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# SMTP credential password lost or leaked: revoke it, create a new one and update the program

Security

| CODE | VERSION | COUNTRY · LANGUAGE |
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**MozOut Mozambique**
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https://www.meu.mozout.co.mz/knowledgebase/2513

# SMTP credential password lost or leaked: revoke it, create a new one and update the program

Security Created on **November 13, 2026** 3 min read



**The short answer:** the password of an SMTP credential **cannot be recovered**, not even by us: it is only shown when you create it, and what we keep is an encrypted version that cannot be reversed. If you **lost** it, create a new credential, swap it into the program and only then revoke the old one. If the password **leaked**, the order changes: revoke first.

## You lost the password, but nobody saw it

There is no rush here, and the goal is to keep sending without a break:

1. **Create a new credential**, with a name that tells it apart (for example, «Main website, November»). Copy the username and password.
2. **Swap it into the program**: username and password. The server and port stay the same.
3. **Send a test** and check in the Email Center log that it went out.
4. **Revoke the old credential.** The Last used column helps you confirm nobody is using it any more.

## The password leaked

Leaked means someone else may have it: it ended up in a public repository, in a .env file that opened in a browser, in a screenshot, in an e-mail sent to the wrong person. It also counts as leaked if the log shows e-mails you did not send.

1. **Revoke the credential now.** The program stops sending for a few minutes, but whoever has the password also loses the ability to send in your name.
2. **Create a new credential** and put it in the program.

3 **Check the Email Center log** for the last few days: odd recipients, subjects that are not yours, a sudden wave of bounces.

4 **Close the leak:** remove the password from the repository (and its history), move the .env file out of the public folder, delete the screenshot.

**Spam sent with your credential leaves from your verified domain.**
Complaints and bounces are tied to it, and it is your domain reputation that suffers. That is why a leaked password is revoked at once, even if the website stops for a few minutes.

## So it does not happen again

| Where to keep it | How |
|---|---|
| **Applications** | In a .env file outside the public folder, never in the code or the repository. |
| **Team** | In a shared password manager, not in a spreadsheet or a chat group. |
| **Asking for help** | Never paste the password into a support ticket or a screenshot. We do not need it to help you. |

The same thinking applies to API keys: see **an API key has leaked**.

NEED A HAND?

Seeing e-mails in the log that you did not send? Revoke the credential and open a ticket: we will help you work out what went out.

Open a support ticket →

SEE ALSO

- **One SMTP credential per program: naming, organising and revoking only the one you stop using** →
- **The program says sent, the customer got nothing: finding SMTP e-mails in the Email Center log** →
- **An API key or token has leaked: what to do, in the right order** →
- **Someone is sending e-mail in the name of your domain: what SPF, DKIM and DMARC do about it** →

**Testing an SMTP credential before going live: a test e-mail from the command line**

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|---|---|
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