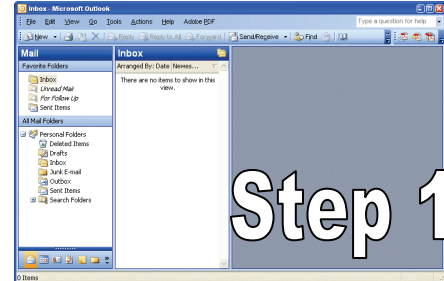


If you are having trouble sending emails in outlook or outlook express, it may be because there is a setting that needs to be selected that will allow you to send email on the server. This is a step by step instructional that should assist you in making a change to your email settings and allowing the email to send properly. If you are still experiencing errors after this change is made, please contact us immediately to resolve this issue.

Thank you,
Zylo-Net, Inc.

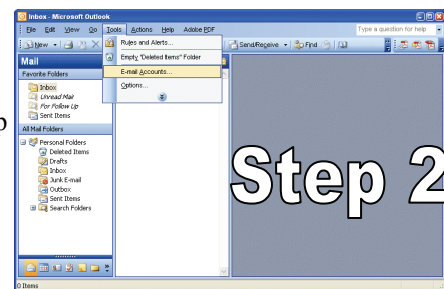
Step 1

Open Outlook and you should have a window that looks similar to this, or at least has the same menu at the top.



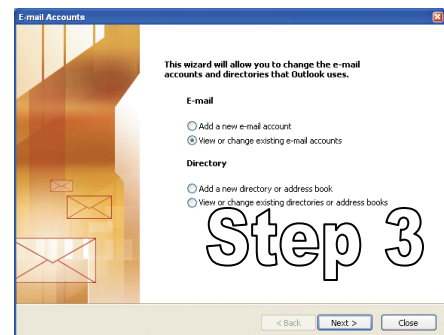
Step 2

Click on Tools in the top menu, and then click Email Accounts on the drop down menu.



Step 3

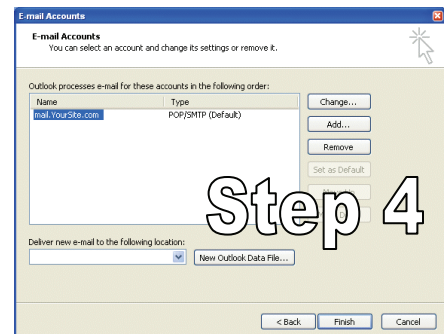
You should have a screen appear that looks like this. Select View or change existing e-mail accounts. Then click next.



Step 4

You should have a window like this appear, in this window you need to select the email address that is hosted by Zylo-Net, Inc. (If you have more than one email than you will need to proceed from this point following these directions for each email).

Double click the email you wish to change.



Step 5

A window like this should open. In the bottom left hand corner is a check box that needs to be checked to Log on using Secure Password Authentication (SPA).

After making sure the checkbox does have a check in it, click Next. This should take you back to the window from STEP 4. If you need to change more email addresses, you can at this time. If not, then click Finish.

You should be able to send emails just fine now.

