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KNOWLEDGE BASE · PUBLIC DOCUMENT

My Interweb vs cPanel: which panel to use for what

cPanel & WHM

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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/176

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cPanel & WHM Created on **August 16, 2026** Updated on **October 21, 2026** 2 min read



These are two different panels, with two different passwords, and mixing them up wastes more time than almost anything else. The rule fits on one line: **My Interweb is where you manage your account with us; cPanel is where you manage your site**.

What is done where

	My Interweb	cPanel
Invoices and payments	**Yes**	No
Ordering, renewing or cancelling	**Yes**	No
Support tickets	**Yes**	No
Your account details and password	**Yes**	No
Domains: renewals and status	**Yes**	No
Website files	No	**Yes**
Creating mailboxes	No	**Yes**
Databases	No	**Yes**
Backups and restores	No	**Yes**
The domain's DNS records	No	**Yes**
Installing WordPress	No	**Yes**

The rule that settles it

Money and contracts - invoices, renewals, support - live in **My Interweb**. **Content and technical work** - files, e-mail, databases - live in cPanel. When in doubt, ask yourself whether what you want has to do with paying or with publishing.

How you get into each

1. Into **My Interweb**, with your client account e-mail and password.
2. Into cPanel, through the button inside My Interweb itself, on your service page - you get in without typing any password. It is the simplest way and the one we recommend.
3. Or directly at `yourdomain:2083`, with the cPanel username and password, which **are not the same as your client account**.

They are different passwords.
Changing your password in My Interweb **does not change** the cPanel one, and the other way round. This causes half of all "I cannot log in" tickets: someone changes one and tries it in both places.

Lost the cPanel one?
Reset it from My Interweb, on the service page. No ticket, no waiting.

NEED A HAND?

Cannot find what you need in either? Tell us what you are trying to do.

Open a support ticket →

SEE ALSO

And if you resell hosting there is a third panel:
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Coming from a Plesk provider?
My Interweb vs Plesk: how they differ and which panel we use →

WEB HOSTING

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Free migration of your current site · no lock-in

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