

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to recover access to your account

Support & Account

CODE

RLX-AO-KB-48

VERSION

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COUNTRY · LANGUAGE

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/48>



Can't log in to **Meu Interweb**? In most cases you can get back in yourself in a couple of minutes - no need to wait for support.

Forgot your password

- 1 On the **Meu Interweb** login page, click **Forgot your password?**

- 2 Type the e-mail address on your account and confirm.

- 3 Open the e-mail with the subject **Password Reset Validation** and click the reset link inside.

- 4 Set a new password - at least 8 characters, mixing upper and lower case, numbers and symbols - and confirm.

Nothing arrived? Check Spam / Junk. If several minutes pass with nothing, request the reset again - the previous link may have expired.

You also have 2FA enabled

After resetting your password you will still be asked for the code from your authenticator app, as usual. If you no longer have access to that app, see **enabling and disabling two-factor authentication**.

You no longer have access to that e-mail either

If the e-mail on the account is also lost, the automatic reset can't reach you - this needs manual verification by our team, and since you can't log in to open a ticket from Meu Interweb, use one of the direct channels instead.

1

Reach us through one of the channels in **how to contact Interweb** - phone, WhatsApp or e-mail.

2

Tell us the domain or service on the account, and a new e-mail address where we can reach you.

3

Our team confirms you are the account holder against the details on file before restoring access.

This check protects your account. We will never hand over access to an account based on a domain name or company name alone - we confirm against the details already on file.

Locked out and not sure which option applies? Talk to us.

Open a support ticket

SEE ALSO

And stop it happening again: **How to enable or disable two-factor authentication (2FA)**.

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2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

Interweb Angola

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TAX ID (NIF)

500 260 5724

COMMERCIAL
REGISTRATION NO.

26464-25/250724

REGISTERED OFFICE

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OPENING HOURS

Monday to Friday - 08 AM to 04 PM
Saturday & Sunday - Closed