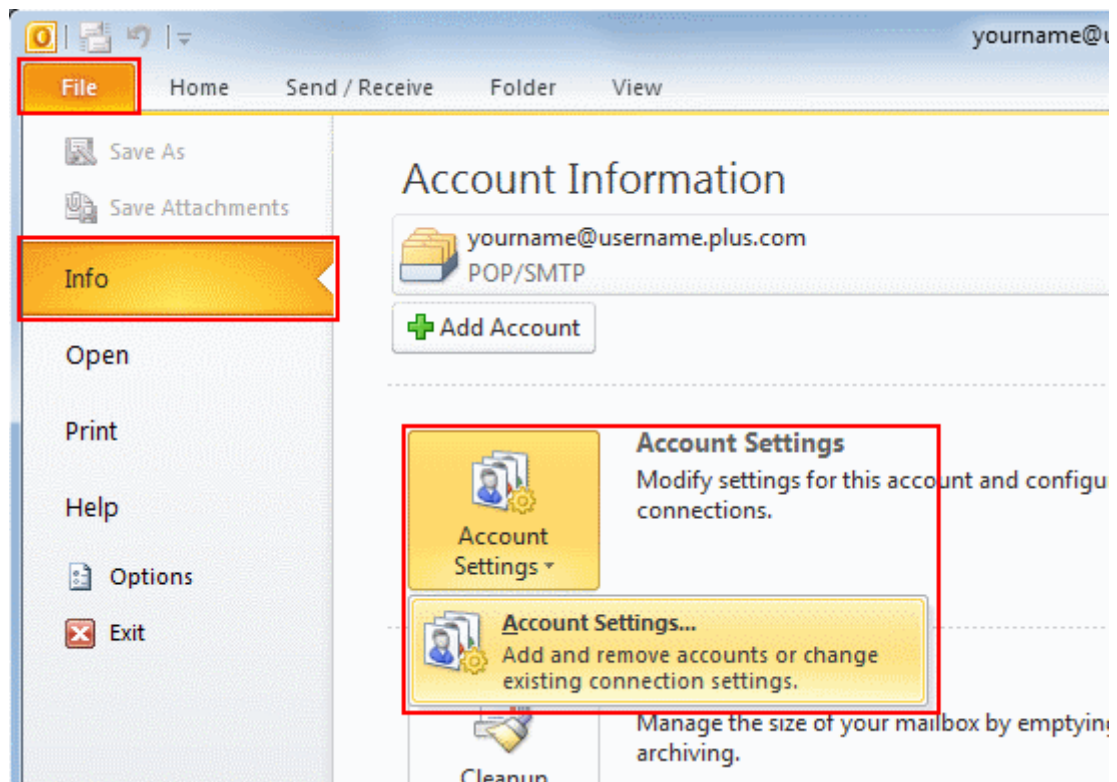
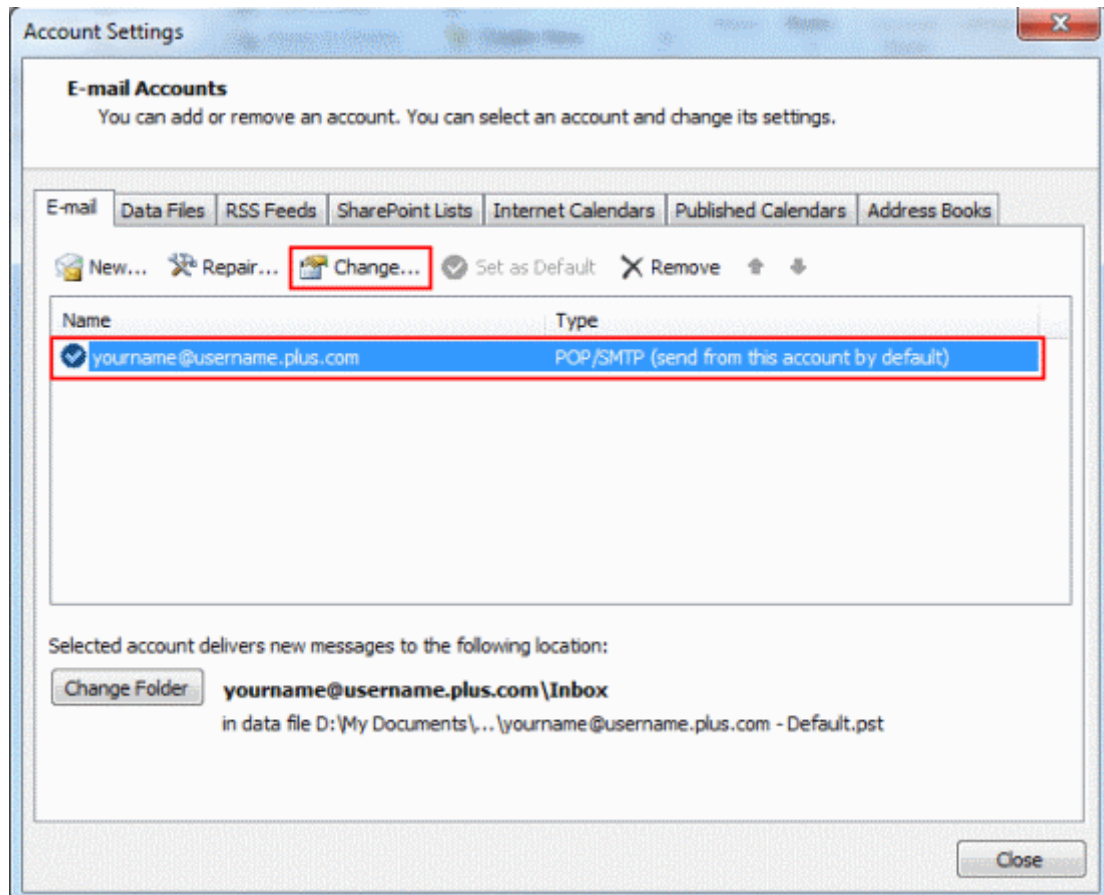


Below is the step by step instruction to change the users account to use Authenticated SMTP settings, since here at COOL IDEAS we do not provide email services (SMTP Settings) the following is the solution to our customers not being able to send emails.

1. In Outlook 2010, go to the **File** tab, make sure **Info** is selected from the left menu and select **Account Settings**.



2. Select the email account you want to check or edit from the list and click **Change...**



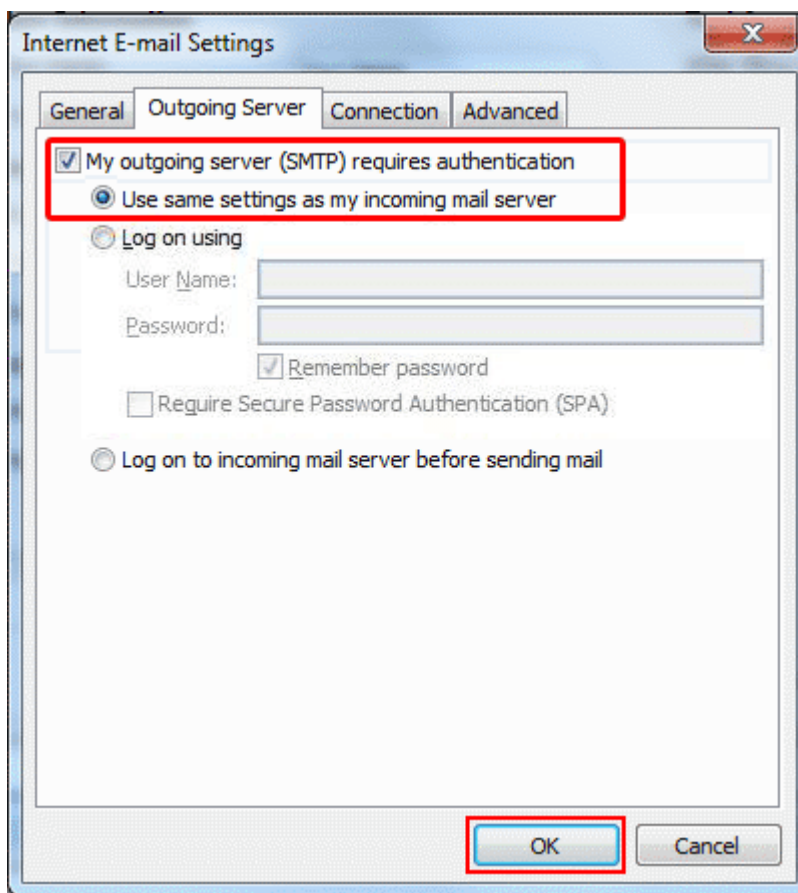
3. Click **More Settings...**

The screenshot shows a Windows-style dialog box titled "Change Account". The main heading is "Internet E-mail Settings" with a sub-note: "Each of these settings are required to get your e-mail account working." The dialog is divided into several sections:

- User Information:** Includes fields for "Your Name" (containing "Your Name") and "E-mail Address" (containing "yourname@username.plus.com").
- Server Information:** Includes a dropdown for "Account Type" (set to "POP3"), and text boxes for "Incoming mail server" (containing "mail.plus.net") and "Outgoing mail server (SMTP)" (containing "relay.plus.net").
- Logon Information:** Includes fields for "User Name" (containing "username") and "Password" (containing "*****"). There is a checked checkbox for "Remember password" and an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)".
- Test Account Settings:** Includes a "Test Account Settings ..." button and a checked checkbox for "Test Account Settings by clicking the Next button".

At the bottom right, the "More Settings ..." button is highlighted with a red rectangular box. At the bottom center, there are three buttons: "< Back", "Next >", and "Cancel".

4. Select the **Outgoing Server** tab and tick **My Outgoing server (SMTP) requires authentication**. This will allow you to select **Use same settings as my incoming mail server**.



5. Finally, click **Next** to finish editing your settings.