

KNOWLEDGE BASE · PUBLIC DOCUMENT

The webmail address and username: the three ways in

E-mail

CODE

RLX-INT-KB-6930

VERSION

v2026.10.21

COUNTRY · LANGUAGE

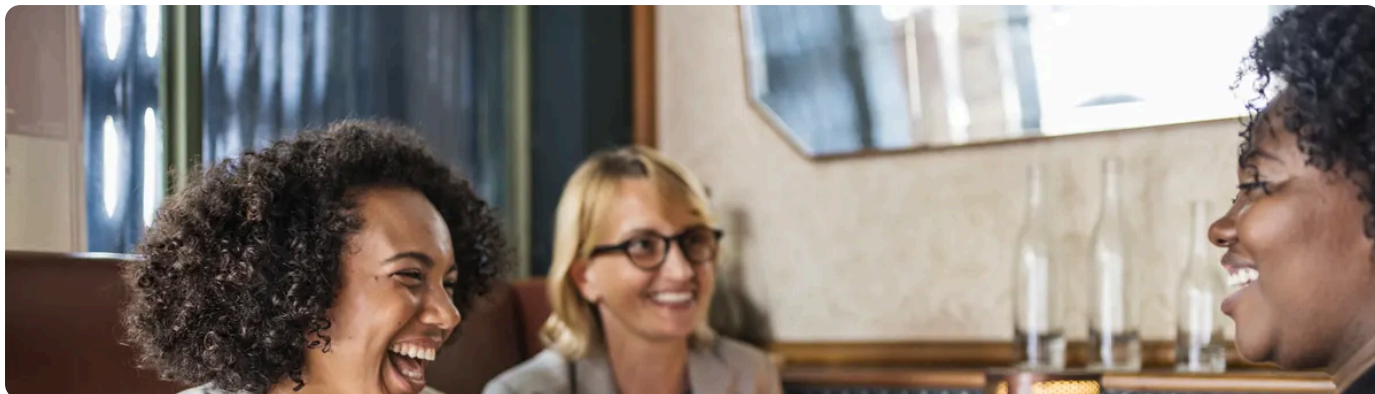
International · English

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/6930>



The short answer: webmail opens at **webmail.yourcompany.com** or at **yourcompany.com/webmail**, with your own domain in place of yourcompany.com. The username is the **full e-mail address** (for example, info@yourcompany.com) and the password is **that mailbox's**, which is not the My MozOut password nor the cPanel one.

The three ways in

Way	Address	When to use it
Through the domain	https://webmail.yourcompany.com	The everyday way, in any browser, on your phone too.
Through the domain, with /webmail	https://yourcompany.com/webmail	Same as above. Use whichever you remember more easily.
Through cPanel	cPanel, Email Accounts, Check Email	When you own the cPanel and want to open a mailbox without typing its password.

Signing in for the first time

1

Open the address with your domain in place of yourcompany.com.

2

For the username, type the full address, with the @ and the domain. Only the name before the @ will not work.

3

For the password, the mailbox password, chosen when the mailbox was created in cPanel. Forgot it? Whoever owns the cPanel sets a new one: **recovering a mailbox password**.

4

Press Log in. If you get an error, see **the webmail errors** before trying again.

Three failed attempts block your IP address for 15 minutes, on webmail, cPanel and the portal. Do not guess the password: at the third, stop, check which one it is (**which login you need**) or set a new one, and wait the 15 minutes if you are already blocked.

The domain does not point to us yet? On a new hosting plan, or while the nameservers are changing, the addresses with the domain will not open yet. Use the server address from the hosting welcome e-mail followed by :2096, or ask us for it in a support ticket. More on webmail in **how to access your webmail**.

Cannot get in? Send us the mailbox address and the message you see (never the password).

Open a support ticket

SEE ALSO

How to access your webmail

Common webmail errors and how to fix each one

Account area, cPanel or webmail: which login do you need?

How to recover an e-mail account password



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

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SIGN-UPS A DAY

MozOut International

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(CIPC)

2025/667953/07

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