

## Android - E-Mail Set Up Instructions

If you don't have your email account set up yet, please log-in to our Ticket System and submit a "New Ticket" asking us to set up a new email account. We will respond to your Ticket with the Username and Password.

You may log-in to our Ticket System here:

<https://www.clearimaging.com/client-support>

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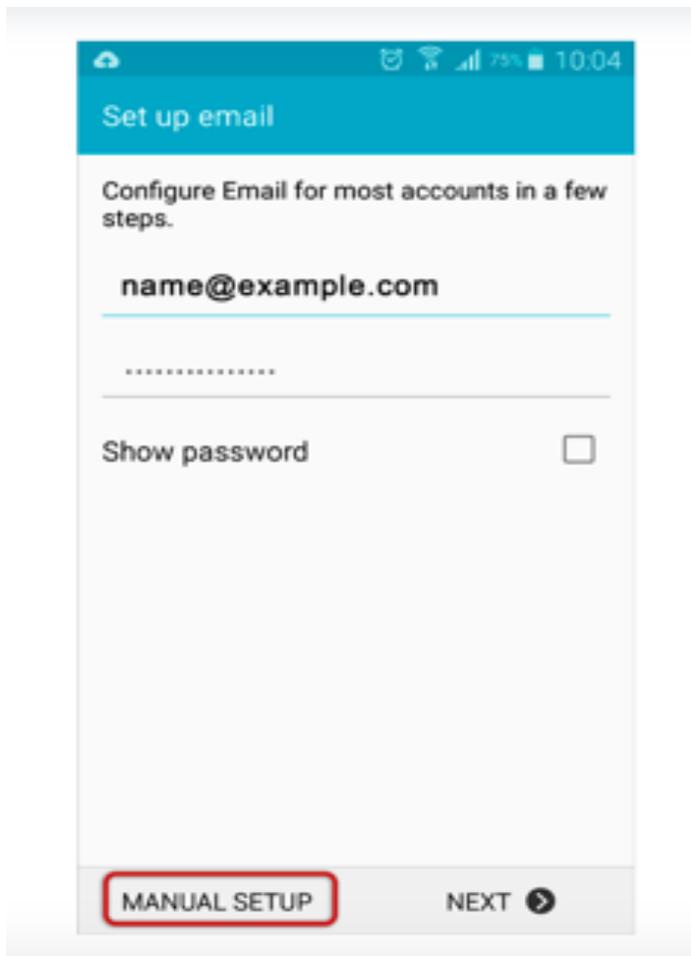
### Instructions for Adding an Email Account in: **Android**

#### Steps

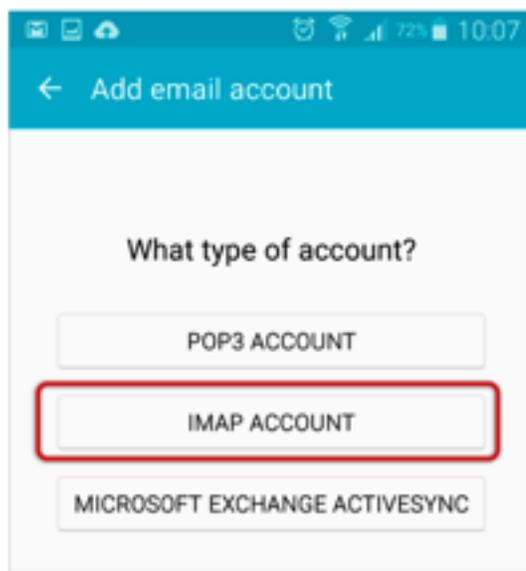
1. Open your email app by tapping the **mail icon** on your apps screen.



2. Type in your email address and password, then choose **Manual Setup** if prompted.



3. Choose the type of email account you want: **POP** or **IMAP** (by default)



4. If the program can't connect to the server, enter your full email address as the **User Name**.

Then input the **Incoming server details**:

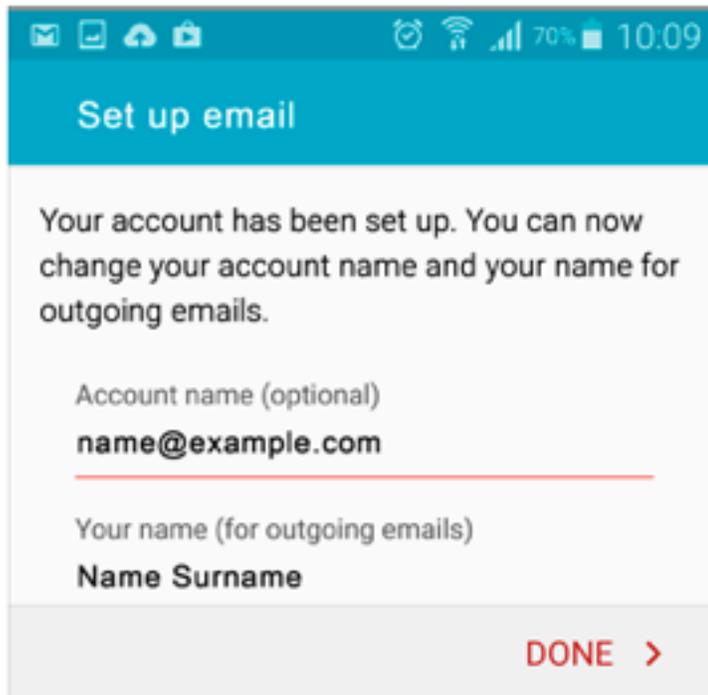
- For POP or IMAP server, use mail.my-domain.com.
- Choose SSL/TLS for security.
- Use port 993 for IMAP or 995 for POP.
- Choose **Next**.

The screenshot shows the 'Incoming server settings' screen on an Android phone. The status bar at the top indicates the time is 10:07, battery is at 72%, and there are icons for notifications, email, and connectivity. The screen has a teal header with a back arrow and the title 'Incoming server settings'. Below the header are several input fields: 'Email address' with the value 'name@example.com', 'Username' with the value 'name@example.com', 'Password' with a masked password '\*\*\*\*\*', a 'Show password' checkbox which is unchecked, 'IMAP server' with the value 'mail.example.com', 'Security type' set to 'SSL/TLS', 'Port' set to '993', and 'IMAP path prefix' set to 'Optional'. At the bottom right, there is a 'NEXT' button with a right-pointing arrow, which is highlighted with a red circle.

5. Enter the **Outgoing** server details.
  - Use mail.my-domain.com for SMTP server.
  - Choose SSL/TLS for security.
  - Use port 465.
  - Select **Next**.

The screenshot shows the 'Outgoing settings' screen on an Android phone. The status bar at the top displays various icons and the time 10:10. The screen has a teal header with a back arrow and the text 'Outgoing settings'. Below the header are several settings sections: 'SMTP server' with the value 'mail.example.com', 'Security type' with a dropdown menu showing 'SSL/TLS', 'Port' with the value '465', 'Require sign-in' with a green checkmark, 'User name' with the value 'name@example.com', and 'Password' with a masked field of dots. At the bottom, there is a grey bar containing a button labeled 'NEXT' with a right-pointing arrow, which is circled in red.

6. Please wait while the settings are being tested.
7. Customize any additional **Account Options** as needed.
8. Give your account an optional name (for your own reference) and specify the name you want displayed on outgoing emails. Then, select **Done**.



9. Your account is now set up successfully and your emails will start downloading.