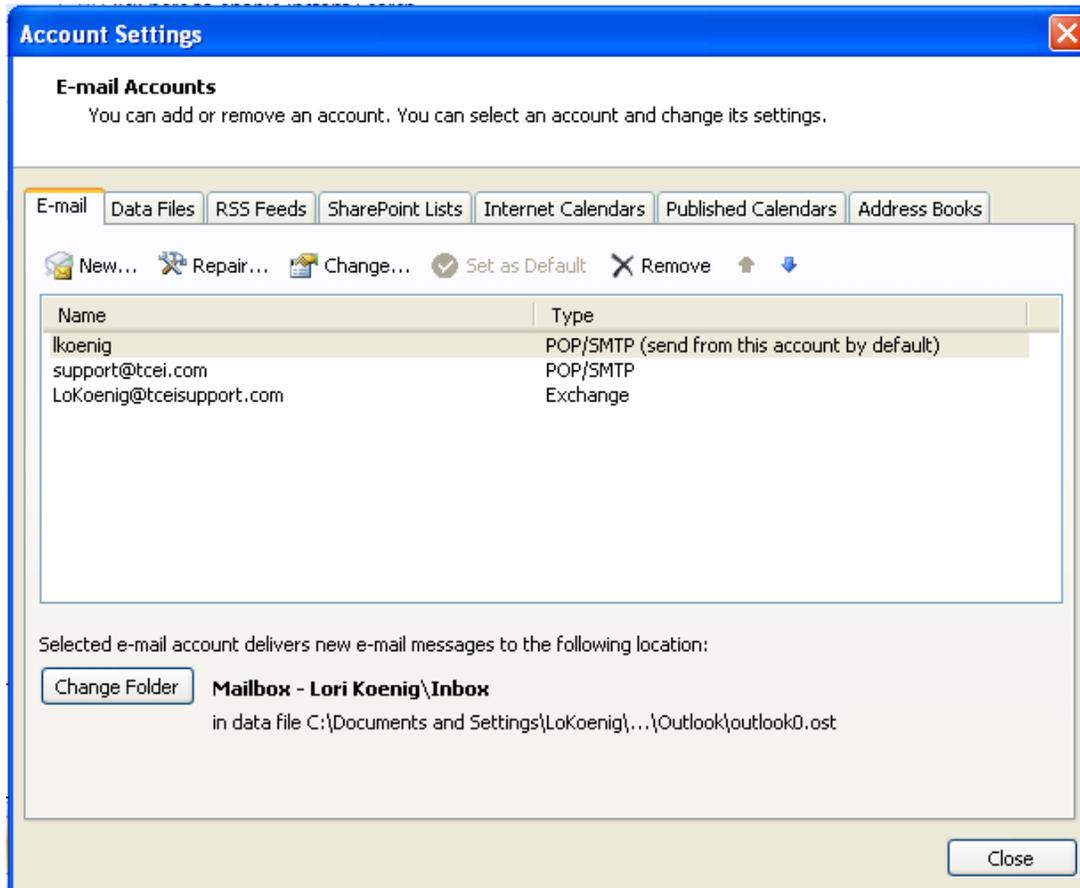


PROBLEMS SENDING OUT EMAILS IN OUTLOOK

While in Outlook, Click on “**TOOLS**” and then on “**ACCOUNTS**” or “**ACCOUNT SETTINGS.**”

Now double-click your email account (typically “youremailname@tcei.com”).



The following window will open.

Change E-mail Account [Close]

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name:
E-mail Address:

Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

Logon Information
User Name:
Password:
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

< Back Next > Cancel

Click on the “**More Settings**” button (near the bottom right corner of the window). A new window opens.

Internet E-mail Settings [Close]

General **Outgoing Server** Connection Advanced

My outgoing server (SMTP) requires authentication

- Use same settings as my incoming mail server
- Log on using
 - User Name:
 - Password:
 - Remember password
 - Require Secure Password Authentication (SPA)
- Log on to incoming mail server before sending mail

OK Cancel

Click on the **“Outgoing Server”** tab near the top of the window.

If there is no checkmark in the box that appears next to **“My outgoing server (SMTP) requires authentication,”** click once in the box to insert a checkmark.

Click on the **“OK”** button at the bottom of the window.

Click **“Next,”** then click **“Finish,”** and then click **“Close.”**

You can now send out emails.