GMAIL – 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: GMAIL
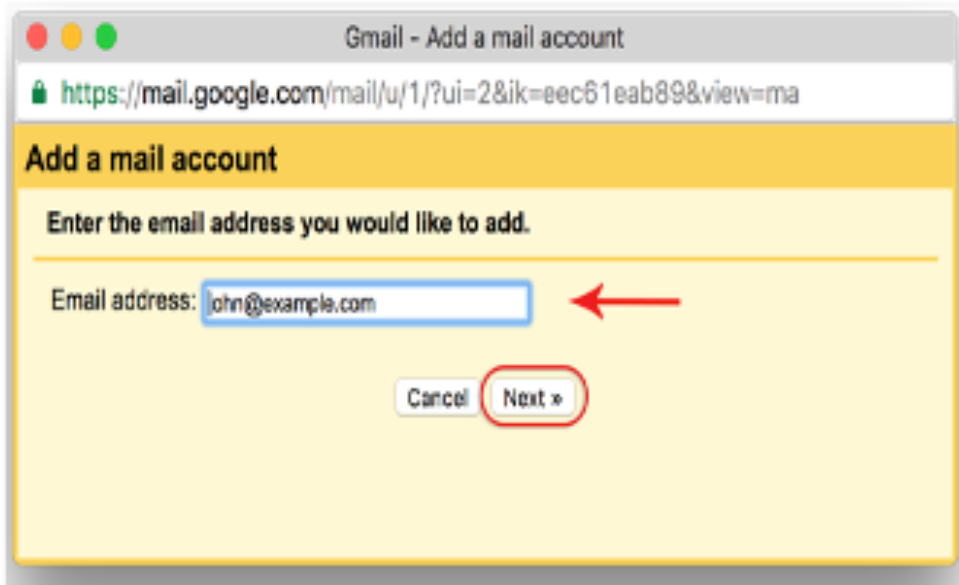
Steps

1. Go to **Gmail** and Log in

2. Click on the **Setting** icon found at the top-right corner, then select **"See all settings"**
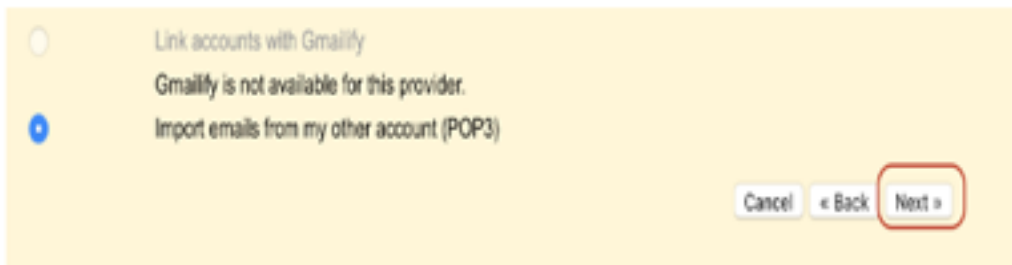
3. Choose **Account and Import**

4. Click on **Add a mail account**

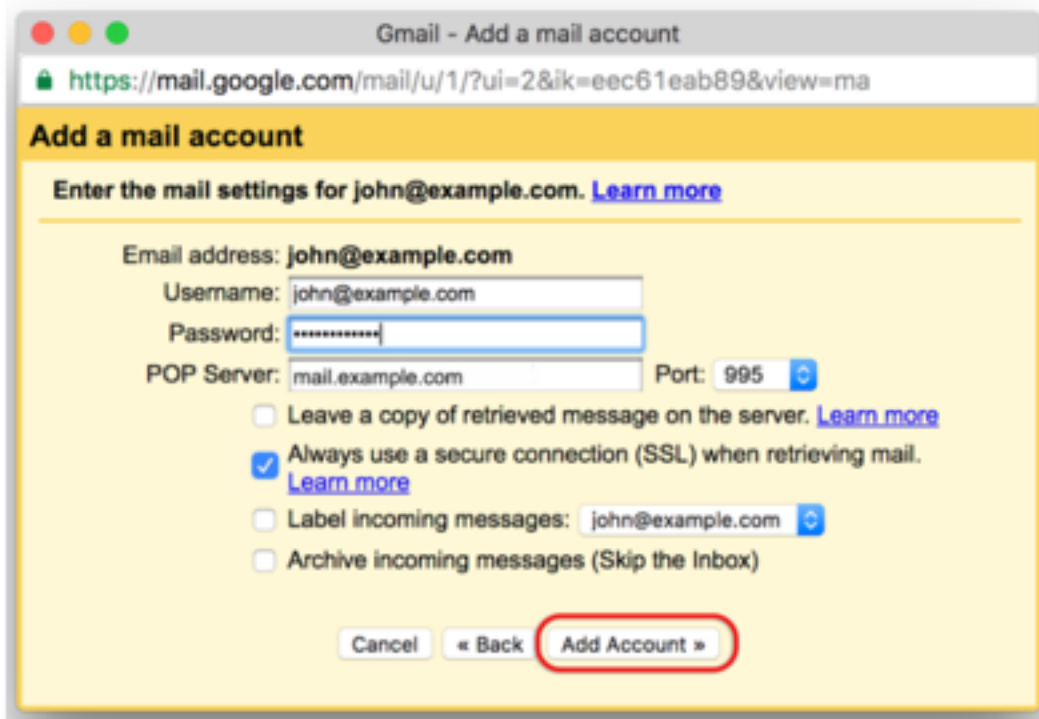5. Enter your **email address** and click **Next**

6. Choose the **second option** and click **Next.**

7. While Gmail automatically adds certain settings, ensure that:
   - Username is your full email address
   - Password is included
   - POP Server has "mail" before the domain (example mail.my-domain.com)
   - Port is set to 995
   - Always use a secure connection (SSL) is checked.

8. Click on **Add Account**

9. Your account is now set up to receive emails from your domain. To proceed with **sending emails from your domain**, select **"Yes"** and then **Next**

10. Deselect **"Treat as an alias"**

11. Click on **Next step**

12. Choose the **second option** to send mail through your SMTP server.
Note that while using Gmail SMTP servers is possible, it is not recommended due to potential spam blacklisting issues and mail delivery constraints.

13. Enter the **SMTP** details ensuring:

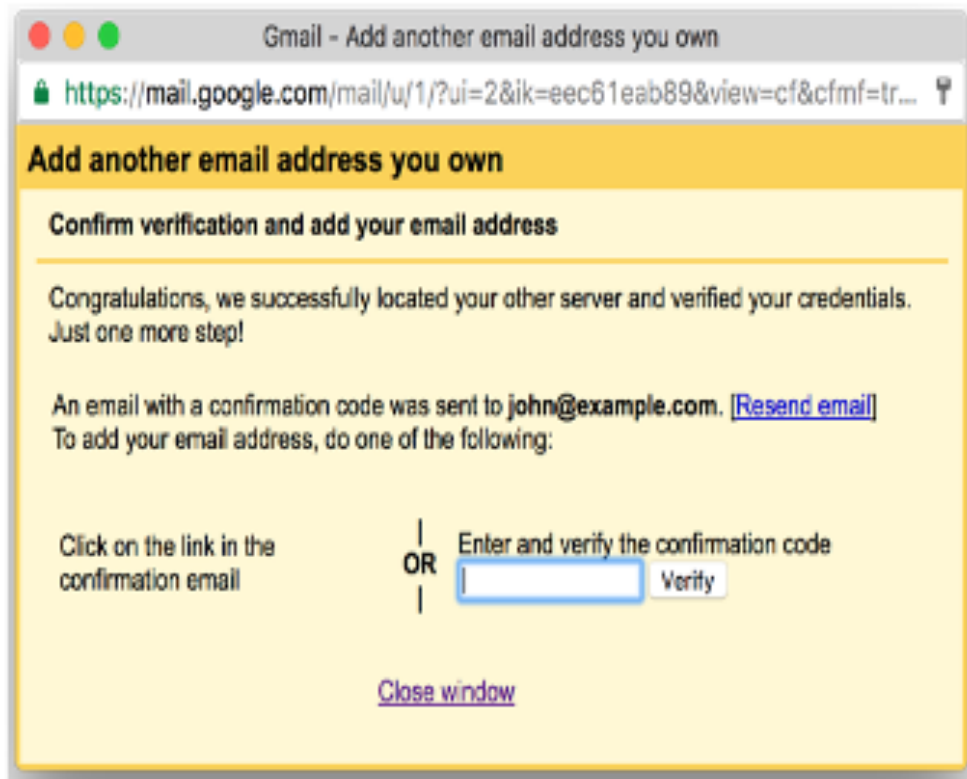- SMTP Servers begins with "smtp" before the domain name (example: smtp.my-domain.com)
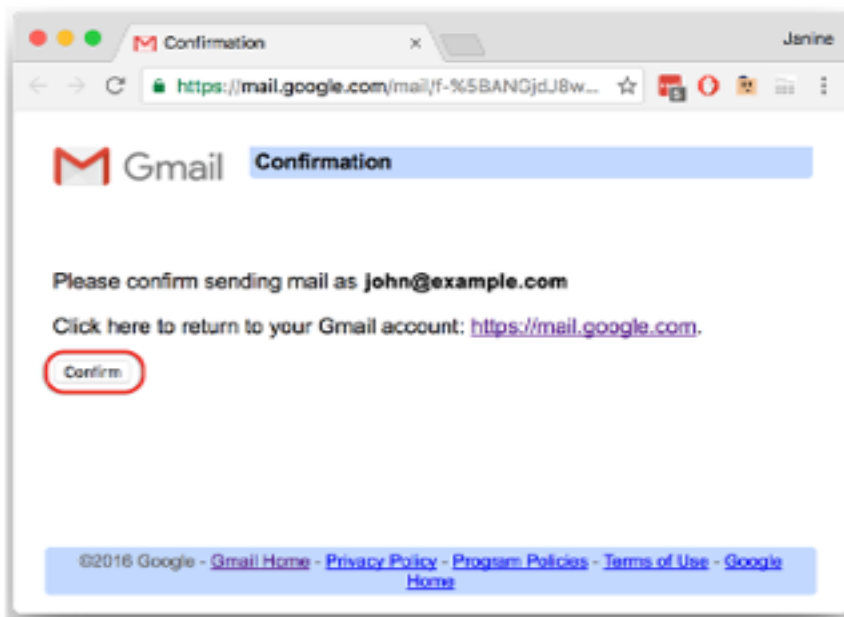- Username is your full email address
- Password is included

14. Click **Add Account**.
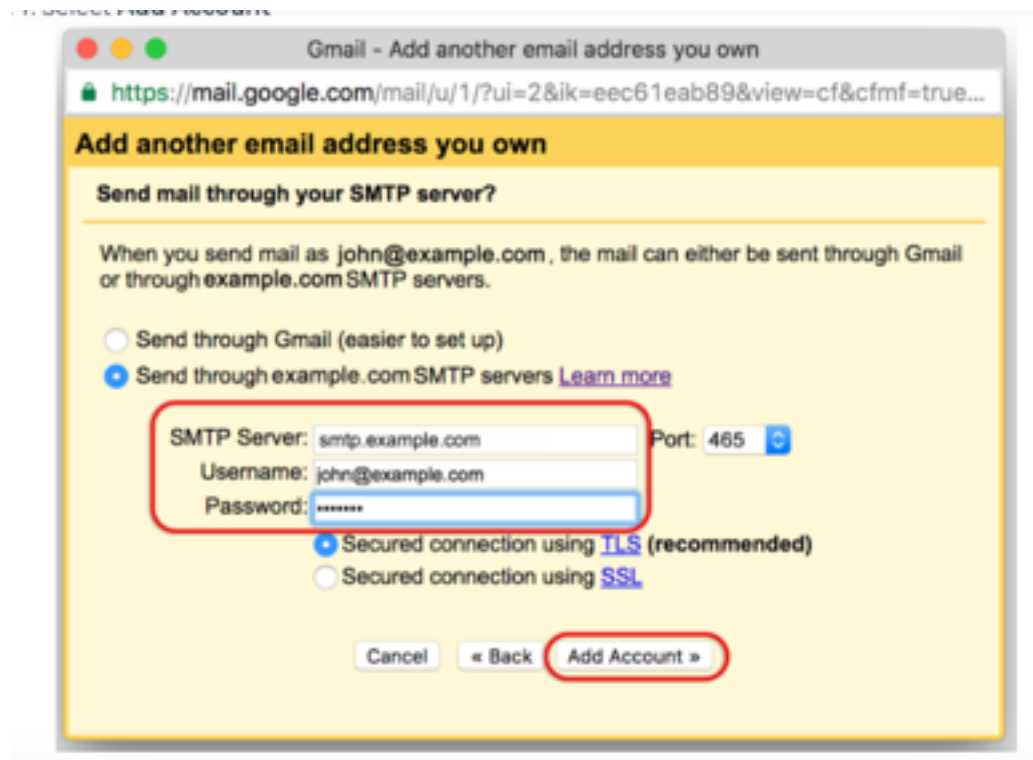
15. **Gmail** will verify credentials and display a **confirmation dialogue box.**

16. Open your **email** and click on the **confirmation link.**

17. **Note**: In rare cases, "mail.my-domain" and "smtp.my-domain" may not work. In such instances, you may need to use the server's name instead. (contact us for your server name)

18. **Confirmation** success! Your **domain email** is now set up to be accessed via **Gmail**.