

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to set up your e-mail in the new Outlook for Windows

E-mail

CODE

RLX-MZ-KB-57

VERSION

v2026.10.04

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/57>

How to set up your e-mail in the new Outlook for Windows

 E-mail  Created on **August 14, 2026**  Updated on **October 4, 2026**  1 min read



The new Outlook for Windows tries to configure itself automatically. If it can't, it falls back to the same manual settings as classic Outlook.

Setting it up

- 1 Open Outlook, click the gear icon (or go straight to adding an account if this is your first one) and choose **Add Account**.
- 2 Type your full e-mail address and click **Continue**, then enter your password.
- 3 If Outlook asks for more details, click **Advanced settings / Show more** and fill in:

Setting	Incoming (IMAP)	Outgoing (SMTP)
Server	mail.yourdomain.co.mz - replace with your own domain	
Port	993	465
Security	SSL/TLS	SSL/TLS



If port 465 does not work:

Use **587** with **STARTTLS** for the outgoing server. Some mobile carriers and corporate networks block 465, and Outlook reports 0x80042109 . Port 587 does the same job and usually gets through.

Username: your full e-mail address - **Password:** the mailbox password you set in cPanel (not your portal or cPanel password).

4 Click **Continue**, wait for the account to sync, then **Done**.



The new Outlook requires an encrypted connection.

Make sure SSL/TLS is selected on both servers - it will refuse to finish setup otherwise.

 NEED A HAND?

Setup won't complete? We can check the account from our side.

 **Open a support ticket** →

 SEE ALSO

If an error code shows up:

Common Outlook errors: 0x800CCC0E, password prompts and more



On an older version?

How to set up your e-mail in Outlook 2016 and 2019



Or older still:

How to set up your e-mail in Outlook 2010 and 2013



PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →



Works in Outlook, on your phone and in the browser



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



Online version of this document

RLX-MZ-KB-57 · v2026.10.04 · Generated on 21/10/2026 17:37