Unable to Send Email While on Campus?

If your RRU email is forwarded or POP'd to your Gmail account or another web-based email service, no further action will be required, however if you are using your home email account to send and receive your RRU email, then you will probably have some trouble sending while on campus.

The reason is that your computer is configured to send email using your ISP's email server like Shaw or Telus. The problem is, Shaw and other ISP don't like you to use their email server if you are not on their network. At home, you are on their network; here at Royal Roads you are on the Royal Roads network.

There are three solutions to this problem:

1. Contact your ISP or visit their website and look for an SMTP server that you can use while traveling. Sometimes the information can be found in the Mobile Device setup section since the mobile devices are almost never on the ISP network.

- Ie. Shaw - https://community.shaw.ca/docs/DOC-1056 (look for *Outgoing Mail Server and Settings for Mobile Devices*)

2. Configure your email to use the Outgoing server of a web based mail server like Gmail or Yahoo. This can be a little trickier to configure, but instructions can usually be found on the website of the web based mail service. You must have an account with this service for this to work.

3. Configure you email to use the Royal Roads email server while on campus, and then change it back when you return home. Below are instructions for this option.

Important Note: Please make sure you write down what your current settings are **before** you change them. Otherwise, you will need to contact your ISP for the appropriate settings when you return home.

Outlook

1. Click on **Tools**, then **Email accounts** then choose **View or Change** existing email accounts.
2. **Select** the account and hit the **Change** button,
3. This will take you to the **Internet E-Mail Settings** page.
4. While in residence you will need to change the **Outgoing Server** information (***please write down*** what is there now as you will need to change it back after your residency is done).
5. Change the **Outgoing Server** to: **mail.royalroads.ca**
6. The Incoming Server doesn't change.
7. Click on the **More Settings** button then choose the **Outgoing Server** tab.
8. The outgoing port is **587**
9. Make sure to **place a check mark** in the box at the top for **My outgoing server requires authentication**
10. Then please select the option for **Log on using** and put your **RRU username** (usually first initial followed by last name) and your **RRU password**.
11. Hit **OK** then **Next**, then **Finish** and you should be good to go!

Note: Please make sure all the emails that might have been queuing up in your Outbox are indeed ones you want to send out (never hurts to check) before you hit the Send/Receive button.

Other Email programs?

We don't have instructions for all email applications, but the information is basically the same.

1. Modify the **Outgoing Server** information (***please write down*** what is there now as you will need to change it back after your residency is done).
2. Change the **Outgoing Server** to: **mail.royalroads.ca**
3. The outgoing server Port number is **587**
4. The Incoming Server doesn't change.
5. Find the Outgoing Server settings make sure to specify that the outgoing server requires authentication
6. Then use your **RRU username** (usually first initial followed by last name) and your **RRU password**
7. **Save the changes**

Note: Please make sure all the emails that might have been queuing up in your Outbox are indeed ones you want to send out (never hurts to check) before you hit the Send/Receive button.

As always, should you need further assistance, please contact Computer Services by phone, e mail or Online Request Form. Also you can come visit us at our helpdesk in the Cedar building. Please bring your network cable, if you have one, when you visit.

Related articles

- Student ID Number #
- Moodle - Official Moodle mobile and desktop apps
- About Office 365 for RRU Staff, Faculty and Students
- Manage Your Email Forwarding
- Where Is All My Email?

Get Help
Still need help?
Submit a request.