

# Step 1: select SES When Your Account is Setup - Sign into the Console and this is the screen that you meet

The screenshot shows the AWS Management Console home page. At the top, there is a navigation bar with 'Services' and 'Resource Groups' dropdown menus, a search icon, a user profile, and the region 'N. Virginia'. Below the navigation bar, the main content area is divided into several sections:

- AWS services:** A search bar with the placeholder text 'Find a service by name (for cost...)' and a list of services. A red callout box with the text 'click on "all Services"' points to the '> All services' link.
- Build a solution:** A section titled 'Get started with simple wizards and automated workflows' containing six solution cards: 'Launch a virtual machine' (With EC2, ~1 minute), 'Build a web app' (With Elastic Beanstalk, ~6 minutes), 'Deploy a serverless microservice' (With Lambda, API Gateway, ~2 minutes), 'Host a static website' (With S3, CloudFront, Route 53, ~5 minutes), 'Create a backend for your mobile app' (With Mobile Hub, ~5 minutes), and 'Register a domain' (With Route 53, ~3 minutes).
- Learn to build:** A section titled 'Learn to deploy your solutions through step-by-step guides, labs, and videos' with a 'See all' link. It contains six category cards: 'Websites' (3 videos, 3 tutorials, 3 labs), 'DevOps' (6 videos, 2 tutorials, 3 labs), 'Backup and recovery' (3 videos, 2 tutorials, 3 labs), 'Big data' (3 videos, 2 tutorials, 3 labs), 'Databases' (3 videos, 5 tutorials, 3 labs), and 'Mobile' (3 videos, 1 lab).
- Featured next steps:** Two cards: 'Manage your costs' (Get real-time billing alerts based on your cost and usage budgets. [Start now](#)) and 'Get best practices' (Use AWS Trusted Advisor for security, performance, cost and availability best practices. [Start now](#)).
- What's new?:** Three announcements: 'Announcing AWS Batch' (Now generally available, AWS Batch enables developers, scientists, and engineers to process large-scale batch jobs with ease. [Learn more](#)), 'Announcing Amazon Lightsail' (See how this new service allows you to launch and manage your VPS with AWS for a low, predictable price. [Learn more](#)), and 'See all'.
- AWS Marketplace:** A section titled 'Discover, procure, and deploy popular software products that run on AWS.'
- Have feedback?:** A section titled 'Submit feedback to tell us about your experience with the AWS Management Console.'

In "All Services", go down to "messaging" and click on SES

The screenshot shows the AWS Management Console interface. At the top, there are navigation tabs for 'Services' and 'Resource Groups'. The main content area is titled 'AWS services' and features a search bar with the text 'Find a service by name (for example, EC2)'. Below the search bar, there is a list of service categories, each with a sub-list of services. A red callout box with the text 'all services' points to the search bar. Another red callout box with the text 'SES - Simple Email System' points to the 'SES' service under the 'Messaging' category. The 'Messaging' category also lists 'SQS' and 'SNS'. Other categories include 'Compute', 'Storage', 'Database', 'Networking & Content Delivery', 'Migration', 'Developer Tools', 'Management Tools', 'Security, Identity & Compliance', 'Analytics', 'Internet of Things', 'Game Development', 'Mobile Services', 'Application Services', and 'Business Productivity'. On the right side of the console, there are sections for 'Featured next steps' and 'What's new?'.

**all services**

**SES - Simple Email System**

## Step 2: Amazon sandbox notification

READ through the ENTIRE document FIRST - then, follow directions

The screenshot shows the Amazon SES console interface. At the top, there is a navigation bar with 'Services', 'Resource Groups', a search icon, a notification bell, a user profile, and the region 'N. Virginia'. On the left, a sidebar menu includes 'SES Home', 'Identity Management', 'Domains', 'Email Addresses', 'Email Sending', 'Sending Statistics', 'Dedicated IPs', 'Configuration Sets', 'SMTP Settings', 'Suppression List Removal', 'Cross-Account Notifications', 'Email Receiving', 'Rule Sets', and 'IP Address Filters'. A red arrow points from the 'Sending Statistics' menu item to the main content area.

The main content area features a notification box with a blue border and a speech bubble icon. The text inside reads: 'Your Amazon SES account has "sandbox" access in region US East (N. Virginia). With sandbox access you can only send email to the Amazon SES mailbox simulator and to email addresses or domains that you have verified. To be moved out of the sandbox, please request a sending limit increase. [Learn more](#). Can't find your existing account settings? Your account may be set up in a different AWS region. Try switching regions in the upper right corner of the console.' Below this text is a blue button labeled 'Request a Sending Limit Increase'. A red arrow points from this button to the right, towards a red text annotation.

To the right of the notification box, there is a section titled 'Additional Information' with links for 'Amazon SES Documentation', 'All SES Resources', 'Forums', 'Contact Us', and 'Request Increased Sending Limits'. A red arrow points from the 'Request a Sending Limit Increase' button to the text: 'if you wish to send more than 200 per day, click on "request sending limit increase'.

Below the notification box, there is a section titled 'Your Amazon SES Sending Limits'. It contains the following information: 'Below are the latest statistics and metrics related to your Amazon SES Usage.', 'Sending Quota: send 200 emails per 24 hour period', 'Quota Used: 0% as of 2017-02-23 14:51 UTC-6', 'Max Send Rate: 1 email/second', and 'Last updated: 2017-02-23 14:51 UTC-6'. A red text annotation 'Current sending quota is 200/day' is placed next to this information. Below the text is a progress bar showing '0 Sent' and '200 Remaining' with a scale from 0% to 100%.

**Step 3: Fill Out Form part 1** **Follow information as it's show here/below** -**YOUR OWN DETAILS**



Dashboard

**Create Case**

Case History

## Create Case

Basic Support Plan [Change](#)



### Account and Billing High Case Volumes

The AWS Customer Service Team is currently experiencing a high volume of Account and Billing Support cases. We apologize in advance for longer than average wait times. If you already have an open Account and Billing case, please be assured your case is in our queue and there is no need to open another case. Thank you for your patience.

**Name** Karen Stavert

**Account** 028641461031

- Regarding\***
- Account and Billing Support
  - Service Limit Increase
  - Technical Support  
Unavailable under the Basic Support Plan

**Limit Type\*** SES Sending Limits ▾

### Request 1

**Region\*** US East (Northern Virginia) ▾

**Limit\*** Desired Maximum Send Rate ▾

**New limit value\*** 0 **1000** ▾

Add another request

**Then,  
click Add  
Another  
Request**

**select the region**

**select: desired  
Maximum Send Rate**

**Don't start too high -  
no matter how many  
you want to send**

**Step 3: Fill Out Form part 1**

**Follow information as it's show here/below -YOUR OWN DETAILS**



Dashboard

**Create Case**

Case History

Request 2 ✕

Region\*

- EU (Ireland)
- US East (Northern Virginia)
- US West (Oregon)

Add another request

Select the one you haven't already chosen



Mail Type

Website URL

My email-sending complies with the [AWS Service Terms and AUP](#)

I only send to recipients who have specifically requested my mail

I have a process to handle bounces and complaints

- Transactional
- System Notifications
- Subscription
- Marketing
- Other

select the type that fits your needs



Use Case Description\*

**Step 3: Fill Out Form part 1**

**Follow information as it's show here/below -YOUR OWN DETAILS**



Dashboard

**Create Case**

Case History

Mail Type

Marketing

Website URL

**Add a website URL**

My email-sending complies with the [AWS Service Terms](#) and [AUP](#)

Yes

I only send to recipients who have specifically requested my mail

Yes

I have a process to handle bounces and complaints

Yes

Use Case Description\*

**On the following page is a whole list of possible "use Case Descriptions" They are intended to give you some ideas. PLEASE - Do NOT copy verbatim - reword in your own words**

Support Language\*

English

*Please choose your preferred correspondence language for this case.*

**When complete, Click Submit**

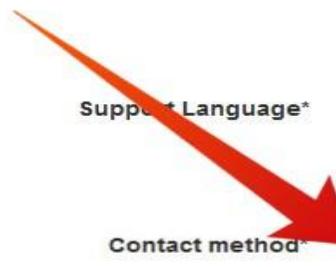
Contact method\*

Web

Submit

**This is how I filled the form in.**

**Select the answers that fit YOUR requirements**



## List of possible “use Case Descriptions” to apply to Amazon for an Email Sending Limit Increase

**Keep It Simple PLEASE use your own words... If everyone uses the same reasons, Amazon will deny the requests...**

Use your intelligence and creativity.

Please do NOT copy these verbatim.. use your own words - or create your own reasons.

- I have a newsletter that I send to my members. It's small at the moment.
- I have a (small) membership that likes to receive my email
- I am sending relevant information to my list
- I'm using email to keep in touch with my membership/customers/clients
- I'm using email to send information to my members/customers/clients on a regular basis.
- Email is the best way to send my newsletter/special offer/sales letters to my members/clients/customers
- I use email to keep my customers up to date on my products/services/special offers

**To any of the above, you could add SOMETHING LIKE (please change the wording)**

- Please increase the (sending/email/newsletter) limit so that my members/customers/clients will receive the emails/newsletters/special offers/coupons/announcements, etc...

## Step 4: Case Summary

### Case Details

Basic Support Plan [Change](#)

<b>Subject</b>	Limit Increase: SES Sending Limits	<b>Status</b>	Unassigned
<b>Case ID</b>	1388306971	<b>Severity</b>	Low
<b>Created</b>	Apr 27, 2015 08:29 PM -0400	<b>Category</b>	Service Limit Increase, SES Sending Limits
<b>Case type</b>	Service Limits	<b>CC'd emails</b>	support@ibizleads.com
<b>By</b>	support@ibizleads.com		

### Correspondence

[Reply](#)

[Close Case](#)

**Jack Hopman**  
Apr 27, 2015  
08:29 PM -0400



Limit increase request 1  
Service: SES Sending Limits  
Region: US East (Northern Virginia)  
Limit name: Desired Daily Sending Quota  
New limit value: 1000

-----  
Limit increase request 2  
Service: SES Sending Limits  
Region: US West (Oregon)  
Limit name: Desired Daily Sending Quota  
New limit value: 1000

-----  
Use case description: By Google new mobile website requirement (see <http://googlewebmastercentral.blogspot.com/2015/02/finding-more-mobile-friendly-search.html>) we see a strong increase in service requests.

Mail Type: Marketing

Website URL: <http://ibizleads.com/>

My email-sending complies with the AWS Service Terms and AUP: Yes

I only send to recipients who have specifically requested my mail: Yes

I have a process to handle bounces and complaints: Yes

## Step 5: Conformation Email



**Amazon Web Services** 2 minutes ago

Thank you for contacting Amazon Web Services.

We have opened case 1388306971 to address your issue.

The details of your case are as follows:

Case ID: 1388306971

Subject: Limit Increase: SES Sending Limits

Severity: Low

To contact us again about this issue, please use the following link to enter your correspondence or attach any files you think would be useful:

<https://console.aws.amazon.com/support/home?#/case/?caseId=1388306971&displayId=1388306971&language=en>

(If you will connect by federation, log in before following the link.)

Sincerely,

The Amazon Web Services Team

\*Please note: this e-mail was sent from an address that cannot accept incoming e-mail. Please use the appropriate link above if you need to contact us again about this same issue.

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## Step 6: Limit Increase email and out of sandbox notification



Amazon Web Services 2 minutes ago

Limit increase request 1

Service: SES Sending Limits

Region: US East (Northern Virginia)

Limit name: Desired Daily Sending Quota

New limit value: 1000

-----

Limit increase request 2

Service: SES Sending Limits

Region: US West (Oregon)

Limit name: Desired Daily Sending Quota

New limit value: 1000

-----

Use case description: By Google new mobile website requirement (see <http://googlewebmastercentral.blogspot.com/2015/02/finding-more-mobile-friendly-search.html>) we see a strong increase in service requests.

Mail Type: Marketing

Website URL: <http://ibizleads.com/>

My email-sending complies with the AWS Service Terms and AUP: Yes

I only send to recipients who have specifically requested my mail: Yes

I have a process to handle bounces and complaints: Yes

=====

To contact us again about this case, please return to the AWS Support Center using the following URL:

<https://console.aws.amazon.com/support/home?#/case/?caseId=1388306971&displayId=1388306971&language=en>

(If you will connect by federation, log in before following the link.)

\*Please note: this e-mail was sent from an address that cannot accept incoming e-mail. Please use the link above if you need to contact us again about this same issue.

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