

Apple Mail - E-Mail Set Up Instructions

If you don't have your email account set up yet, 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.

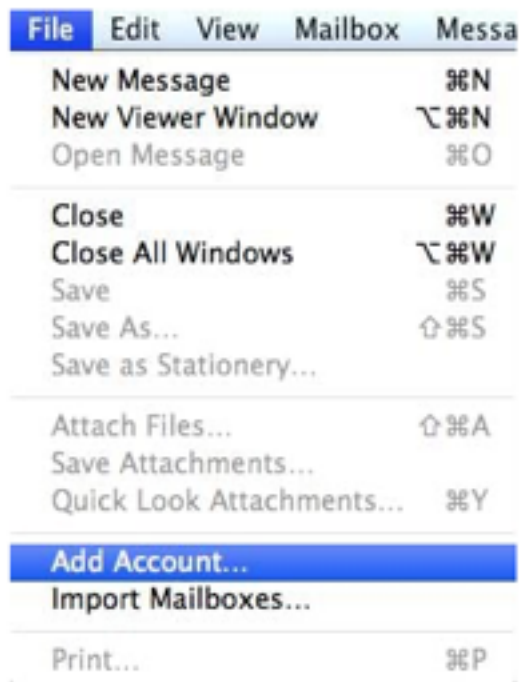
You may log-in to our Ticket System here:

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

Instructions for Adding an Email Account in: **Apple Mail**

Steps:

1. Open Apple Mail.
2. Navigate the toolbar at the top of the screen, then click on **File** and select: **Add Account**



Apple Mail Set up

3. Input your personal details: Your Name (which will be displayed in the “From” field of your emails), email address and password. Afterward, click on **Continue**.



Configuring Incoming Server

4. Fill in the following details:

- Account Type: Choose between IMAP or POP (IMAP is the default setting).
- Description (optional): You may enter your company name
- Incoming Mail Server: Prefix the domain name with “mail” (example: mail.my-domain.com)
- User Name: Provide your full email address.
- Password: Enter the password for your mailbox as indicated in the previous step.

5. Apple Mail will proceed to test the connection to the designated mail server. Once the test is complete, click on “Continue”.

Setting up Incoming Mail Security

6. Upon reaching the Incoming Mail Security screen, ensure that the “**Use Secure Socket Layer**” option is selected. The authentication dropdown menu can remain on “Password”. Click **Continue** to proceed.

Configuring Outgoing Server

7. Enter the necessary details
 - Description (optional): Prefix the domain with “smtp” (example: smtp.my-domain.com)
 - Keep the “Use only this server” option checked.
 - Select “Use Authentication”.
 - User Name: Enter your full email address.
 - Password: Input the password for our mailbox.
8. Click on **Continue** to proceed.

Account Summary

9. Reviewing your **Account Summary** and click on **Create**. To activate your account immediately, ensure to check the "Take my account online" checkbox.

*Note: In certain instances, using "mail.domain" (example: mail.example.com) and "smtp.domain" might not work. In such cases, you may need to use the server name instead (contact us for assistance with this)

Congratulations! You have successfully completed the setup for your account.