If you have trouble sending outgoing emails, then most probably it is due to one of these two reasons:

- If you want to use an **outgoing (sending) address that is different from your assigned interWaysMAIL** address, then you need the **"*Persona*" feature**
(please see our pricing pages).
Persona
enables you to use your old email address as outgoing/sender address.

- Are you using the correct SMTP (outgoing mail server) settings, especially ports and encryption/authentication? You can find the exact details needed in our support section -->server settings.