interweb

Generated on 13/11/2026 19:24

KNOWLEDGE BASE · PUBLIC DOCUMENT

SMTP Relay in any program: what Host, Port, Encryption, Username and From mean on each screen

E-mail

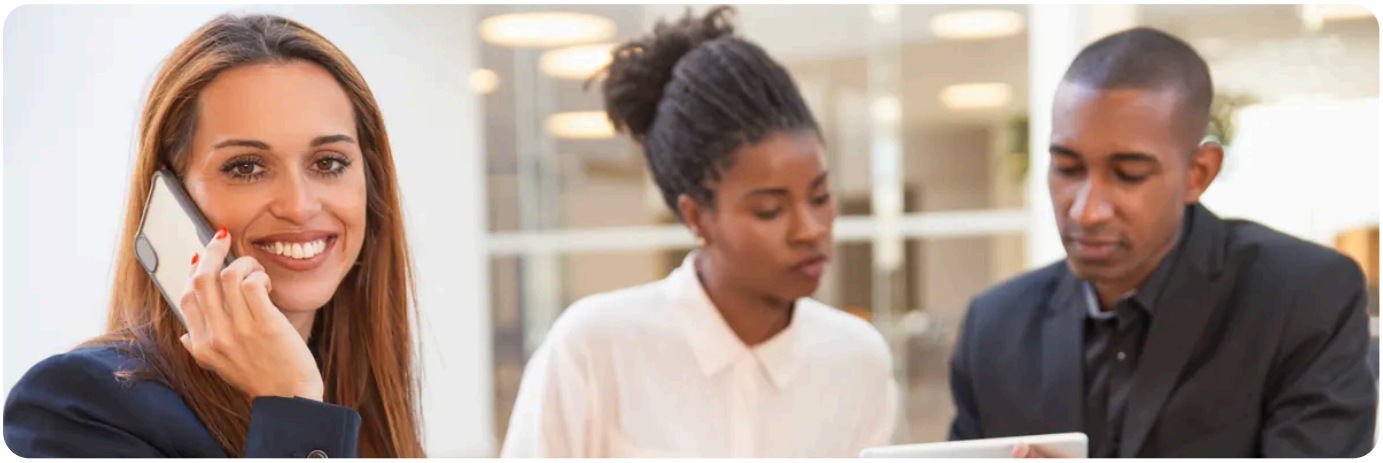
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2510	v2026.11.13	Mozambique · English

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/2510

SMTP Relay in any program: what Host, Port, Encryption, Username and From mean on each screen

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



The short answer: the details are always the same four (server, port, username and password) plus the sender, but every program calls them something different. The table below tells you what to enter under each name you will meet. Where most people go wrong is the **encryption**: port 587 takes STARTTLS, port 465 takes TLS (or SSL).

The name on screen and what to enter

It may appear as	What to enter
Server, Host, SMTP Host, Outgoing server	The server shown in the Email Center Connection card. It is **not** the server of your mailboxes.
Port	**587**, or **465** if 587 is blocked on your network.
Encryption, Security, Secure connection	With 587: **STARTTLS** (many plugins just call it «TLS»). With 465: **SSL/TLS** (older programs say «SSL»).
Authentication, SMTP Auth, «My server requires authentication»	On. If the program asks for a method, leave it on automatic.
Username, Login, User	The SMTP credential username, exactly as the Email Center showed it. It is not your e-mail address.
Password	The credential password, the one shown only once.
From, From address, Sender	An address on a verified domain, for example `no-reply@asuaempresa.co.mz`.
From name	The name your customer sees in the inbox: your company or website name.

It may appear as	What to enter
Reply-To	Optional: a real mailbox where replies should go.

Swapping port and encryption gives a «TLS error».
The rule is simple: **587 with STARTTLS, 465 with TLS. Do not mix them.** Port 25 and «no encryption» are not part of these settings. Why there are three ports is explained in **SMTP ports 465, 587 and 25**.

Where these fields usually are

Program	Where to look
WordPress	In your SMTP plugin, choose «Other SMTP», TLS and port 587. See **moving WordPress to SMTP Relay**.
Laravel and PHP frameworks	In the .env file. See **SMTP Relay in Laravel**.
PHPMailer	In the Host, Port, SMTPSecure, Username and Password properties. See **PHPMailer**.
Node.js and Python	In the Nodemailer or smtplib configuration. See **the examples**.
Printers and devices	On the device configuration page, under E-mail or SMTP. See **connecting devices**.
ERP and billing software	In the e-mail or document sending settings. See **invoices through SMTP Relay**.

Some programs have a «Force From» option.
Turn it on and enter an address on your verified domain: that way no e-mail leaves with another sender and gets refused.

NEED A HAND?

Not sure which field is which in your program? Send us a screenshot of the settings, without the password, and we will tell you what to enter.

Open a support ticket →

SEE ALSO

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

- **SMTP Relay not sending: connection, TLS, login, sender and recipient problems, one by one**
- **SMTP ports 465, 587 and 25: SSL, STARTTLS and which one to use**
- **Moving WordPress e-mail from a mailbox to SMTP Relay: what changes in your SMTP plugin**
- **SMTP Relay in Laravel and other PHP frameworks: the .env settings and a first test e-mail**
- **Printers, scanners and other devices that send e-mail: connecting them to SMTP Relay**

interweb

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
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

Online version of this document

RLX-MZ-KB-2510 · v2026.11.13 · Generated on 13/11/2026 19:24