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Why can't I send email with Paperless for Windows?

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If I configure Paperless for Windows to send email from my personal/ corporate email server, I am not able to send an entry if I select **E-mail** from the **Publish** menu. Why is this happening, and what can I do to resolve it?

Paperless for Windows allows users to send journal entries as email messages over an unencrypted connection to an **SMTP (outgoing email) server**.

Most email hosts now require users to send email over an encrypted connection. Paperless for Windows does not support sending email over an encrypted connection (it only allows sending over an unencrypted connection).

Configuring Paperless for Windows to send unencrypted Email with an SMTP server provided by your ISP

Most Internet Service Providers (ISPs, like Comcast, TimeWarner, or CenturyLink) provide SMTP (outgoing email) servers for users to use. Typically these servers are only available to users who are currently using the ISP to connect to the Internet. Most-often, you can send an email using this method with your own email address set as the return address.

To configure Paperless for Windows to send email with your ISP's SMTP server, follow these steps:

1. Determine the ISP for your current connection. Very-often, this is the same company that you receive bills from for an Internet connection. If this is for any reason not clear, you might also be able to determine your ISP from the Name Address field returned when you visit [this address](#).
2. Determine the SMTP server (if available) for your ISP. There are a couple ways you can do this:
 - You may be able to do this by contacting support or customer service for your ISP.
 - You may be able to find your ISP's SMTP server on [this list](#).
 - You may be able to use [this Google search](#) to find a list where your ISP is listed.
3. In Paperless for Windows preferences, under the Backups & Misc tab, use the following settings for Email Setup:
 - **SMTP Server:** Use the smtp server address for your current ISP.
 - **Port:** SMTP (use the default setting; if you need to reset it, you can simply enter "SMTP").

- **Email Address:** Use the email address you'd like your recipients to see in the "From" field in emails they receive from you.
- Leave **Email server requires Authentication** unchecked.
- Leave **User Name** and **Password** blank.

If you are on a computer (like a laptop) that you use with different internet connections, you may need to change these settings (specifically, the SMTP server address) when you switch to a different connection.