

KNOWLEDGE BASE · PUBLIC DOCUMENT

The webmail address and username: the three ways in

E-mail

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Interweb Mozambique

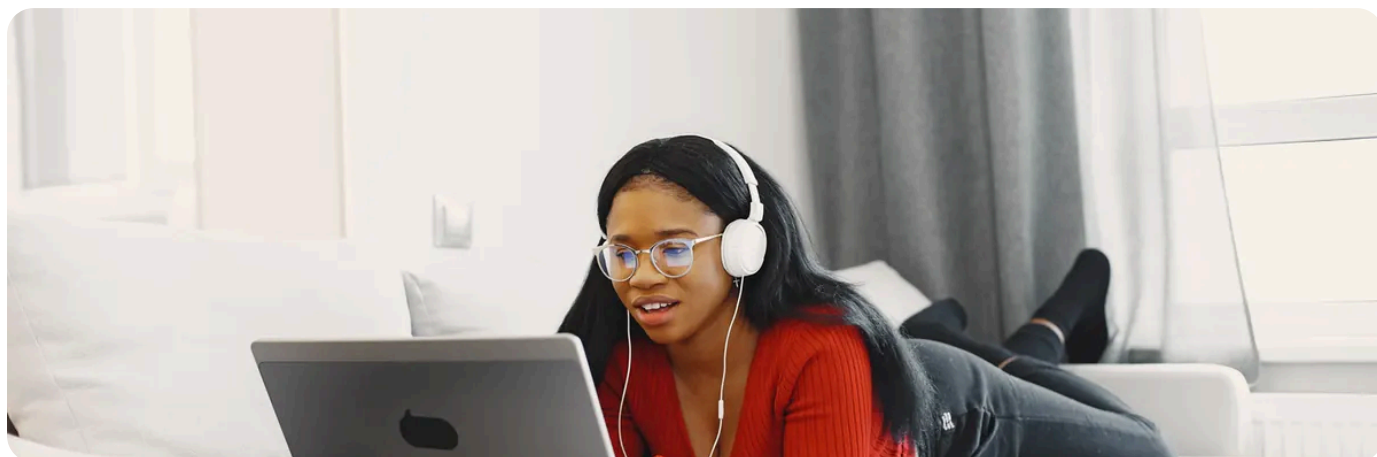
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<https://www.meu.interweb.co.mz/knowledgebase/2282>

The webmail address and username: the three ways in

E-mail Created on **October 21, 2026** 2 min read



The short answer: webmail opens at **webmail.asuaempresa.co.mz** or at **asuaempresa.co.mz/webmail**, with your own domain in place of asuaempresa.co.mz. The username is the **full e-mail address** (for example, info@asuaempresa.co.mz) and the password is **that mailbox's**, which is not the My Interweb password nor the cPanel one.

The three ways in

Way	Address	When to use it
Through the domain	https://webmail.asuaempresa.co.mz	The everyday way, in any browser, on your phone too.
Through the domain, with /webmail	https://asuaempresa.co.mz/webmail	Same as above. Use whichever you remember more easily.
Through cPanel	cPanel, Email Accounts, Check Email	When you own the cPanel and want to open a mailbox without typing its password.

➞ Signing in for the first time

- 1 Open the address** with your domain in place of asuaempresa.co.mz.
- 2 For the username**, type the full address, with the @ and the domain. Only the name before the @ will not work.
- 3 For the password**, the mailbox password, chosen when the mailbox was created in cPanel. Forgot it? Whoever owns the cPanel sets a new one: **recovering a mailbox password**.

4

Press Log in. If you get an error, see **the webmail errors** before trying again.

**Three failed attempts block your IP address for 15 minutes**

, on webmail, cPanel and the portal. Do not guess the password: at the third, stop, check which one it is (**which login you need**) or set a new one, and wait the 15 minutes if you are already blocked.

**The domain does not point to us yet?**

On a new hosting plan, or while the nameservers are changing, the addresses with the domain will not open yet. Use the server address from the hosting welcome e-mail followed by **:2096** , or ask us for it in a support ticket. More on webmail in **how to access your webmail**.

 NEED A HAND?

Cannot get in? Send us the mailbox address and the message you see (never the password).

 **Open a support ticket** →

 SEE ALSO

How to access your webmail



Common webmail errors and how to fix each one



Account area, cPanel or webmail: which login do you need?



How to recover an e-mail account password





Interweb Mozambique

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