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

Account & Login

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You have **three different places to sign in**, each with its own password, and mixing them up is the commonest cause of a "cannot sign in" that turns out to be nothing wrong at all. The short rule: **My Interweb** looks after your account (invoices, services, domains, tickets), **cPanel** looks after the hosting (files, databases, e-mail accounts) and **webmail** is only for reading and sending the mail of one mailbox.

Login	What it is for	Where you sign in	With what
My Interweb	Invoices, services, domains, support tickets, personal details	https://www.meu.interweb.ao	The e-mail you bought with and your account password
cPanel	Files, databases, e-mail accounts, backups, SSL	asuaempresa.ao/cpanel, or the button inside My Interweb	The cPanel username and password, which are different ones
Webmail	Reading and sending the mail of a mailbox	asuaempresa.ao/webmail	The full e-mail address and the password of **that mailbox**

Look at the last column: these are **three separate passwords**. Changing one does not change the others, which is why "I changed the password and it still says it is wrong" almost always means you changed it in one place and are typing it in another.

Working out which one you need

1. **Want to pay an invoice, check a domain or open a ticket?** Sign in to My Interweb. If you cannot remember the password, the route is in **how to recover access to your account**.

2 **Want to touch the site files, a database or create a mailbox?** Sign in to cPanel. The easiest way is through My Interweb: open the hosting service and use the button that opens cPanel, with no password typed. The rest is in **how to access cPanel**.

3 **Want to read the mail of your business address?** Use webmail, with the full address as the username. See **how to access your webmail**.

4 **Lost the cPanel password?** Set a new one from the service, inside My Interweb. See **how to change your cPanel password**.

5 **Lost a mailbox password?** It is reset by whoever owns the cPanel, not by My Interweb. See **how to recover an e-mail account password**.

Do not guess over and over.

Every failed attempt is counted, and after a few the address they came from can be blocked, which cuts the site, cPanel and mail all at once. Two failed attempts and stop: check which place you are in and which password belongs to it.

Keep the three together.

In a password manager, with a clear label for each (account, cPanel, mailbox). The "New Account Information" e-mail sent when the service was activated carries the cPanel username and address; **what to do after you pay** explains the rest.

NEED A HAND?

Not sure which of the three is yours, or none of them opens? Tell us what you type and the message you get.

Open a support ticket →

SEE ALSO

- How to access cPanel →
- How to access your webmail →
- How to recover access to your account →

Your cPanel access details

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Interweb Angola

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