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Which e-mail is which: account e-mail, domain contact e-mail, mailbox and support e-mail

Account & Login

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-1830	v2026.11.27	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/1830

Which e-mail is which: account e-mail, domain contact e-mail, mailbox and support e-mail

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The short answer: you have, at least, **four kinds of e-mail** around you, and mixing them up is behind many notices that "do not arrive". The **account** e-mail is for logging in and receiving invoices; the **domain contact** receives the registry's notices; the **mailbox** is an address on your domain; and **support** is where we reply to you.

Who receives what

The e-mail	What it is	What it receives	How to change it
Account e-mail	The one you use to log in to Meu Interweb.	Invoices, renewal notices, support replies, password resets.	**Change your registration e-mail**.
Domain contact	The domain's holder at the registry.	The registry's renewal notices, the transfer code, confirmation requests.	**Domain contact details**.
Mailbox	An address on your domain (for example, `maria@your-domain.com`), created in cPanel.	The mail of the people who write to you.	**Create an e-mail account in cPanel** and **change its password**.
Support e-mail	The address we reply from.	Our replies to your tickets, with the ticket number.	Reply to the e-mail itself, or to the ticket inside Meu Interweb.

The most common mix-ups

1. **The account e-mail is an address on the domain itself.** If the domain expires or the e-mail stops working, you stop receiving notices, including the renewal one. Use an address from outside the domain: **Domain renewal**.

2 **Invoices go to someone who has left.** Add a second recipient or change the account e-mail: **Sending your invoices to an accountant**.

3 **You changed the account e-mail but the domain's stayed the old one.** They are two different places: change the domain's too.

4 **You expected the support reply in a mailbox that is not the account's.** See the list of tickets in Meu Interweb: the reply is there.

5 **You mixed up the mailbox password with the account's.** They are different passwords: **Which password is which**.

! **Always confirm who is writing to you.**
If you received a "notice" in one of your e-mails that you do not recognise, do not press the links: see **How to check if a notice is real**.

Once a year do a simple test: see which e-mail the account, the domain and the invoice recipient are registered under.

NEED A HAND?

Not sure which e-mail your domain or account is under? Open a ticket with the domain.

Open a support ticket →

SEE ALSO

- **How to change your registration e-mail** →
- **Your domain contact details: why they must be real, and how to keep them up to date** →
- **Sending your invoices to an accountant: where invoice e-mails go and how to add a second recipient** →
- **Domain renewal: deadlines, reminders and what you lose** →

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