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KNOWLEDGE BASE · PUBLIC DOCUMENT

Deactivating or reactivating All in One AI: what is kept and what stops

All in One AI

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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/2871

Deactivating or reactivating All in One AI: what is kept and what stops

All in One AI Created on **November 26, 2026** 2 min read



In short: you can deactivate All in One AI whenever you like, and reactivate it too, at no cost. While it is deactivated no AI request is sent. Your credit balance, agents and conversations are kept.

Deactivating

1. Open the **All in One AI** page in Meu MozOut.
2. At the bottom of the page, click **Deactivate All in One AI**.
3. Read what changes and confirm with **Yes, deactivate**.

What stops	What is kept
Requests from the page, the API and the MCP server.	Your credit balance.
Your agents stop replying, through the API as well.	Your agents, conversations and history.

Is a program of yours using AI?
Once you deactivate, its requests fail until you reactivate. Tell whoever relies on it before you click the button.

Reactivating

Go back to the page and click **Reactivate All in One AI**. Your balance, agents and conversations are just as you left them, and you get an email confirming it. The 100 welcome credits are not given again: they only come with the first activation.

If our team suspended or terminated the account

That is not the same as deactivating. You get an email with the reason, which also shows on the page. On a suspended account the balance is kept until it is reactivated. If you think it is a mistake, or you still had credits on a terminated account, **open a support ticket** and tell us what happened.

If you only want to stop one program from spending credits, you do not need to deactivate everything: revoke its key in the **API Center**.

RECOMMENDED

Want to deactivate or reactivate? It is at the bottom of the All in One AI page.

Open All in One AI →

SEE ALSO

- The All in One AI page, tab by tab: History, Buy credits, Models, Playground, Agents and Plan
- Activating All in One AI and getting your 100 welcome credits
- The same API key for your clients: AI and the rest of our API with one key
- What happens to what you type into an AI service: reading the data terms
- The All in One AI page

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

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