

KNOWLEDGE BASE · PUBLIC DOCUMENT

You cannot log in to cPanel: the causes, in order

cPanel & WHM

CODE

RLX-MZ-KB-1836

VERSION

v2026.10.15

COUNTRY · LANGUAGE

Mozambique · English

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/1836>



The short answer: it is almost never a fault: it is one password swapped for another, a misspelt username or an address blocked by mistake. The quickest way **uses no password at all**: log in to Meu Interweb, open the hosting service and press **Login to cPanel**. If you still cannot get in, see what the screen says and follow the table.

What you see, what it is, what to do

What you see	The most likely cause	What to do
“Login failed” or “Invalid login”	Wrong username or password. cPanel has its own password , different from Meu Interweb’s and from webmail’s.	Use the button inside Meu Interweb, or set a new password: Change your cPanel password / Recover your cPanel password .
The username is not accepted	The cPanel username is not your e-mail : it is about eight letters taken from the domain. It shows on the service inside Meu Interweb.	Copy it from there. See Your cPanel access details .
The page does not open, hangs or gives a connection error	The domain may still point elsewhere, or the network (school, company) may be blocking port 2083.	Try <code>your-domain/cpanel</code> (which uses the normal port) or the Meu Interweb button. If the domain is new, use the server address from the welcome e-mail.
It worked and stopped, after several attempts	The firewall blocked your address after failed attempts.	See How to unblock your IP address and Why your IP gets blocked .
A page saying the account is suspended	There is an unpaid invoice.	See How to reactivate a suspended plan .
It asks for a verification code you do not have	Two-step verification is on for the account.	See Locked out .
A browser warning about the certificate	You are using the server address instead of the domain, or the domain does not point to us yet.	If the address is exactly the one in the welcome e-mail, you can continue; if not, stop and use the Meu Interweb button.

Before changing everything

1

Type the password in a notepad and copy it: phone keyboards, Caps Lock and the browser’s autofill (which may fill in an old password) catch a lot of people.

2

Confirm where you are. If the screen is Meu Interweb's, the password is Meu Interweb's. See **Which login do you need**.

3

Try another network or browser (mobile data, for example). If it works, the problem is the network or a browser extension.

4

Only then set a new password through Meu Interweb. You do not need the old one.

Do not send the password or verification codes to anyone, nor in a support ticket: we do not ask for them. If you want us to look, tell us what the screen shows, with a screenshot: **How to take a screenshot**.

Still cannot get in? Open a ticket with the domain, what the screen says and the time of the attempt.

[Open a support ticket](#)

SEE ALSO

[How to access cPanel Control Panel?](#)[Your cPanel access details](#)[Account area, cPanel or webmail: which login do you need?](#)[How to unblock your IP address](#)



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Interweb Mozambique

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