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Why your e-mail is not sending or receiving

E-mail

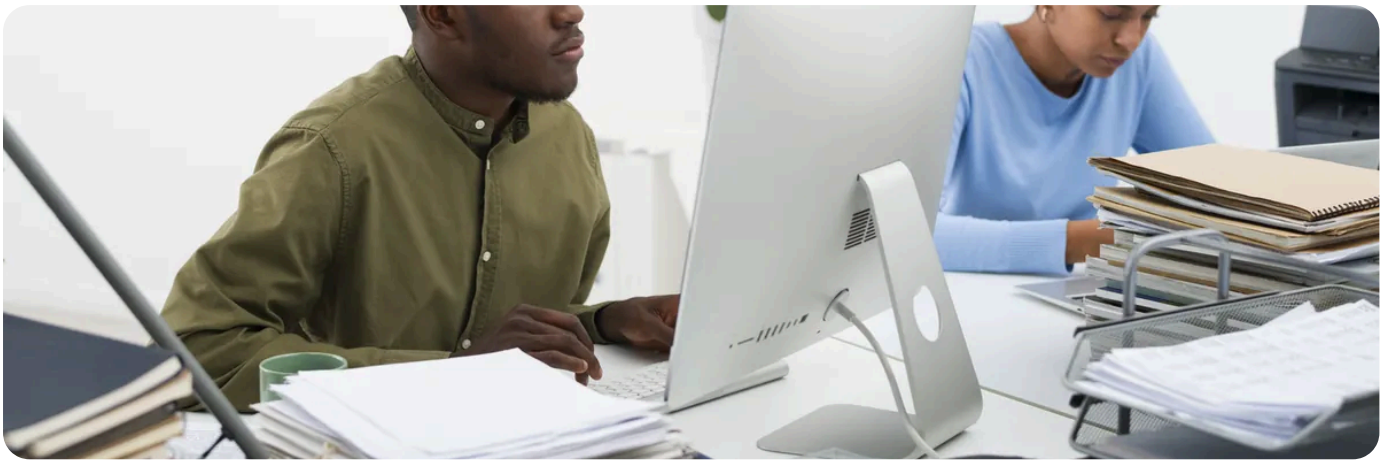
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-86	v2026.10.04	Mozambique · English

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/86

Why your e-mail is not sending or receiving

E-mail · Created on **August 16, 2026** · Updated on **October 4, 2026** · 2 min read



Before anything else, one test tells you where the problem is: sign in to **webmail** and try sending from there.

If webmail works but your app doesn't

The mailbox is fine - the problem is in the app's settings. Almost always one of these three:

1. **Wrong password** - the mailbox password is not your cPanel or portal password. Reset it in cPanel → **Email Accounts** → **Manage**.
2. **Wrong ports** - must be IMAP **993** and SMTP **465**, both with SSL/TLS. See **the setup guides** for your app.
3. **Username incomplete** - it has to be the full address (*you@yourdomain.co.mz*), not just the part before the @.

If webmail doesn't work either

1. **Check the password** by resetting it in cPanel - then try webmail again.
2. **Check the mailbox isn't full.** In cPanel → **Email Accounts**, a mailbox at 100% of its quota stops receiving. Delete old mail or raise the quota.
3. **Check your IP isn't blocked** - too many failed logins block your address. See **how to unblock your IP address**.

Sending works, receiving doesn't

This is almost always DNS: the domain's MX records aren't pointing here. If you recently changed nameservers or use an external DNS provider, the mail is being delivered somewhere else. Check with **how to check a domain's DNS**.

Your messages arrive in the recipient's spam folder

1. Send from the real address of the domain, not a forwarded or spoofed one.
2. Avoid sending the same message to large lists from a normal mailbox - that is what triggers spam filters.
3. If it persists, open a ticket: we can check whether the domain or the server IP is on a blocklist.

Recently changed the DNS?
Give it time before assuming a fault - see **how long DNS changes take**. During that window, some mail may still be delivered to the old server.

NEED A HAND?

Tried all this and it still fails? Tell us the exact error message.

Open a support ticket →

SEE ALSO

If messages leave but land in the recipient's spam:
SPF, DKIM and DMARC: why your e-mail lands in spam →

PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →

Works in Outlook, on your phone and in the browser

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Interweb Mozambique

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

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