

KNOWLEDGE BASE · PUBLIC DOCUMENT

Which e-mail addresses a business should create: role addresses and personal ones

E-mail

CODE

RLX-MZ-KB-1804

VERSION

v2026.10.15

COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.interweb.co.mz/knowledgebase/1804>



The short answer: create two kinds. **Role addresses** (such as `info@` , `sales@` , `support@`) are what customers see and that someone else can take over when a person leaves. **Personal addresses** (`name@`) belong to each person on the team. With the company domain, it is only a matter of creating them.

Role addresses, and when each makes sense

Address	What it is for
<code>info@</code> or <code>hello@</code>	The general contact, the one to put on the site and on cards.
<code>sales@</code>	Quote requests and questions about what you sell.
<code>support@</code> / <code>help@</code>	For existing customers with problems.
<code>billing@</code> / <code>accounts@</code>	For invoices and payments, especially if you write to companies: the accountant may be the one reading it.
<code>hr@</code> or <code>careers@</code>	Applications, if you receive them.
<code>postmaster@</code> and <code>abuse@</code>	Technical addresses that many e-mail services expect to exist, for warnings of problems. Forward them to someone who reads them.

How to organise them

1

Create one mailbox per person (`maria@`), so each can send and receive under their name. See **How to create an e-mail account in cPanel**.

2

Make the role ones forwards to one or more people, not separate mailboxes. That way nobody has to open five accounts. See **Mailing lists**.

3

Reply from the same kind of address as the one you received on: if they wrote to `sales@`, reply as sales.

4

Put the same signature on all of them: Signature.

5

When someone leaves, switch to whoever stays and redirect the person's address for a while, instead of deleting it at once.

Do not use a free personal address for the business. It looks less serious and, if the account is blocked, you lose your contacts. See **Free e-mail or e-mail on your own domain**. And watch out for spam: role addresses get more, because they are in view on the site.

Start with few: a general one and one per person. Create more when volume asks for it. If you want your e-mail account in order, start with the **right login**.

Want help designing your company's addresses? Open a ticket with the number of people and what the company does.

[Open a support ticket](#)

SEE ALSO

[How to create an e-mail account in cPanel?](#)

[Mailing lists in cPanel: one address for a whole group](#)

[Adding a signature to your e-mails: webmail, computer and phone](#)

[Free e-mail address or e-mail on your own domain: what changes for a business](#)



Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

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
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 • CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz • +258 84 635 1111 • +258 86 635 1111 • www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed