

KNOWLEDGE BASE · PUBLIC DOCUMENT

Why your e-mail is not sending or receiving

E-mail

CODE

RLX-INT-KB-286

VERSION

v2026.10.04

COUNTRY · LANGUAGE

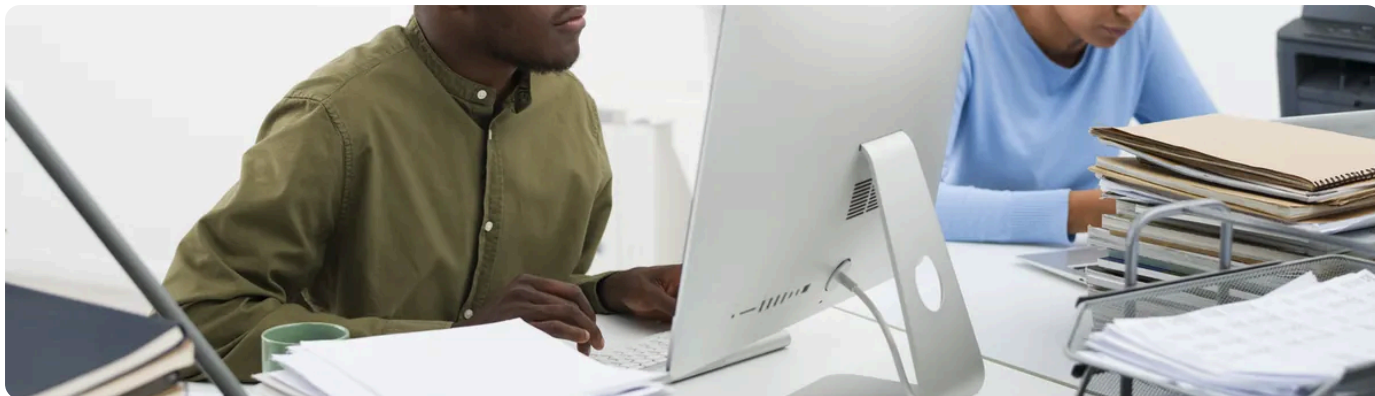
International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/286>



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.com*), 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.

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



Online version of this document

MozOut is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

MozOut International

RLX Holdings (Pty) Ltd. • Group RLX Holdings

TAX NO. (SARS)

943 907 6234

REGISTRATION NO.
(CIPC)

2025/667953/07

REGISTERED OFFICE

1111 Olive Street
Saint Louis 63101, Missouri, United States

CONTACT

info@mozout.com • +27 78 823 3325 • www.mozout.com

OPENING HOURS

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