

KNOWLEDGE BASE · PUBLIC DOCUMENT

A lost or stolen phone or laptop with the company e-mail on it: what to do first

E-mail

CODE

RLX-MZ-KB-2066

VERSION

v2026.10.16

COUNTRY · LANGUAGE

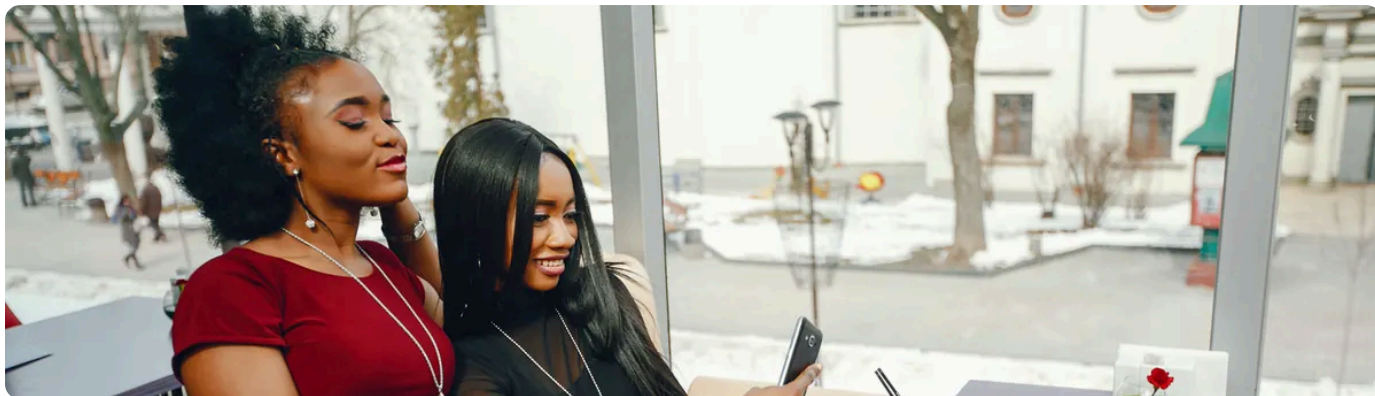
Mozambique · English

Interweb Mozambique

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<https://www.meu.interweb.co.mz/knowledgebase/2066>



The short answer: the lost phone or laptop has the mailbox open and the password saved. The first thing is to **change the mailbox password from another device**: the apps on the lost device stop getting in at their next connection. Then lock or wipe the device remotely, change the other passwords saved on it, and check whether anyone touched the mailbox.

What was on the device, and what to do

What was there	What to do
The mailbox set up as IMAP	Change the password. The mail is on the server and is not lost; the device loses access.
The mailbox set up as POP	Downloaded messages may exist only on that device, and those go with it. Change the password anyway: POP or IMAP .
The team's shared mailboxes (sales@, support@)	Change those passwords too and give the new ones to your colleagues.
Passwords saved in the browser (cPanel, Meu Interweb, bank)	Change them, starting with the ones that reach money and other accounts: which password is which .
Mail already downloaded to the laptop	It stays on the disk. If the disk was not encrypted, whoever has the laptop can read it without any password.

The first steps, in order

1

From another device, log in to cPanel or webmail and change the mailbox password: **how to change an e-mail account password**. If you do not yet know whether the device was stolen or just left somewhere, you can first suspend logging in under **Email Accounts > Manage > Restrictions > Logging In**: mail keeps arriving.

2

Lock the device remotely with the maker's find-my-device service (the Apple or Google account linked to the phone, or the one for the laptop's system) and, if you will not get it back, wipe it. The steps are on each maker's help page and change with the version.

3

Change the other passwords saved on the device: shared mailboxes, cPanel, Meu Interweb, bank.

4

Check whether anyone touched it: the Sent folder, the forwarders and the mailbox filters. If you find something you did not do, follow **your e-mail account has been hacked**.

5

Tell the team and, if the device held customer data, whoever handles that in the company.

6

On the new device, set up the mailbox as IMAP with the new password: **other e-mail apps on your phone**.

Changing the password does not delete what was already downloaded. The mail already on the device stays there until the device is wiped. That is why the remote lock matters as much as the new password.

Before it happens: a screen lock code on every device with company e-mail, an encrypted disk on the laptop, and a simple list of who has which mailboxes on which devices. When one goes missing, you know at once what to change.

Lost a device and cannot get into cPanel to change the password? Open a ticket from another device and tell us the mailbox address.

[Open a support ticket](#)

SEE ALSO

[How to change an e-mail account password](#)

[Your e-mail account has been hacked: what to do in the first hour](#)

[I think someone got into my account: what to do in the first hour](#)

[A strong password and a password manager: how to stop reusing the same one](#)

[Other e-mail apps on your phone: Gmail, Samsung Email and Outlook, with the same settings](#)

[POP or IMAP: which to choose, and what you lose by picking wrong](#)



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