

KNOWLEDGE BASE · PUBLIC DOCUMENT

Which Outlook do I have? Classic, new, Mac or the web version

E-mail

CODE

RLX-MZ-KB-2028

VERSION

v2026.10.16

COUNTRY · LANGUAGE

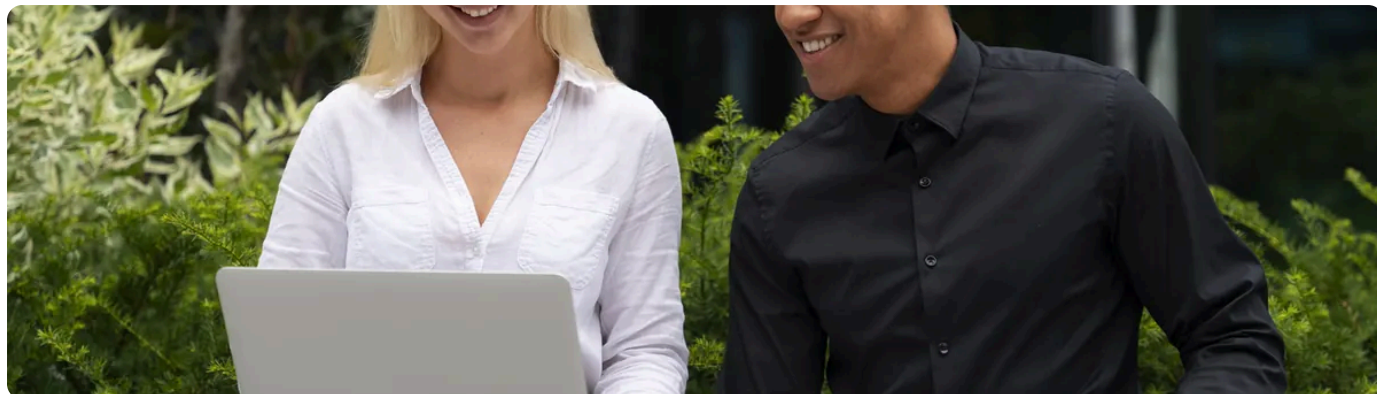
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<https://www.meu.interweb.co.mz/knowledgebase/2028>



The short answer: before following any guide, it helps to know which Outlook you have open, because the menus are different. The quickest sign: **classic** has the **File** menu in the top left corner; the **new** one has no File and has a “**New Outlook**” toggle switched on at the top right.

How to recognise each one

Outlook	How to recognise it
Classic Outlook (Windows)	Has File in the top left corner. Under File > Office Account you see the version (2016, 2019, 2021 or Microsoft 365).
New Outlook (Windows)	No File menu; settings under the gear icon. A “New Outlook” toggle shows switched on at the top.
Outlook for Mac	Opens on a Mac. It also has a new and a legacy version, with a toggle in the Outlook menu.
Outlook on the web	Opens in the browser, at outlook.com or in Microsoft 365. It is not our webmail: it is Microsoft’s service.
Our webmail	Opens in the browser at your account’s webmail address. See how to access your webmail .

Once you know which one you have

1

Classic: follow **setting up your e-mail in Outlook 2016 and 2019** (the steps also work for 2021 and Microsoft 365).

2**New:** follow **setting up your e-mail in the new Outlook for Windows**.**3****To compare the two,** read **classic Outlook or the new Outlook**.**4****When you ask us for help,** say which one you have: it saves a round of questions.

Do not confuse Outlook on the web with our webmail. Outlook on the web belongs to Microsoft and only shows your mailbox if you added it there. Your mailbox is on our server and webmail is the direct way to it.

Both can be installed on the same computer: the new Outlook sometimes appears as “Outlook (new)” in the app list, next to the classic one.

Still not sure which one you have? Send us a screenshot of Outlook.

[Open a support ticket](#)

SEE ALSO

[Classic Outlook or the new Outlook: what changes, and which one to use](#)

[Switching between the new and the classic Outlook, and going back](#)

[How to set up your e-mail in the new Outlook for Windows](#)

[How to set up your e-mail in Outlook 2016 and 2019](#)

[How to access your webmail](#)

[Webmail or an e-mail app: which one to read your mail with](#)



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