

Apple (iPhone and iPad) - 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>

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Instructions for Adding an Email Account in: **Apple (iPhone and iPad)**

Steps

Add Mail Account

1. Tap the settings icon located on your home screen.



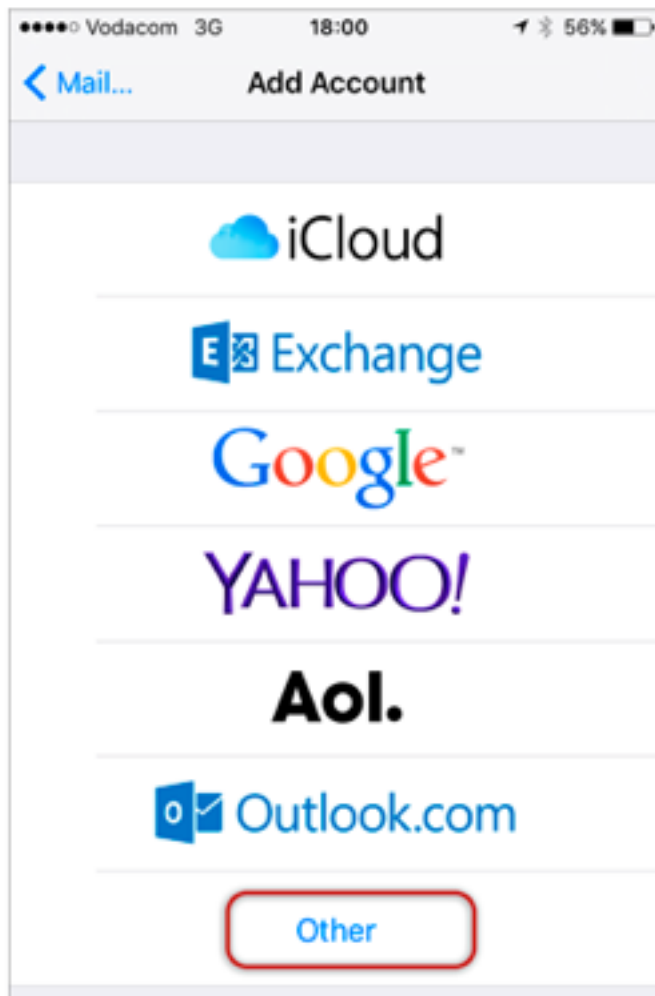
2. Choose **Mail** from the options.

3. Tap on **Accounts**.

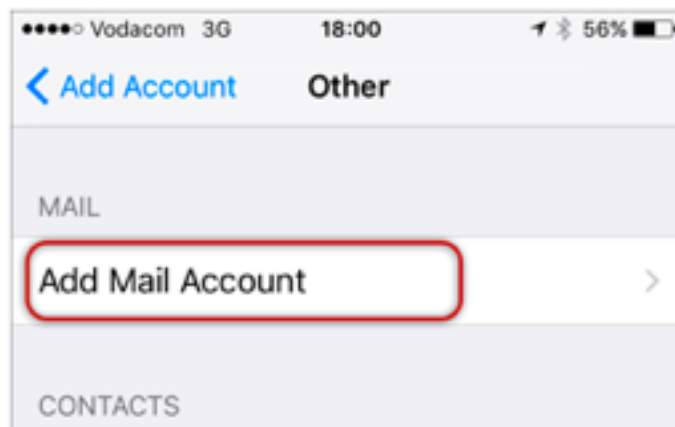
Note: If you don't see "Accounts" select Passwords and Accounts instead of Mail.

4. Select **Add Account**

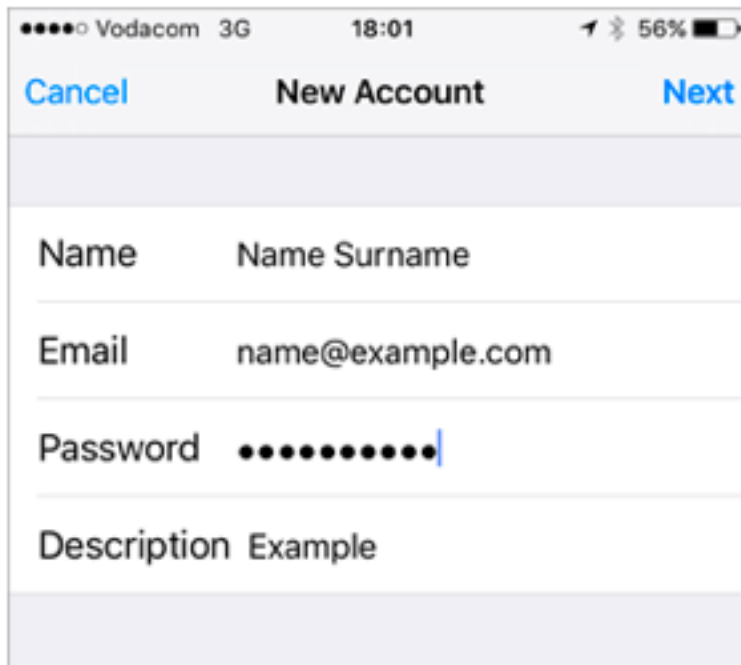
5. From the menu, choose **Other**.



6. Then select, **Add Mail Account**



7. Input your account details: Name, Email and Password and then tap **Next**.



The screenshot displays a mobile application interface for creating a new account. At the top, there is a header with three buttons: 'Cancel' on the left, 'New Account' in the center, and 'Next' on the right. Below the header is a form with four input fields. The first field is labeled 'Name' and contains the text 'Name Surname'. The second field is labeled 'Email' and contains 'name@example.com'. The third field is labeled 'Password' and is filled with ten black dots, with a blue cursor at the end. The fourth field is labeled 'Description' and contains the text 'Example'. The status bar at the top of the phone shows 'Vodacom 3G', the time '18:01', and a battery level of '56%'.

8. Set up **Incoming** and **Outgoing Servers**:

- Choose between **IMAP** (default) or **POP** based on your preference.
- Scroll down to **Incoming Mail Server** and enter the required details. Repeat with the **Outgoing Mail Server** and ensure that the settings match with those displayed on the screen. Then select **Next**
- **Host Name:**
- Incoming mail server should have "mail." preceding the domain name (example: mail.my-domain.com).
- Outgoing mail server should have "smtp." preceding the domain name (example: smtp.my-domain.com).
- Make sure the Username is your full email address.
- **Username** and **Password** should be the same for both Incoming and Outgoing servers.

Vodacom

Cancel New Account Next

IMAP POP

Name Name Surname

Email name@example.com

Description Example

INCOMING MAIL SERVER

Host Name mail.example.com

Username name@example.com

Password ●●●●●●●●

OUTGOING MAIL SERVER

Host Name smtp.example.com

Username name@example.com

Password ●●●●●●●●

- Click Save

Vodacom 3G 18:08 55%

Cancel IMAP Save

Mail

Notes

Note: In certain instances, **mail.domain** (such as mail.example.com) and **smtp.domain** may not function as expected. In these scenarios, it's necessary to utilize the server name instead. (contact us for your server name)

9. **Congratulations!** You've effectively set up your email account on your iPhone.