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Generated on 21/10/2026 17:19

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# Proving the domain is yours: TXT verification records

Domains & DNS

| CODE | VERSION | COUNTRY · LANGUAGE |
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| RLX-MZ-KB-248 | v2026.09.28 | Mozambique · English |

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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/248

# Proving the domain is yours: TXT verification records

Domains & DNS Created on **September 10, 2026** Updated on **September 28, 2026** 3 min read



Google Workspace, Microsoft 365, Meta Business and dozens of other services all ask for the same thing before letting you use your domain: **prove that it is yours**. And the proof always works the same way - you publish a code they give you as a DNS record.

It is one of the requests we get most, and almost always with the same question behind it: *where do I put this?* The answer depends on one thing only, and that is where this article starts.

## First: where do your nameservers live?

The record has to be created **where the domain points**, not where it was bought. Those are different things, and this is where most people get lost.

| If your nameservers are… | Create the record… |
|---|---|
| **Ours** | in cPanel, under **Zone Editor** - or ask us and we will do it |
| **Cloudflare's** | in the Cloudflare dashboard, under **DNS › Records**. We cannot reach it from here |
| **Another provider's** | in that provider's panel |

**Not sure where they point?**
See **nameservers: what they are and which ones to use with us** for how to check in seconds. If they point elsewhere, the record must be created there - even when the domain is registered with us.

## Creating the record in cPanel

1. Sign in to cPanel. If you are not sure how, see **how to access the cPanel Control Panel**.

2. Find **Zone Editor** and click **Manage** next to the domain.

3. Click **Add Record** and choose type **TXT**.

4. In **Name**, enter just *yourcompany.co.mz* (or keep the default if it is already the domain). In **Record**, paste the **entire** code the service gave you.

5. Save, go back to whichever service asked for the verification - Google, Microsoft, whichever - and press its verify button.

> **Paste the whole code, uncut.**
> A value like `google-site-verification=X6Bw...N14M` must go in exactly as it came, with no spaces before or after and not split across lines. One character short and verification fails without saying why.

## Not all of them are TXT

TXT is the most common, but some services ask for a different type. The procedure is the same - only your choice in step 3 changes:

| Type | When it comes up |
|---|---|
| **TXT** | Ownership verification, SPF, DKIM and DMARC. The most frequent |
| **CNAME** | Some services ask for a subdomain pointing at them |
| **MX** | When you move e-mail to Google or Microsoft - it replaces ours |

> **Be careful changing MX records.**
> Changing MX sends the domain's e-mail to another service. If you have mailboxes with us, they stop receiving the moment you save.

## I created the record and it still says not found

It is nearly always one of three things, in this order of likelihood:

1. **It has not propagated yet.** Give it a few minutes and try again - see **how long DNS propagation takes**.

2 **It was created in the wrong place.** If your nameservers are Cloudflare's and you created the record in cPanel, the world will never see it. Go back to the table at the top.

3 **The value has a stray space or quote.** Delete the record and paste it again from the original.

**Want to check without waiting?**

You can see what the world reads from your domain with our **WHOIS lookup** and the checks described in **how to check a domain's DNS**.

NEED A HAND?

Would you rather we created the record? Send us the domain and the value.

Ask for help →

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## Interweb Mozambique

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