

Email: Cannot send

Last Updated Tuesday, 19 June 2007

I have setup a new email account on my computer. I can receive email but can not send.

Our mail servers have several levels of security to prevent the use of our servers by spammers. You will need to set your mail client to authenticate before our server will accept the email you wish you send. Follow the directions below for your mail client to set it to authenticate.

In Outlook Express:

- Open Outlook Express
- Click "Tools"
- Click "Accounts"
- Click on the "Mail" tab
- Click on your SCR Online mail account to highlight it
- Click the "Properties" button
- Click the "Servers" tab
- Place a check mark (also called a tick) on "My server requires authentication"
- Click the "Settings" button
- Make sure the bubble beside "Use the same settings as my incoming mail server" is selected
- Click OK
- Click OK
- Click Close

In Outlook 2003:

- Launch Outlook
- Click "Tools"
- Click "Email Accounts"
- Select "View or change existing email accounts"
- Click "Next"
- Select your SCR Online email account
- Click "Change"
- Click "More Settings"
- Click the "Outgoing Server" tab
- Place a check mark (also called a tick) on "My outgoing server (SMTP) requires authentication"
- Make sure "Use same settings as my incoming mail server" is selected
- Click "OK"
- Click "Next"
- Click "Finish"

In Thunderbird:

- Launch Thunderbird
- Click "Tools"
- Click "Account Settings"
- In the left hand window find "Outgoing server (SMTP)" and select it
- Select your "default" outgoing server
- Click "Edit"
- Place a check mark (also called a tick) on "Use name and password"
- Enter your email address in the "User Name:" field
- Under "Use secure connection" select "TLS, if available"
- Click OK
- Click OK
- The next time you send an email you will be prompted for username and password
- Enter your password and select "Remember my password"
- Click OK on the warning