

KNOWLEDGE BASE · PUBLIC DOCUMENT

Other e-mail apps on your phone: Gmail, Samsung Email and Outlook, with the same settings

E-mail

CODE

RLX-MZ-KB-1840

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/1840>



The short answer: your domain’s e-mail works in any app that accepts an **IMAP** account. The settings are always the same; what changes is **where each app asks for them**. Here are the settings and the path in the three most-used apps. For the phone’s own mail program, see **Android** and **iPhone and iPad**.

The settings (the same in all)

Setting	Incoming (IMAP)	Outgoing (SMTP)
Server	mail.your-domain.com	mail.your-domain.com
Port	993	465
Security	SSL/TLS	SSL/TLS
Username	The full e-mail address	The full e-mail address
Password	The mailbox’s password (the one you set in cPanel)	The same

Swap “your-domain.com” for your domain. The password is not Meu Interweb’s nor cPanel’s: see **Which login do you need**.

In each app

App	The path
Gmail (Android and iPhone)	Open the menu, then Add another account and choose Other (not “Google”). Type the address, choose Personal (IMAP) , the password, and fill in the incoming and outgoing servers with the settings above.
Samsung Email	Add account , then Other and Manual setup . Choose IMAP account and fill in the settings above.
Outlook (phone)	Add account , type the address and tap continue. If it does not recognise the server, open the advanced settings / IMAP and fill in the settings above.

Menu names change with the app and phone version; what does not change is that you choose an **IMAP / Other** account and that the settings are those in the table above.

If it does not work

1

Check the password is right by logging in to webmail: **How to access your webmail**. If you cannot get in there, the problem is the password: **How to change an e-mail account password**.

2

Choose SSL/TLS, never “None”. The server does not accept unencrypted connections.

3

Receiving but not sending (or the reverse)? Check the outgoing port (465) and that the username is the full address: **SMTP ports**.

4

More help: Why your e-mail is not sending or receiving and Webmail or an app.

Do not choose “Google” or “Outlook.com” as the account type: your e-mail is not an e-mail of either company. Choosing the wrong type makes the app look for the wrong server and fail without explaining.

Did everything and the app still refuses the account? Open a ticket with the e-mail address, the app and the error message (without sending the password).

[Open a support ticket](#)

SEE ALSO

[How to set up your e-mail on Android](#)

[How to set up your e-mail on iPhone or iPad](#)

[SMTP ports 465, 587 and 25: SSL, STARTTLS and which one to use](#)

[Why your e-mail is not sending or receiving](#)



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