Mozout

Generated on 13/11/2026 19:36

KNOWLEDGE BASE · PUBLIC DOCUMENT

Moving mailboxes between a hosting plan and the Professional E-mail plan

Backups & Migration

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2411	v2026.11.13	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/2411

Moving mailboxes between a hosting plan and the Professional E-mail plan

Backups & Migration Created on **November 13, 2026** 3 min read



The short answer: moving mailboxes from a hosting plan to the **Professional E-mail** plan (or the other way round) keeps the addresses, but changes **where the mail is stored**. So it goes in order: **create the mailboxes in the new service**, **copy the messages**, **switch where the domain's mail goes** and, last, **update the devices**. Talk to us before you start, so we can agree a time for the switch.

Why people move

From	To	Usual reason
E-mail on a hosting plan	Professional E-mail plan	The website is moving elsewhere, the team has grown, or you want mail separate from the site
Professional E-mail plan	E-mail on a hosting plan	Bringing everything into one service, with the website

The differences between the two options are in **e-mail inside a hosting plan or a separate e-mail plan**.

The move, step by step

1. **Order the destination service** and open a support ticket saying you are moving the mailboxes. Give the domain and how many mailboxes there are.

2. **Create the mailboxes in the new service**, with the same names and quotas big enough for what they already hold.

3. **Copy the messages.** With a few mailboxes, an e-mail program with both accounts on IMAP lets you drag folders across. With many, we agree the copy with you: see the **migration** page and **how mailbox copying works**.

4 **Switch where the domain's mail goes** (the MX records) to the new service, at the agreed time.

5 **On the hosting plan that keeps only the website,** cPanel must know mail is no longer there: under Email Routing, choose the remote mail exchanger. Otherwise, e-mails your own website sends to your mailbox get stuck on the old server: **Email Routing in cPanel**.

6 **Update the devices** with the new service's passwords and run a second copy for messages that reached the old service during the switch.

7 **Only at the end**, once everything comes in and goes out, delete the old mailboxes.

! **Do not delete the old mailboxes on day one.**
While the record change spreads across the internet, some servers still deliver to the old destination. Leave them until you are sure nothing else arrives, and copy whatever did.

The server name on devices does not change:
It is still `mail.asuaempresa.co.mz`. What may change is the password, if you created the new mailboxes with new passwords. Warn the team first, so nobody thinks the mailbox is broken.

NEED A HAND?

Moving mailboxes from one plan to the other? Open a ticket and we will plan the switch with you.

Open a support ticket →

SEE ALSO

- **E-mail inside a hosting plan or a separate professional e-mail plan** →
- **The Professional E-mail plan** →
- **Copying mailboxes with imapsync: how it works and what to prepare** →
- **Email Routing in cPanel: local, remote or automatic, and the mail that vanishes** →
- **MX records in depth: priority, several mail servers and the mistakes that lose e-mail** →

Bringing your mailboxes from another provider: the messages, not just the addresses

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
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

RLX-MZ-KB-2411 · v2026.11.13 · Generated on 13/11/2026 19:36

Online version of this document