

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to check if the site files are on the hosting

cPanel & WHM

CODE

RLX-MZ-KB-31

VERSION

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COUNTRY · LANGUAGE

Mozambique · English

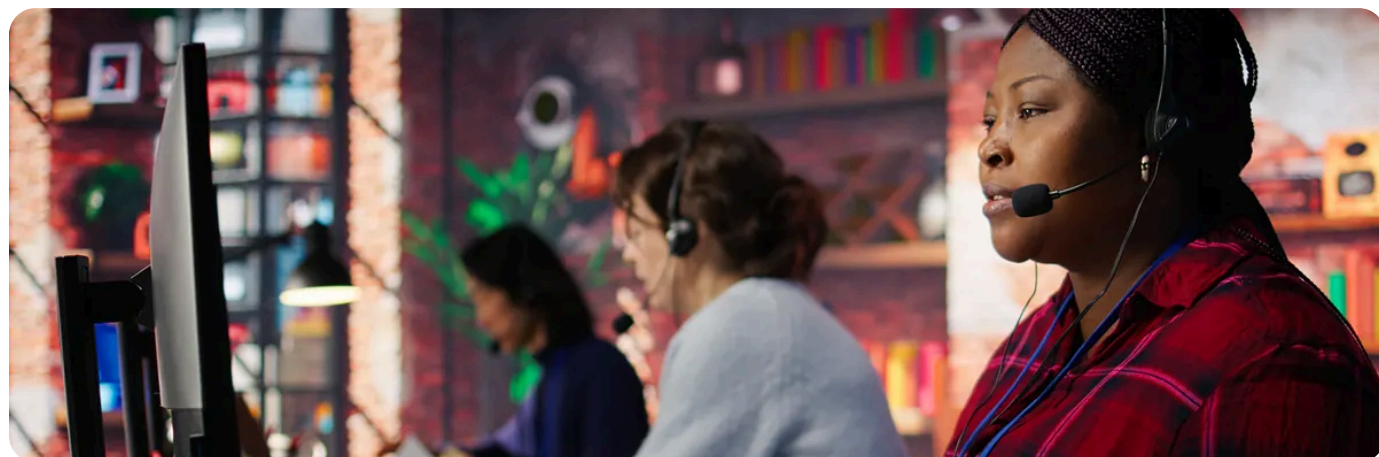
MozOut Mozambique

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How to check if the site files are on the hosting

 cPanel & WHM Created on **August 14, 2026** Updated on **October 4, 2026** 2 min read

Before pointing a domain, asking for help, or concluding that “the site has disappeared”, it is worth checking one simple thing: **are the site files actually on the hosting?** It takes under a minute.

Where the files should be

Everything a visitor sees on your main domain lives in a folder called **public_html**. That is the site root.

1. Log in to cPanel - see **how to access it**
2. Open **File Manager**, in the *Files* section
3. Click the **public_html** folder in the left-hand column

Reading what you see

What appears	Meaning
index.php or index.html , plus several folders	There is a site installed
wp-config.php , wp-content , wp-admin	It is a WordPress site
Only <i>cgi-bin</i> and <i>.well-known</i> , or nothing	Empty account - no site here
Just a welcome page	Account created, but the site has not been uploaded



An even quicker shortcut:

In cPanel, open **Disk Usage**. If the space used is only a few MB, the account is essentially empty - no need to open any folder.

If you have more than one domain

Only the main domain uses **public_html** directly. Addon domains and subdomains have their own folders, usually named after the domain, inside *public_html* or beside it. If you cannot find a secondary site's files, check under **Domains** in cPanel which folder is assigned - the document root column tells you exactly where to look.

Files are there but the site will not open

The domain does not point here yet

The files are fine, but the domain is serving another server. Check with [how to check a domain's DNS](#).

The files are inside a subfolder

If the site was uploaded to *public_html/site*, the address only works with */site* on the end. Move the contents to the root of *public_html*.

The entry file is missing

Without an *index.php* or *index.html* in the root, the server does not know which page to show.

NEED A HAND?

Not sure what you are looking at? Send us a screenshot of the folder.

 [Open a support ticket](#) →

SEE ALSO

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[Your cPanel access details](#)



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