

Sending Email When You're Away From Home

When you are away from home and having trouble sending email try the following:

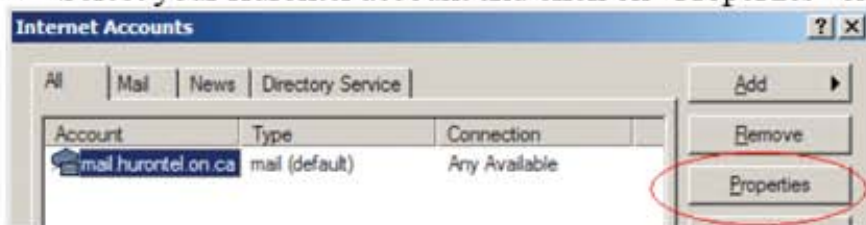
Your email program may differ from the one in the pictures. The settings will be the same but the locations may be different. If you are having trouble finding the settings in your email program consult the help documentation provided by your email client.

1) Turn on authentication for your outgoing email server:

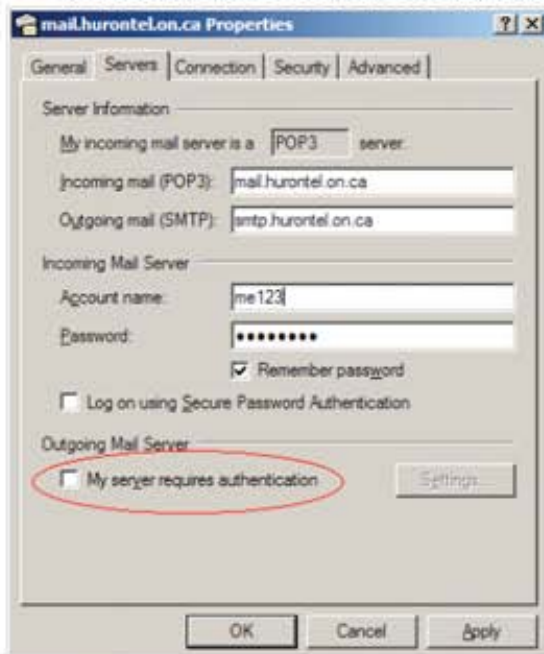
- Open your email program
- Click on "Tools" at the top of the window
- Select "Accounts" from the menu



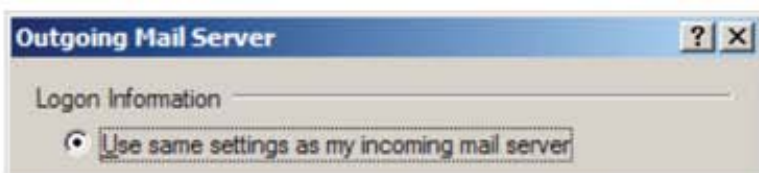
- Select your Hurontel account and click on "Properties" on the right



- Select the "Servers" tab at the top of the window
- At the bottom of the window there's a check box that says "My server requires authentication." Put a check in this box if there isn't one in there already



- Click on the "Settings" button on the right
- Make sure "Use same settings as my incoming mail server" is selected.



- Click OK, and then click OK again.
- Click close on the Internet Accounts window.
- Click on Send/Recv at the top of the window to test the new settings

2) *Change the port your outgoing mail server uses to 555:*

- Open your email program
- Click on “Tools” at the top of the window
- Select “Accounts” from the menu
- Select your Hurontel account and click on “Properties” on the right
- Select the “Advanced” tab at the top of the window
- Under “Server Port Numbers” beside “Outgoing mail (SMTP)” replace the 25 in the box with 555.



- Select OK at the bottom of the window.
- Click Close on the Internet Accounts window
- Click on “Send/Recv” at the top of the window to test the new settings

3) *Use your Internet Service Provider's outgoing server:*

- Open your email program
- Click on “Tools” at the top of the window
- Select “Accounts” from the menu
- Select your Hurontel account and click on “Properties” on the right
- Select the “Servers” tab at the top of the window
- Beside “Outgoing mail (SMTP)” is your current SMTP server. This line should read smtp.hurontel.on.ca right now. If it doesn't, change it so it does and try sending mail again.



- If your outgoing server is currently set to smtp.hurontel.on.ca and you're still having trouble call your local internet service provider or resort help desk and obtain their outgoing server name.
- Replace smtp.hurontel.on.ca with the name your service provider or help desk gave you.



- Click OK to close the window
- Click Close on the Internet Accounts window
- Click on “Send/Recv” at the top of the window to test the new settings

If the previous steps do not work, then the following steps will allow you to send email, just not from your email program:

- Go to our website at www.hurontel.on.ca
- Select Webmail



- Enter your username and password
- To send an email click on “Compose” on the left
- Fill out the fields as necessary
- To make sure you get a copy of what you sent, click on the checkbox at the bottom that says “Send CC to self for confirmation”

Subject:

Enter your message text here: (press enter at the end of each line)

Content-type:

Send CC to self for confirmation Confirm:

- Click on send when the email is finished.