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Getting started with SMTP Relay: verify the domain, create a credential, connect your program

E-mail

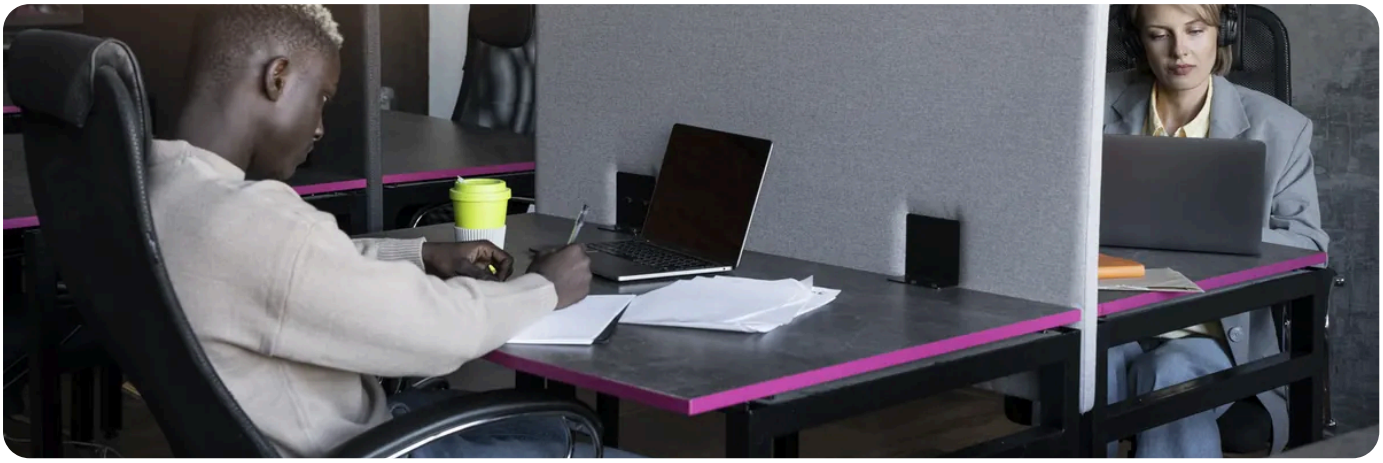
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2508	v2026.11.13	Mozambique · English

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/2508

Getting started with SMTP Relay: verify the domain, create a credential, connect your program

E-mail Created on **November 13, 2026** 3 min read



The short answer: three steps, all in the Email Center (the transactional e-mail page in Meu Interweb): **verify the domain**, **create an SMTP credential** and **fill in the details in your program**. Then a test e-mail and a look at the log confirm that everything works.

What you need first

1. **The Email Center active on your account.** SMTP Relay is set up through a proposal: if you have not spoken to us yet, start by **asking for one**.

2. **Access to the DNS of the domain** you will send from: in cPanel, if your DNS is with us, or in the panel of whoever manages it.

3. **Access to the e-mail settings of the program** that will send: the WordPress plugin, the application .env file, the printer configuration page.

1. Verify the domain

Under Domains, add the domain the e-mails will come from. The Email Center shows the records to add to your DNS: **three DKIM CNAME records**, which sign your e-mails and are required, plus an **SPF TXT** and a **DMARC TXT**, which are recommended. Once they are in, ask for the verification. DNS can take a few hours to propagate; as soon as the DKIM records are live, the domain becomes verified.

Does the domain already have mailboxes?
Then it already has an SPF record, and a domain can only have one. Do not add a second one: extend the existing one. See **adding SMTP Relay with a single SPF record**.

2. Create the credential

1. Open the **SMTP Relay** tab in the Email Center.
2. In the **Credentials** card, type a name that says where it will be used, such as **Website server**, and create the credential.
3. **Copy the username and password straight away** and keep them somewhere safe. The password is not shown again: if you lose it, you create a new credential.

3. Fill in the program

Field	What to enter
Server	The address shown in the **Connection** card of the SMTP Relay tab.
Port	**587** with STARTTLS. If your network blocks it, **465** with TLS.
Authentication	On, with the credential username and password.
Sender	Any address on the domain you verified, for example `no-reply@asuaempresa.co.mz`.

Every program gives these fields a different name. The translation, screen by screen, is in **what each field means**.

4. Send a test and check the log

Send a test e-mail from the program itself (most have a button for it) to a mailbox of yours. Then open the Email Center log: the e-mail must be there, with its status. If the program shows an error, the table of **common problems** says what to do; to test the credential outside the program, see **testing a credential from the command line**.

One credential per program.
If you replace a website or throw away a printer one day, you revoke only that credential and the others keep sending. See **organising your credentials**.

RECOMMENDED

Do not have SMTP Relay yet? Tell us how many e-mails you send each month and we will prepare your proposal.

Ask for a proposal →

SEE ALSO

- SMTP Relay: an SMTP server for the automatic e-mails of your site, system or device
- SMTP Relay in any program: what Host, Port, Encryption, Username and From mean on each screen
- A domain that already has mailboxes: adding SMTP Relay with a single SPF record
- Testing an SMTP credential before going live: a test e-mail from the command line
- SMTP Relay not sending: connection, TLS, login, sender and recipient problems, one by one
- SPF, DKIM and DMARC: why your e-mail lands in spam

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