

Email Settings for Outside RTC's Service Area

In order to send email using you the email software on your computer when you are outside RTC's service area or are not using an RTC internet connection you will need to make a minor change in your account settings.

If you're using Outlook Express or Windows Mail (Vista):

- Open Outlook Express or Windows Mail
- Click on the Tools Menu and click on Accounts
- Click on the Mail tab and choose your RTC account
- Click on Properties on the right side
- Click on the Servers tab
- Put a check mark beside "My server requires authentication" under Outgoing Mail Server
- Click on Settings to the right and make sure that the dot is in "Use same settings as my incoming mail server"
- Click OK
- Click OK
- Click Close

If you're using Microsoft Outlook 2003 (XP and 2007 are also similar):

- Open the Tools menu
- Click on Email Accounts
- Click on View or Change existing email accounts and then click Next
- Choose your RTC email account to highlight it and click Change
- Click on More Settings
- Click on Outgoing Server Tab and put a checkmark into "My outgoing server(SMTP) requires authentication"
- Make sure dot is in top choice: "Use same settings as my incoming mail server."
- Click OK
- Click Next
- Click Finish
- If you're using Mozilla Thunderbird:
- Select Tools menu and click on Account Settings
- In the Account Settings window select "Outgoing Server" listed below your account on the left side
- Outgoing server needs to be mail.restel.com or mail.ruggedwest.com – change it if necessary
- Put a check next to "Use name and password"
- In User Name type in your username only. This is the first part of your email address located in front of the @. Example: rtchelp@restel.com
- Under Use Secure Connection make sure the dot is in "No"
- Click OK
- Thunderbird will ask you for your password the first time you try to send mail

These setting changes should allow you to send email properly. We suggest that you send a message to yourself to test it.