

KNOWLEDGE BASE · PUBLIC DOCUMENT

Which e-mail is which: account e-mail, domain contact e-mail, mailbox and support e-mail

Support & Account

CODE

RLX-MZ-KB-1848

VERSION

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COUNTRY · LANGUAGE

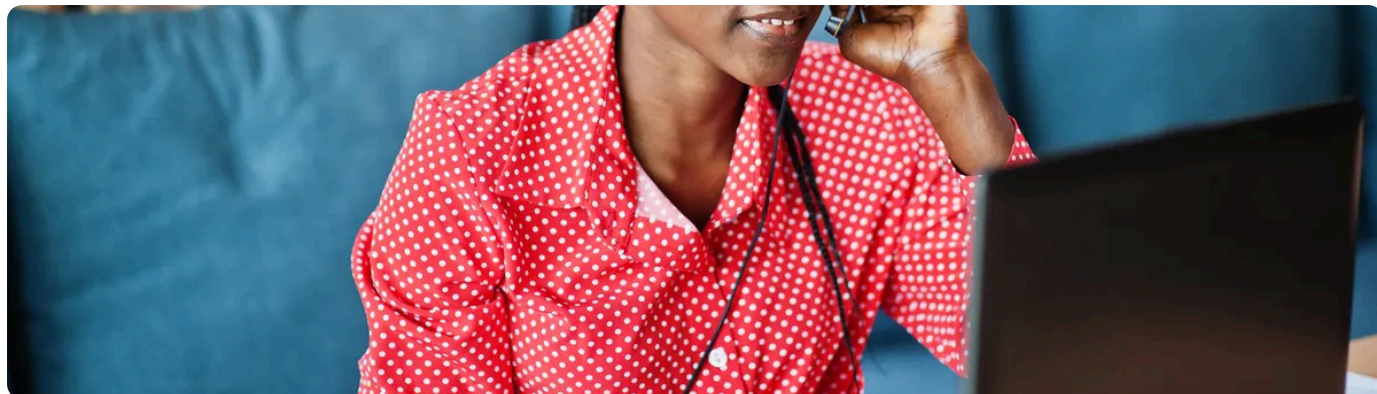
Mozambique · English

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/1848>



The short answer: you have, at least, **four kinds of e-mail** around you, and mixing them up is behind many notices that “do not arrive”. The **account** e-mail is for logging in and receiving invoices; the **domain contact** receives the registry’s notices; the **mailbox** is an address on your domain; and **support** is where we reply to you.

Who receives what

The e-mail	What it is	What it receives	How to change it
Account e-mail	The one you use to log in to Meu Interweb.	Invoices, renewal notices, support replies, password resets.	Change your registration e-mail.
Domain contact	The domain’s holder at the registry.	The registry’s renewal notices, the transfer code, confirmation requests.	Domain contact details.
Mailbox	An address on your domain (for example, <code>maria@your-domain.com</code>), created in cPanel.	The mail of the people who write to you.	Create an e-mail account in cPanel and change its password.
Support e-mail	The address we reply from.	Our replies to your tickets, with the ticket number.	Reply to the e-mail itself, or to the ticket inside Meu Interweb.

The most common mix-ups

1

The account e-mail is an address on the domain itself. If the domain expires or the e-mail stops working, you stop receiving notices, including the renewal one. Use an address from outside the domain: **Domain renewal.**

2

Invoices go to someone who has left. Add a second recipient or change the account e-mail: **Sending your invoices to an accountant.**

3

You changed the account e-mail but the domain's stayed the old one. They are two different places: change the domain's too.

4

You expected the support reply in a mailbox that is not the account's. See the list of tickets in Meu Interweb: the reply is there.

5

You mixed up the mailbox password with the account's. They are different passwords: **Which password is which.**

Always confirm who is writing to you. If you received a “notice” in one of your e-mails that you do not recognise, do not press the links: see **How to check if a notice is real.**

Once a year do a simple test: see which e-mail the account, the domain and the invoice recipient are registered under.

Not sure which e-mail your domain or account is under? Open a ticket with the domain.

[Open a support ticket](#)

SEE ALSO

[How to change your registration e-mail](#)

[Your domain contact details: why they must be real, and how to keep them up to date](#)

[Sending your invoices to an accountant: where invoice e-mails go and how to add a second recipient](#)

[Domain renewal: deadlines, reminders and what you lose](#)



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2020

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SIGN-UPS A DAY

Interweb Mozambique

RLX Holdings, S.A. • Group RLX Holdings

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