

Email Issues

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Why can't I send emails from HaulWare?

Common Errors:

1. "ESMTP Authentication failed"
2. "The SMTP server requires a secure connection or the client was not authenticated"
3. "5.7.57 Client not authenticated"

Solutions:

1. Go to your User Profile (toolbar icon) → Email tab.
2. Enter your current email password and click Test.
3. Save and try sending an email again.

If you recently changed your email provider (Office 365, GoDaddy, Gmail, etc.), contact support to update your outbound email settings.

[Image Placeholder: Screenshot of User Profile Email tab]

How do I change my email credentials or switch to my company email?

Steps:

1. Go to User Profile → Email tab.
2. Enter your SMTP Server, Username, and Password.
3. Set the correct Port (usually 587) and Use SSL option.
4. Click Test to verify the connection.
5. Save changes.

[Image Placeholder: Email Settings screen]