

SMTP Authentication

Recently, [insert ISP name here] implemented changes that will make our mail servers more secure against attacks from Spammers—and gives you the ability to send mail from your laptop while you are away from home.

We have installed Simple Mail Transfer Protocol with Authentication (SMTP Authentication). This new service for outgoing e-mail began June 26, 2003.

With popular e-mail clients, such as Microsoft Outlook or Netscape Mail, e-mail is received using POP3 and sent using SMTP.

SMTP Authentication adds an authentication step to the mail exchange process.

With SMTP Authentication enabled, subscribers can send e-mail from anywhere in the world, regardless of the Internet connection being used. This feature is especially useful for business travelers who carry their laptops with them.

SMTP Authentication is a service supported by most popular e-mail programs.

Stops Spammers

A favorite tactic of Spammers is to send mail through an external mail server. This practice allows the Spammer to use the resources of someone else's computer or network to reach a large number of e-mail addresses without incurring any expense and damage to their own resources.

A way of stopping Spam is to close access to the mail server by having it send mail from only "trusted sources." This strategy, unfortunately, causes problems for roaming customers who are physically connected to another network in another country, but still need to be able to send e-mail.

SMTP Authentication addresses this problem.

With SMTP Authentication, Spammers are blocked while authorized users, like you, have access—even while away from home.

SMTP may not reduce the amount of Spam you receive, but it will make it more difficult for Spammers to send mail from our ISP!

Users may need to adjust settings

Just as users login to read mail, they will need to login to send messages. If you try to send mail without the correct settings for authenticated sending, the mail will not be delivered.

Technical support is here to help

Our technical support staff has been trained in changing SMTP settings for a number of popular e-mail programs.

Call our technical support number and a staff member will guide you through the steps.