

Are you getting the error “Relay Not Permitted”? Here’s why:

You are connected to an Internet Provider other than IAW but trying to connect to the IAW outgoing mail server.

You are connected to IAW but trying to use a domain name that is not configured as part of IAW’s mail server.

Before reporting a “Relay not permitted” error, please do the following: visit <http://www.myipaddress.com> and record your IP address. Make sure your message includes the email address you want to us and the IP address of your connection.

Configuring an Outside email address

Occasionally Internet users need to use email addresses that are not native to the ISP they are connected to. For example an IAW customer might need to use their work email address but are connected to IAW while their work email is configured to another ISP.

You cannot configure your email to only reflect your other email only because of anti-spam functions setup at IAW (and most other Internet providers)

Example: user samplecustomer@iaw.com needs his recipients to reply to employee@ibm.com .

The proper setup for this scenario is to setup your “From:” address as your IAW based email address and your other address as your “Reply To:” address.

For customers using IAW WebMail, you click Options then Personal Information. You will see this screen:

Compose [Addresses](#) [Folders](#) [Options](#) [Search](#) [Help](#) [Sign Out](#)
IAW

Options - Personal Information

Name and Address Options

Full Name:

E-mail Address:

Reply To:

Signature:

Multiple Identities: [Edit Advanced Identities](#) (discards changes made on this form so far)

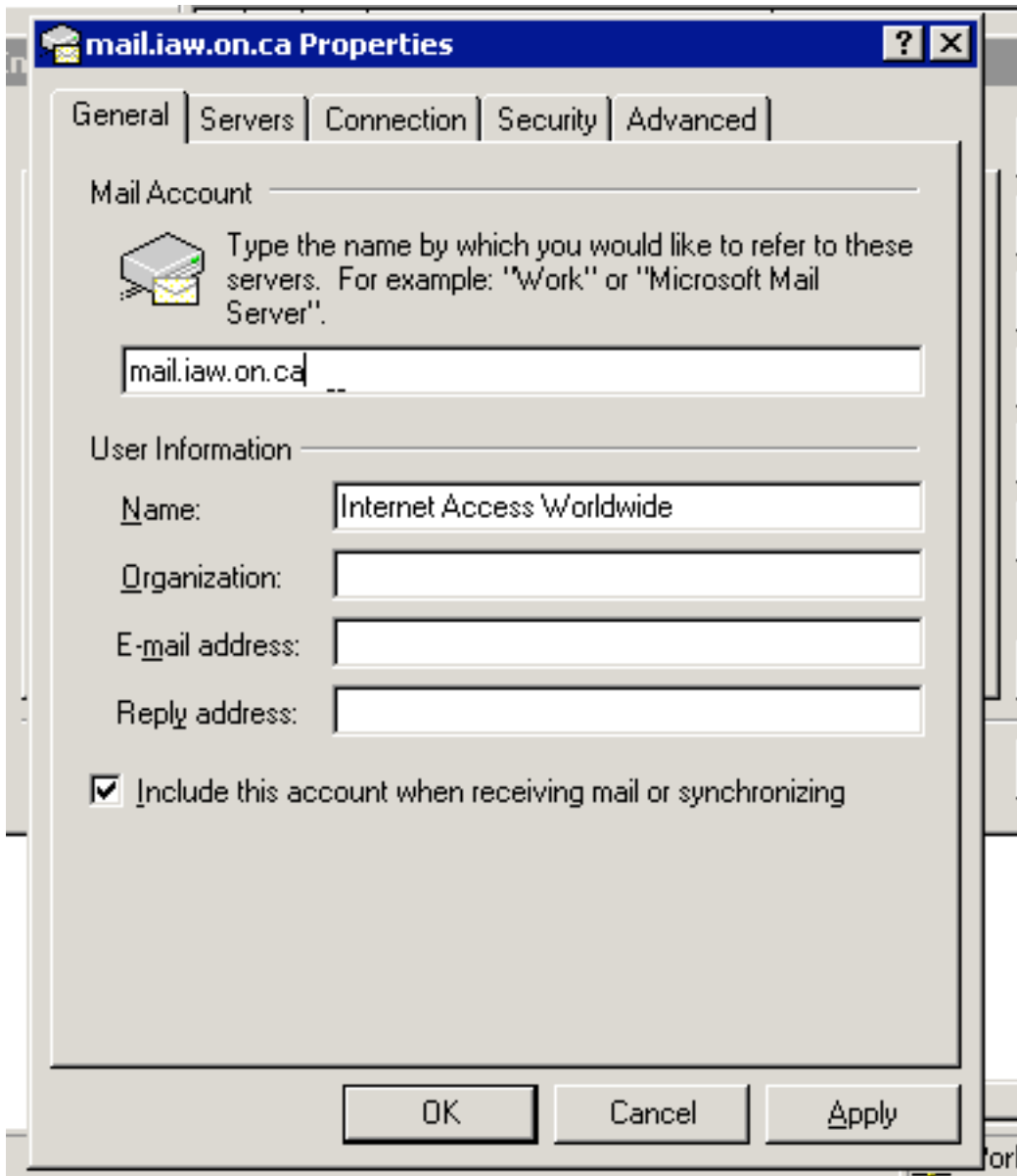
Timezone Options

Your current timezone:

Reply Citation Options

Reply Citation Style:

For programs such as Outlook, Outlook Express and other similar products, you need to locate your Account section. For Outlook and Outlook Express type clients you usually select Tools then Options. The screen you want resembles this:



If you do try and configure your email program to solely reflect an email address from outside the IAW configuration, you will receive an error stating "Relay Not Permitted".

Why do Internet providers do this? Simply put, Internet providers need to take every step possible to ensure that outbound email processed through email servers is not forged in any way.

If you have any questions, please email iaw@iaw.com or call the office at 905-714-1400 or 800-560-4560