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Hotmail, Outlook.com and Outlook on the web: what each one is, and how it differs from webmail

E-mail

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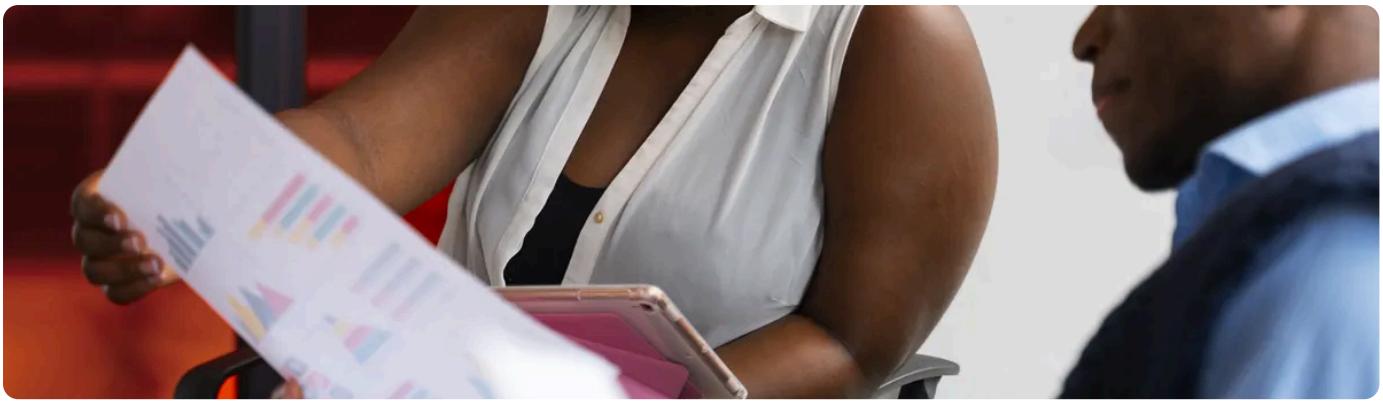

The short answer: Hotmail is the old name of Microsoft's free e-mail, which is now called **Outlook.com**. Addresses ending in @hotmail, @live, @msn and @outlook are all accounts on that same service. **Outlook on the web** is the page where that mail is read in a browser, and it is also what companies on Microsoft 365 use. None of these is your e-mail with us: your mailbox is on our server, and the direct way to it in a browser is **webmail**.

Each name, and where the mail lives

Name	What it is, and where the mail lives
Hotmail, Live, MSN	Old brands of Microsoft's free e-mail. The addresses still work and are now Outlook.com accounts. The mail sits on Microsoft's servers.
Outlook.com	Microsoft's free e-mail service for individuals, with Microsoft addresses. It does not use your domain.
Outlook on the web	The browser version of Outlook. It shows Microsoft mailboxes: an Outlook.com account or a company's Microsoft 365 mailbox.
Outlook (the program)	The app on Windows, Mac or the phone. It can connect to your mailbox with us over IMAP. To tell which one you have: **which Outlook do I have**.
Our webmail	The page where you read your domain mailbox directly on our server, without going through Microsoft.

How to tell where your mail is

1. **Look at the address:** if it ends in @hotmail, @live, @msn or @outlook, the mailbox belongs to Microsoft and only Microsoft can recover or restore it.

2	**If it ends in your domain,** the mailbox is wherever the domain's **MX** records point. With the domain and e-mail with us, it is on our server and managed in cPanel.

3	**If your company moved its e-mail to Microsoft 365,** the MX records point to Microsoft and new mail lives there: Outlook on the web is then the right place, and our webmail stays empty. See **Google Workspace or Microsoft 365 on your own domain**.

4	**If in doubt, log in to webmail** with the full address and the mailbox password. If you get in and see recent mail, it is with us. To know which password is which: **which login you need**.

5	**To read your domain mailbox in a program,** choose IMAP and our settings: **webmail or an e-mail app**.

Do not ask Microsoft support for your domain mailbox password, and do not ask us for a Hotmail one. Each company only has access to the mailboxes on its own servers. Your mailbox password with us is changed in cPanel; a Hotmail password, only at Microsoft.

For a business, an address on your domain says who you are, stays yours if you change provider and lets you create role addresses. The differences are in **free e-mail or e-mail on your own domain**.

Not sure where your mail lives? Tell us the address and we will show you where it is.

Open a support ticket

SEE ALSO

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How to access your webmail

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