-down interface that restricts access to just the database-related features with just one exception: users are still able to generate and download a full account backup. This means that someone with this role (or the Web role) can access full account backups. While they can see the data in those backups, they cannot restore the backups except for their appropriate roles.

Modifying a Team User

Things change. A web developer today is your DBA tomorrow. The nice thing is that no matter the changes you need to make, it's easy to adjust existing Team Users.

Navigate to the Team Users page within cPanel and you will see a list of your current users.

When you find the user you want to modify, click on the **Edit User** button.

If you expand the user, you can see full details about the account, such as the login username, last login date and time, the services and roles associated, and the contact email.

When you edit a user, you will see the same screen as when you created a user. The only difference is that you will find that the username cannot be changed. If you need to change the username, you will have to delete the entire account and create a new one. You can send the user a password reset email if they need to change their password.

You can quickly remove roles by clicking the "X" next to the role name. If you use the drop-down menu or just start typing the role name, you can then select it which will add it to the list.

If you need to edit the services and account expiration, you can do that from the appropriate sections as well.

Once you're happy with the changes, click the **Save** button. If the user is logged in, the changes will take effect right away so they will just need to refresh their browser.

Deleting a Team User

If you need to delete a Team User in order to free up a Team User or just to completely remove a user, go to the main Team User screen. From there, locate the user you want to delete and click on the **Delete** button and then confirm the deletion.

If this user has any services enabled (for example, Email), they will also be deleted. All data related to this user, except for databases or files they created or modified, will be deleted.

Suspending a Team User

You may occasionally want to suspend access to a user account. The best way to do this is by clicking the **Suspend** button on the main user list. Suspending a user will prevent that user from accessing the cPanel interface. If the user also has an email account, they can continue to login and access email either through a mail client or Webmail.

If you need to unsuspend the account, click the **Unsuspend** button. This will lift any restrictions placed on the account.

Auditing Team User Actions

If you're giving other users access to your account, you might want to keep an eye on what they are up to. You might find that someone did an action and you're not sure who. By clicking on **View Audit Log** located next to the Create Team User button.
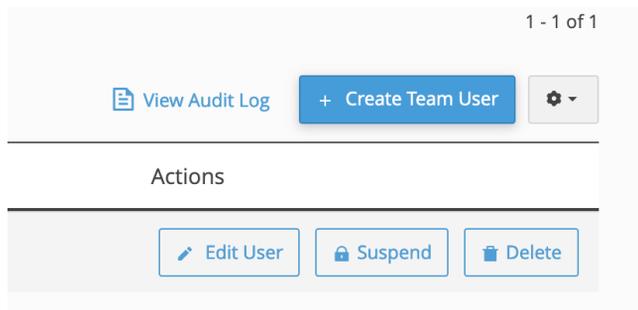
You will see a verbose audit log that will show all the actions that were taken on the account and by whom. Some of these API calls may be made in the background by the system, which is why you'll see "Terminal". Actions that are done in the web interface will be labeled as "UI"

Timestamp	Called By	API Version	Call	Origin
2024-05-15 14:51:13 -0400	zoabluec	uapi	Team::get_team_users_with_roles_count	UI
2024-05-15 14:51:13 -0400	zoabluec	uapi	TeamRoles::list_feature_descriptions	UI
2024-05-15 14:51:13 -0400	zoabluec	uapi	Team::list_team_ui	UI
2024-05-16 00:40:07 -0400	zoabluec	uapi	LangPHP::php_get_vhost_versions	Terminal
2024-05-16 00:40:08 -0400	zoabluec	uapi	DomainInfo::single_domain_data	Terminal
2024-05-16 00:40:08 -0400	zoabluec	uapi	Mime::list_redirects	Terminal
2024-05-16 00:40:12 -0400	zoabluec	uapi	DirectoryPrivacy::is_directory_protected	Terminal
2024-05-16 00:40:46 -0400	zoabluec	uapi	DomainInfo::single_domain_data	Terminal
2024-05-16 00:40:48 -0400	zoabluec	uapi	DirectoryPrivacy::is_directory_protected	Terminal

Admittedly, this log can be confusing to understand if you're not familiar with the cPanel API. While some API calls can easily be deciphered, some calls may be confusing and you can always ask your hosting provider for support.

Common Issues

Email Account Exists

If an email account already exists for a Team User you are trying to create, you will receive the following error when trying to save:

Error: The username is already being used by an email account.
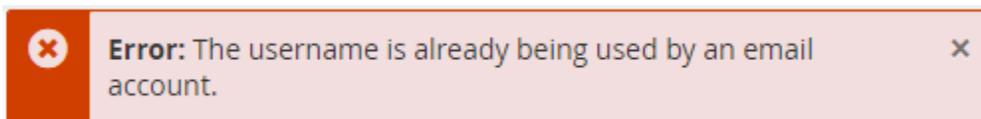
If this is the case, then you will need to pick a different username.

Removing a Team Account and Preserve Email

If you're at the 7-account limit and need to free up an account while preserving email data (for example, you enabled the email service), then this is where things will get tricky. You will need to access the email account using IMAP and download all the messages in the mailbox. Once that is done, you should be safe to delete the Team Account. If this is an important mailbox, make sure your System Account is configured as a catchall to receive any email that might come in before removing the Team Account. Then, you can create a new mailbox with the same email address and then connect again using IMAP and upload all the messages, if desired.