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Email

Send email from any connection: Microsoft Outlook 2010

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**Summary:** How to enable SMTP Authentication on Outlook 2010.

If you use Outlook 2010 on a laptop, you may have noticed that you can't send emails when connected to a different network (e.g. when on holiday or at a friends house). This happens because our servers only allow Plusnet customers to use them. If you're connected to a different network, the server can't tell you're a customer. We'll show you how to fix this problem by switching on **SMTP authentication**.

- We do not recommend using public Wi-Fi hotpots to check or send email. Find out more in our Wi-Fi security tips guide
- This service is not available to customers with a free dial-up account
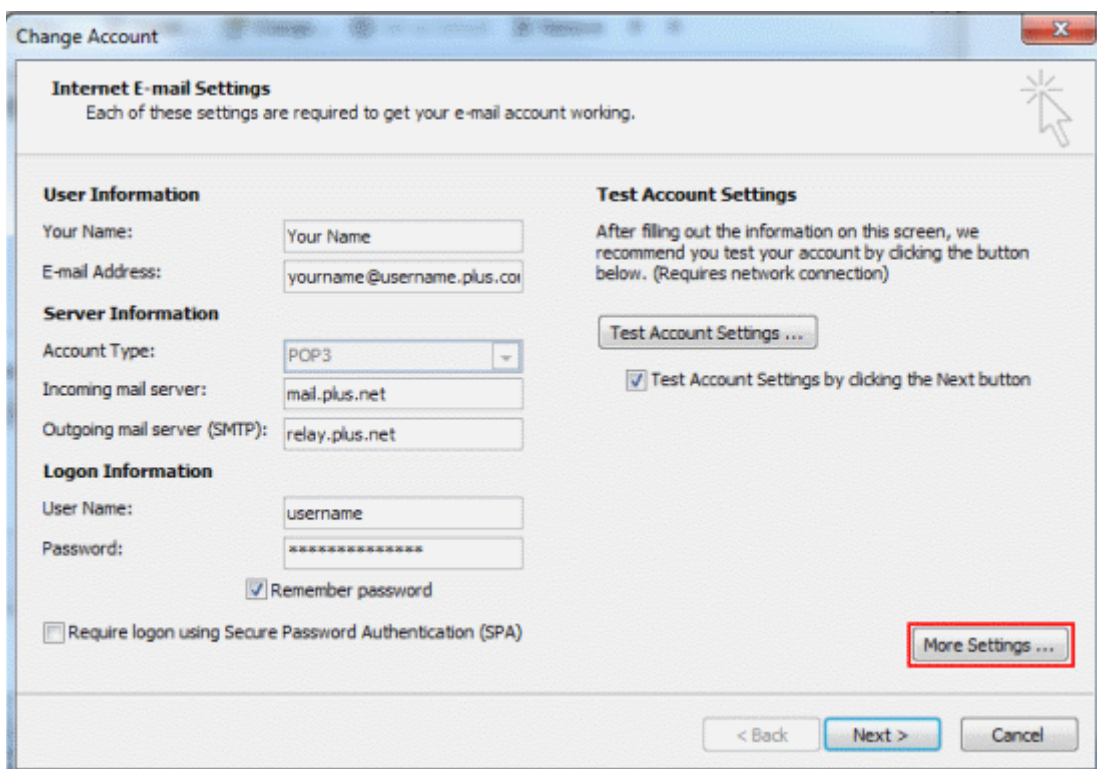- If you have multiple email accounts set up, you'll need to follow these instructions for each one

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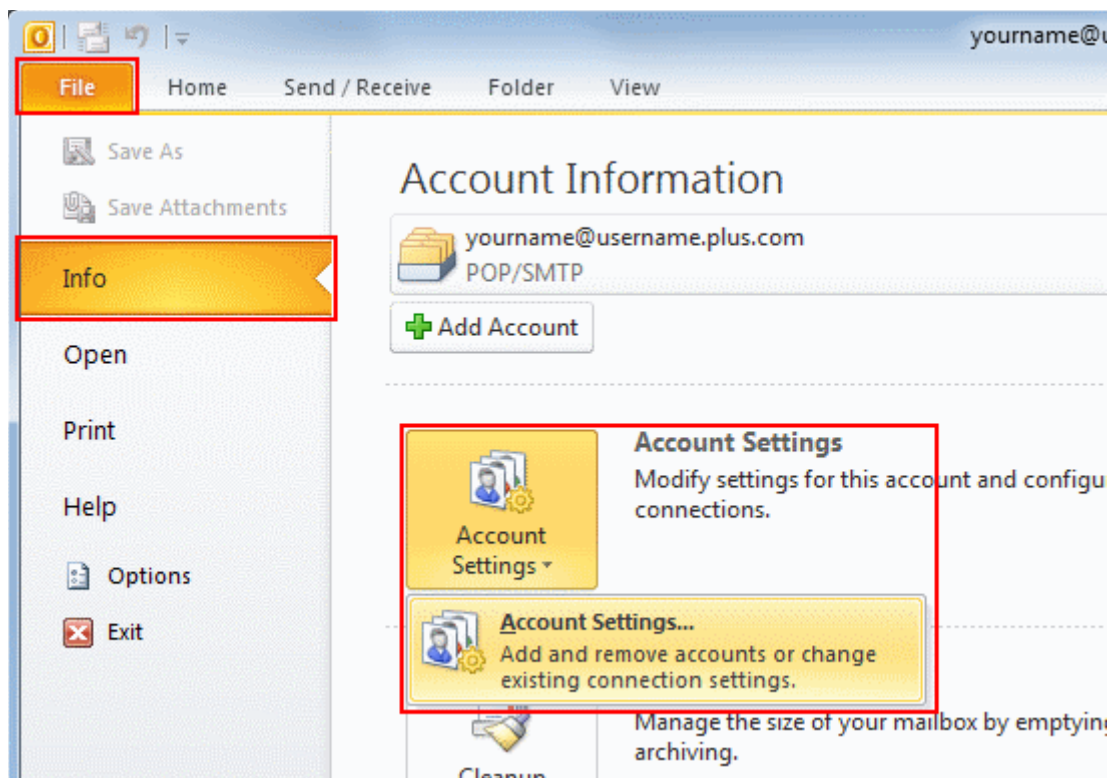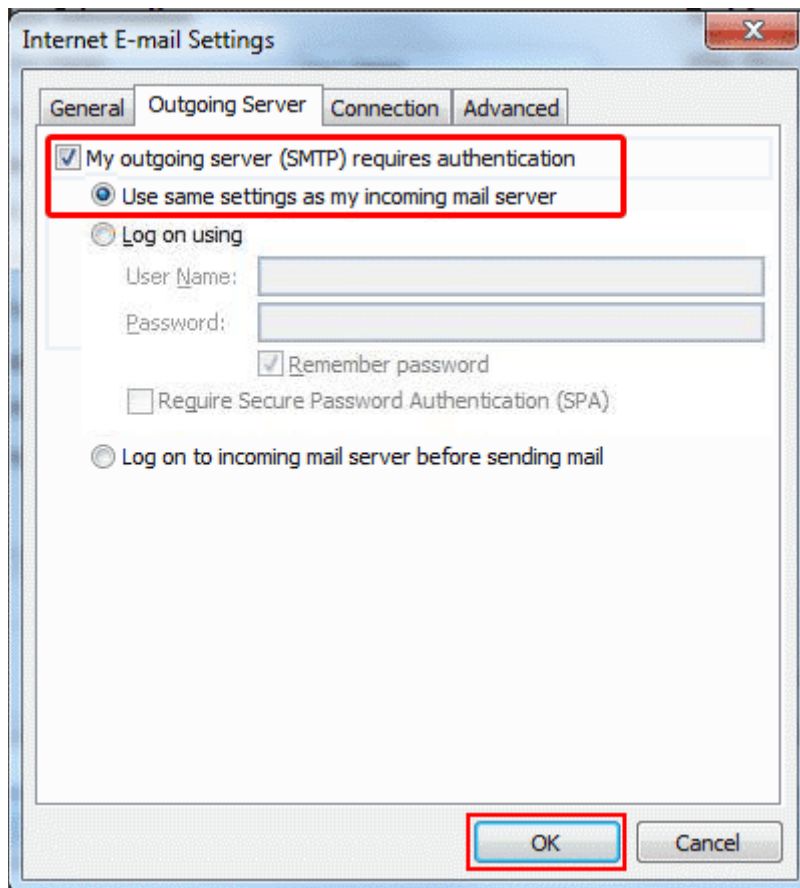

2. Select the email account you want to check or edit from the list and click **Change...**
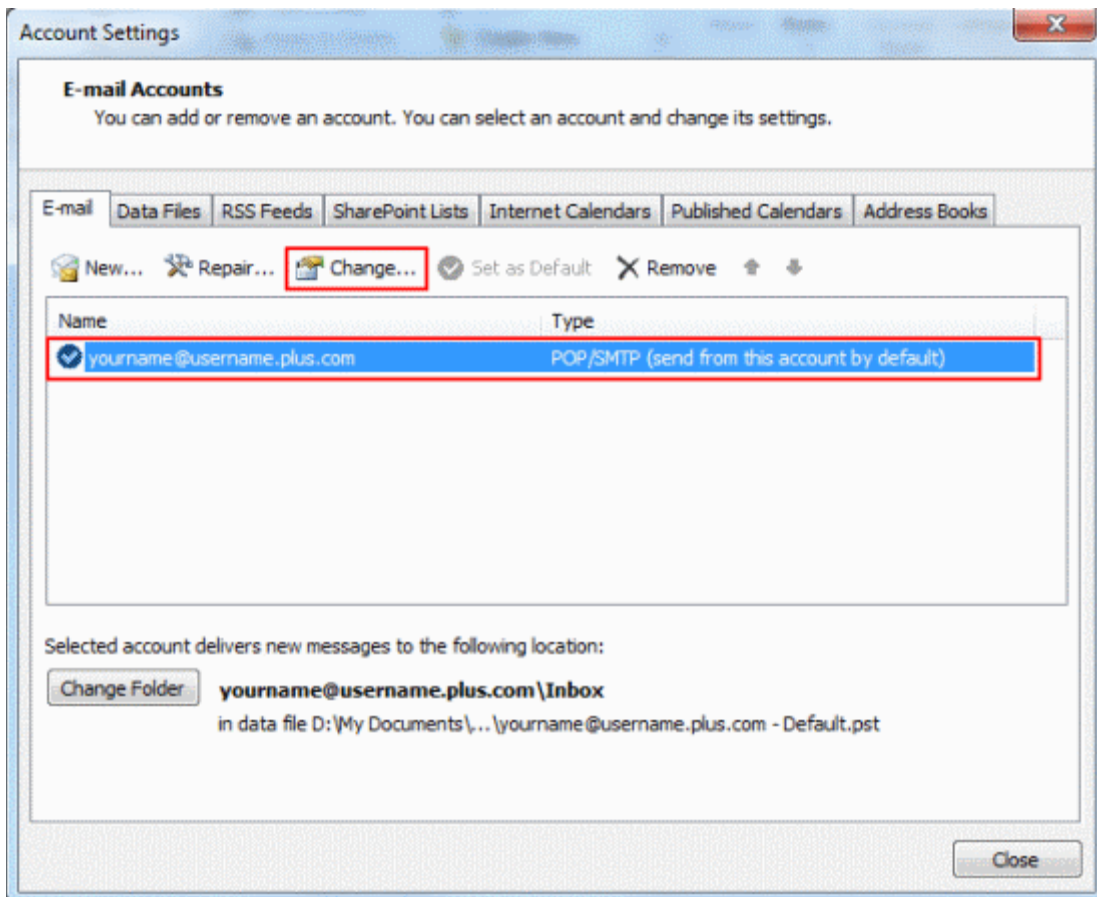
3. Click **More Settings...**

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.

That's all you need to do! From now on you'll be able to send email from any network you connect your computer to.

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