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KNOWLEDGE BASE · PUBLIC DOCUMENT

How to recover your My Interweb password

Support & Account

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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/228

How to recover your My Interweb password

Support & Account Created on **August 17, 2026** Updated on **October 21, 2026** 2 min read



If you cannot get into **My Interweb** because you do not remember the password, the reset is immediate and you can do it yourself, without contacting us.

Before you start:
This is **your My Interweb password, the one that opens invoices, services and support tickets**. It is not the same as your cPanel one, nor the one on **each e-mail account** - they are independent, and changing one does not touch the others.

Reset in four steps

1. Open **the reset page** - you can also get there from *Forgot password?* under the login form.
2. Enter the **e-mail you registered with** and confirm. If you type a different one, nothing arrives and you get no error either - that is deliberate, so nobody can find out which accounts exist.
3. Open the message and click the link. It **expires**, so do not leave it for later.
4. Set the new password. It works immediately and you can log straight in.

If the message never arrives

Likely cause	What to do
It went to the spam folder	The most common cause. Once you find it, **add our domain to your safe senders**

Likely cause	What to do
The address you typed is not the account one	Try the other addresses you might have used when signing up
The mailbox is on the domain itself and it is down	If your e-mail is hosted with us and something is wrong, **write to us on another channel**

If two-factor authentication is on:
Resetting the password **does not skip the code** from the app. Without the phone and without your recovery codes, only we can unlock it, and only once we have confirmed the account is yours - the process is in **how to recover access to your account**.

Once you are back in, it is worth **turning on two-factor authentication** and knowing **how to change the password** whenever you want.

NEED A HAND?

No longer have access to the registered e-mail?

Talk to us →

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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