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How to manage sub-accounts

Support & Account

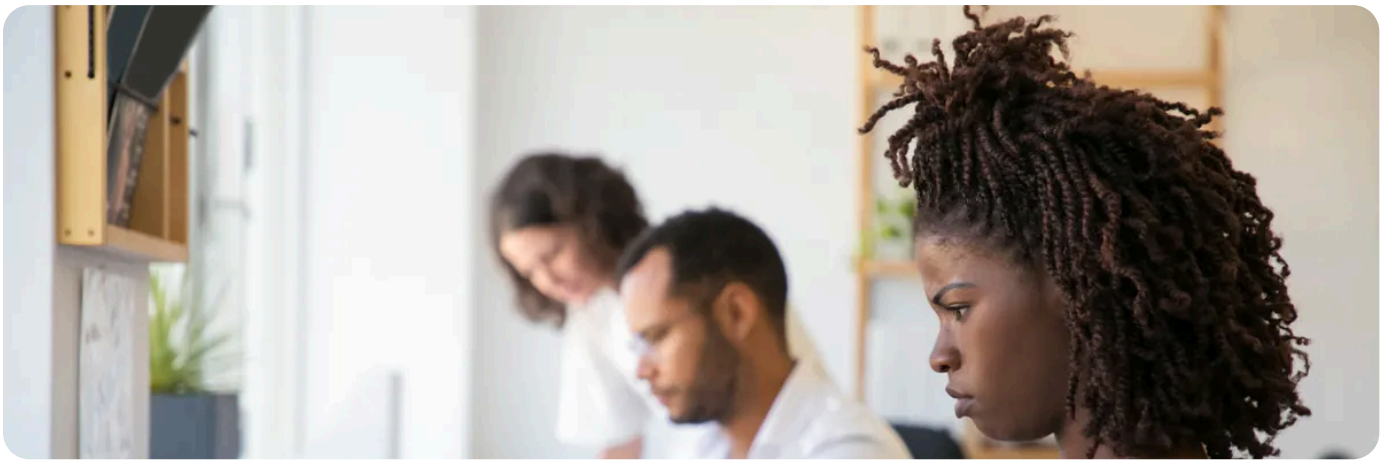
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-42	v2026.10.21	Mozambique · English

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/42

How to manage sub-accounts

Support & Account Created on **August 14, 2026** Updated on **October 21, 2026** 2 min read



If more than one person in your company needs access to **My Interweb** - finance, **support**, a developer - you don't have to share your own login. Create a sub-account for each person, with only the permissions they need.

Adding a new contact

1. Log in to **My Interweb** and open **Contacts / Sub-Accounts** from the profile menu.
2. Click **Add New Contact** and fill in their name, e-mail and phone number.
3. Tick **Activate Sub-Account** to give this contact their own My Interweb login, and set a password for them.
4. Choose exactly what this contact can do - tick only the permissions that apply.

- **Invoices** - view and pay invoices
- **Tickets** - open, reply to and manage support tickets
- **Domains** / **Manage Domains** - view or change nameservers, DNS, transfers
- **Products** / **Manage Products** - view services or change service passwords
- **Profile** - edit account details
- **Emails** - view the account's e-mail history

5. Click **Save Changes**. The contact receives their own login details separately.

Editing or removing a sub-account

1. Open **Contacts / Sub-Accounts** and choose the contact you want to change.

2 Update their details, permissions, or set a new password, then **Save Changes** - or click **Remove Contact** to delete the sub-account entirely.

Removing a contact is permanent.
Once deleted, that login cannot be recovered - you would need to create a new sub-account from scratch.

Note.
A sub-account only ever has the permissions you grant - it can never see or do more than the main account owner allows, and it uses its own password, separate from yours.

NEED A HAND?

Not sure which permissions to grant your team? Ask us.

Open a support ticket →

SEE ALSO

With more people on the account, 2FA is worth turning on:
How to enable or disable two-factor authentication (2FA)

And keeping details current:
How to update your registration details

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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