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Where to find your services, domains, invoices and tickets in your account

Support & Account

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Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1334

Where to find your services, domains, invoices and tickets in your account

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Once you are signed in to **My Interweb** the home page shows a summary, but what you are after is nearly always in one of **four places in the menu**: **Services**, **Domains**, **Invoices** and **Support**. Personal details and security live in your profile menu. This page tells you what each one holds, so you do not have to hunt.

You are looking for…	Go to…	What you will find
The plan you bought, the cPanel address, a service password	Services	The list of your services. Open one to see its status, the next renewal date and the button that opens cPanel.
When a domain expires, nameservers, DNS	Domains	Each domain with its expiry date and the options to manage it. See **domain renewal**.
What you owe, an old invoice, proof of payment	Invoices	Every invoice, with the status of each (unpaid, paid, cancelled). See **your invoice and billing details**.
Contacting us, reading replies, attaching a file	Support	Open a new ticket and the list of those you already opened, with their status. See **how to open a ticket and see the history**.
Changing your e-mail, phone or address	Profile	The registration details. See **how to update your registration details**.
Turning on the second step at sign-in	Profile, security settings	Two-factor authentication. See **how to enable or disable two-factor authentication**.
Giving a colleague access	Profile, contacts and sub-accounts	A sub-account with the permissions you choose. See **how to manage sub-accounts**.

Three habits that save time

1. **Start with the service status.** If the site will not open, open that service and check whether it is active or suspended before touching anything else. An unpaid invoice shows there and in the invoice list. See **your site is down: what to check first**.

2. **When you open a ticket, link it to the right service.** If you have more than one, it saves us a question and saves you a wait, because the ticket arrives with the domain and the server in view.

3. **Reply on the same ticket.** Opening a new one for the same matter loses what was already said. Answering by e-mail also lands on the right ticket.

Button names can differ a little

by language and by your brand's theme. The idea does not change: services, domains, invoices and support. If you cannot find one, tell us which you are looking for.

Bookmark the My Interweb address

in your browser: *https://www.meu.interweb.co.mz*. It is safer than clicking a link that arrived by e-mail, and it takes you to the right place first time.

NEED A HAND?

Cannot find what you need in your account? Tell us what you want to do and we will point you to it.

Open a support ticket →

SEE ALSO

- **Account area, cPanel or webmail: which login do you need**
- **How to open a support ticket and see the history**
- **How to manage sub-accounts**
- **How to pay your invoice**

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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