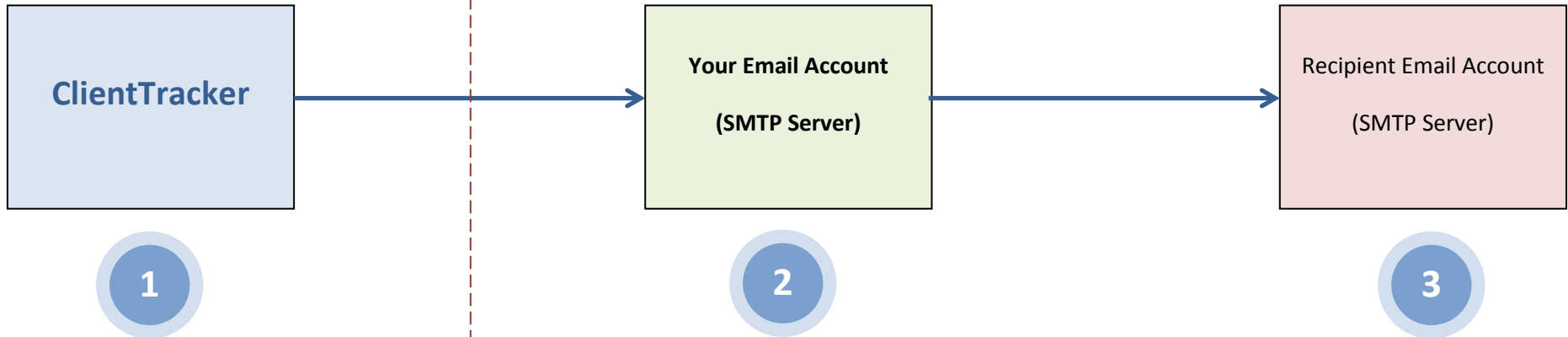# How ClientTracker Sends Email Using SMTP Settings

Everything on this side of the line is supported by Ginkgo Software.

Everything on this side of the line is NOT supported by Ginkgo Software, but is the responsibility of the email account holders.

ClientTracker → **Your Email Account (SMTP Server)** → **Recipient Email Account (SMTP Server)**

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ClientTracker simply passes email off to your email account by sending it directly to your SMTP Server according to the settings you have entered.

ClientTracker assumes the email is sent if there are no errors communicating with the SMTP Server.

Once the settings are established, any changes in performance are most likely due to your email server, or the recipient's.

Once the email has been sent to your email account, it is sent (or not) based on the settings and preferences defined in that account.

ClientTracker has no way of knowing these settings, so it's up to you to confirm they are correct.

Important: the settings you enter in ClientTracker should match those that are in your email account's settings.

When the email is sent from your server to the recipient, it will show the "From" name and other info you have entered in ClientTracker.

It is possible that the recipient's spam filter or server is sensitive to email sent via SMTP, in which case your email could be treated as spam.

Notify your recipients to add your email to their address book so this won't happen. How the recipient's server and email account behave is their responsibility.

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