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Your domain mailbox in Outlook.com or Outlook on the web: what works and where the limits are

E-mail

CODE

RLX-MZ-KB-2057

VERSION

v2026.10.16

COUNTRY · LANGUAGE

Mozambique · English

MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.mozout.co.mz/knowledgebase/2057>

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E-mail Created on **October 16, 2026** 3 min read



The short answer: Outlook.com and Outlook on the web were built for Microsoft mailboxes. The option to add other providers' accounts there has changed over time and may not exist in your account: check Microsoft's official page. What always works is **receiving** a copy by forwarding, or using a **program** that speaks IMAP. To **send** from your domain address, the message must leave through our server, or it fails your domain's authentication.

🔍 The options, and the limits of each

Option	What it does and does not do
Forward from cPanel to Hotmail	You get a copy in Outlook.com. It only covers incoming mail; some forwarded mail may go to Junk or bounce: why SPF breaks with forwarding.
Adding the account inside Outlook.com	Depends on what Microsoft offers on your account right now. If the option is not there, there is nothing to switch on at our end.
Replying from Outlook.com "as" your domain	The message leaves through Microsoft's servers, which are not in your domain's SPF. DMARC can fail and the message lands in Junk or is refused.
The new Outlook or Outlook on the phone, over IMAP	Reads and sends with your mailbox. A copy goes through the Microsoft cloud: why a copy goes through the cloud.
Our webmail	Reads and sends directly on our server, in any browser. It is the shortest route.

➡ How to choose and set it up

- 1 If you only want to know that mail has arrived, create a **forwarder** in cPanel from the domain address to Hotmail. Keep the mailbox storing a copy too, so you do not depend on forwarding alone.

2 If you want to read and reply in one place, use a program with IMAP: the **new Outlook for Windows**, Outlook on the phone, or **another e-mail app**. Server mail.yourdomain, IMAP 993 SSL/TLS, SMTP 465 SSL/TLS or 587 STARTTLS, user name equal to the full address.

3 If you are looking for the **add-account option in Outlook.com**, check in Settings whether it exists on your account. Microsoft changes menu names with updates and with the language: if the exact path is not there, use the search box in Settings. If it does and asks for a server, use the same details as in the previous step.

4 To reply from the domain address, reply in webmail or in the program connected over IMAP and SMTP, never from Hotmail with the domain address typed in as the sender.

5 If the domain mailbox is on **Microsoft 365** (the MX records point to Microsoft), Outlook on the web is your normal place and none of this applies: **Microsoft 365 on your own domain**.

! **Forwarding everything to Hotmail is not a backup.**
Whatever is refused or filtered on the way never arrives, and there is no record at Microsoft that it went missing. Always keep the mail stored in the domain mailbox.

💡 **The same thinking applies to Gmail,**
which also changed how it fetches mail from other accounts: **your mailbox inside Gmail**.

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