interweb

Generated on 22/10/2026 05:11

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to recover access to your account

Support & Account

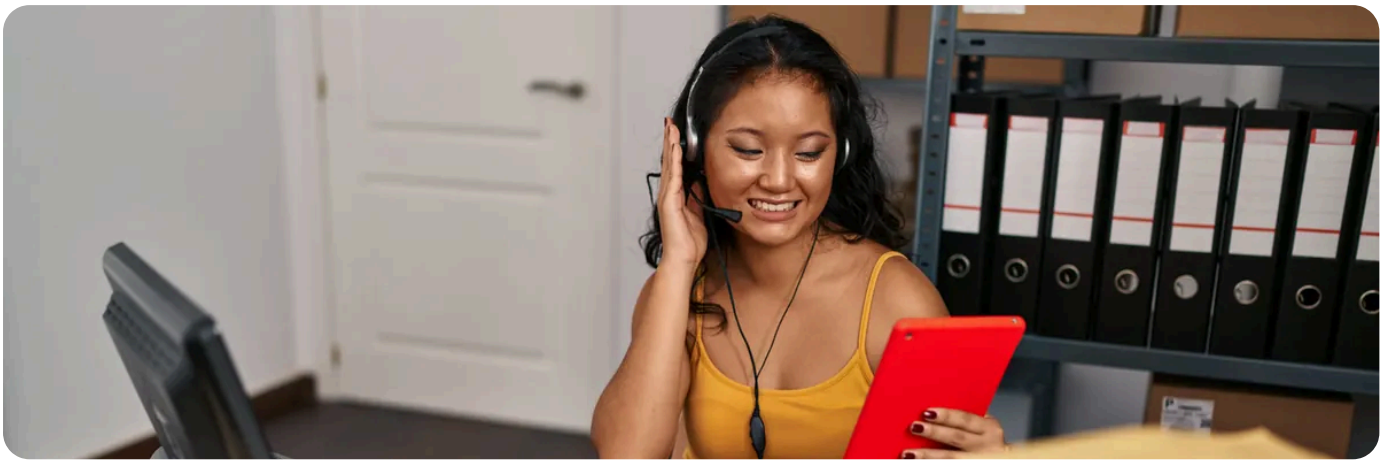
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-48	v2026.10.21	Mozambique · English

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/48

How to recover access to your account

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



Can't log in to **My Interweb**? In most cases you can get back in yourself in a couple of minutes - no need to wait for support.

Forgot your password

1. On the **My Interweb** login page, click **Forgot your password?**
2. Type the e-mail address on your account and confirm.
3. Open the e-mail with the subject **Password Reset Validation** and click the reset link inside.
4. Set a new password - at least 8 characters, mixing upper and lower case, numbers and symbols - and confirm.

Nothing arrived?
Check Spam / Junk. If several minutes pass with nothing, request the reset again - the previous link may have expired.

You also have 2FA enabled

After resetting your password you will still be asked for the code from your authenticator app, as usual. If you no longer have access to that app, see **enabling and disabling two-factor authentication**.

You no longer have access to that e-mail either

If the e-mail on the account is also lost, the automatic reset can't reach you - this needs manual verification by our team, and since you can't log in to open a ticket from My Interweb, use one of the direct channels instead.

1. Reach us through one of the channels in **how to contact Interweb** - phone, WhatsApp or e-mail.
2. Tell us the domain or service on the account, and a new e-mail address where we can reach you.
3. Our team confirms you are the account holder against the details on file before restoring access.

This check protects your account.
We will never hand over access to an account based on a domain name or company name alone - we confirm against the details already on file.

NEED A HAND?

Locked out and not sure which option applies? Talk to us.

Open a support ticket →

SEE ALSO

And stop it happening again:
How to enable or disable two-factor authentication (2FA)

WEB HOSTING

Looking for hosting that stays out of your way?

cPanel, a free SSL certificate, backups every night before dawn kept for a year, and support that answers in your language.

See hosting plans →

Free migration of your current site · no lock-in

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-48 · v2026.10.21 · Generated on 22/10/2026 05:11