

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to recover an e-mail account password

E-mail

CODE

RLX-INT-KB-776

VERSION

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COUNTRY · LANGUAGE

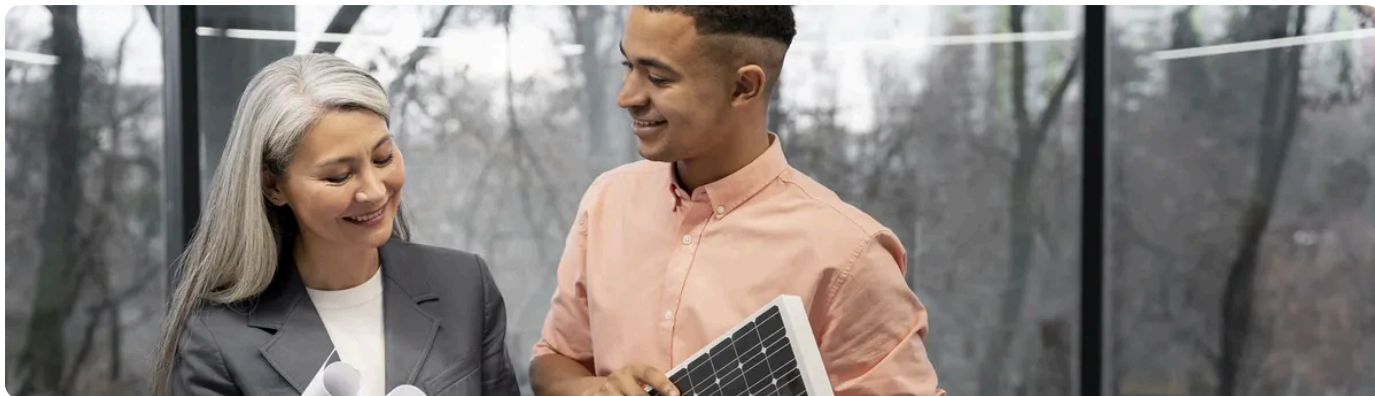
International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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<https://www.my.mozout.com/knowledgebase/776>



Losing a mailbox password is solved one of two ways, and which one applies comes down to a single question: **are you the hosting owner, or do you only use the mailbox?**

Before you start: this is an **e-mail account password** - the one you type on your phone, in Outlook and in webmail. It is not the same as your **My MozOut** one, nor your **cPanel** one, nor the one on any other e-mail account - they are independent, and changing one does not touch the others.

Who you are	Route	What you need
The hosting owner	Set a new one from cPanel	Access to cPanel
Just a mailbox user	Reset from webmail	Security questions set beforehand

Route 1 - set a new one from cPanel

1 Log in to cPanel and open **Email Accounts**.

2 On the account in question, click **Manage**.

3 Type the new password and save. You do not need the old one - the hosting owner is in charge of the mailbox.

Route 2 - reset from webmail

This is for people who use the mailbox but have no cPanel. The webmail login page has a **Reset Password** option: you enter the full e-mail address and answer that account's **security questions**.

It only works if you prepared in advance: the security questions must have been set **before** you lost access. If you never set them, this route is not available and cPanel is the only way out. **Log in to webmail today, open the security section and set them** - it takes two minutes and you only ever thank yourself once.

If you are not the one managing the hosting: speak to whoever looks after your company's website or domain - that person has cPanel. We can only change mailboxes at the request of the account holder.

Once the new one is set

Update it on **every device** using the mailbox: phone, tablet, the office Outlook, the one at home. A single one left behind keeps trying with the old password, and that **can get your IP blocked by the firewall** - one of the most common causes of blocking we see.

For routine changes, see **how to change an e-mail account password**. If all you want is to get into the mailbox, **how to access your webmail**.

Locked out of the mailbox and cPanel?

[Ask for help](#)

SEE ALSO

[How to change an e-mail account password](#)

[How to write an e-mail that does not land in spam: behaviour, recipients and limits](#)

[How to stop spam in Outlook: the filter on your computer and the one on the server](#)

[Need e-mail on your domain? See the Professional E-mail plans.](#)

PROFESSIONAL E-MAIL**Your e-mail should carry your company name.**

Mailboxes on your own domain, with webmail, antis spam 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

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