

Mac OS X El Capitan - 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.

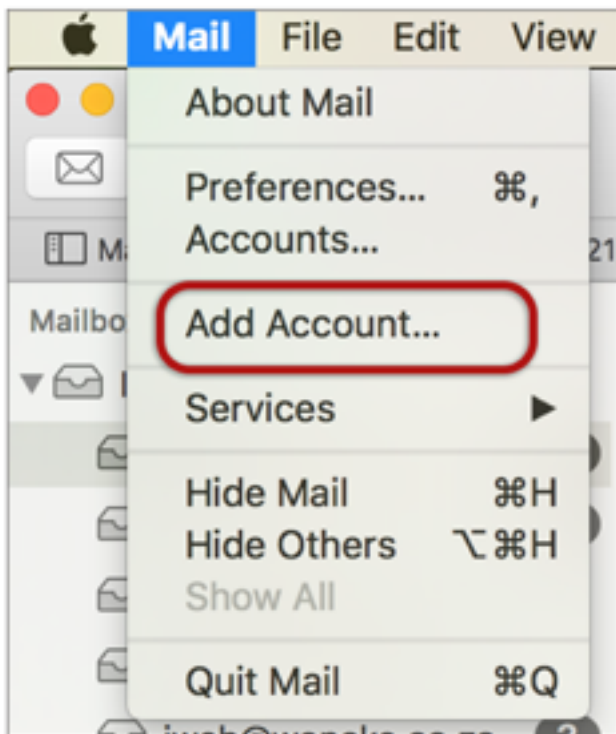
You may log-in to our Ticket System here:

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

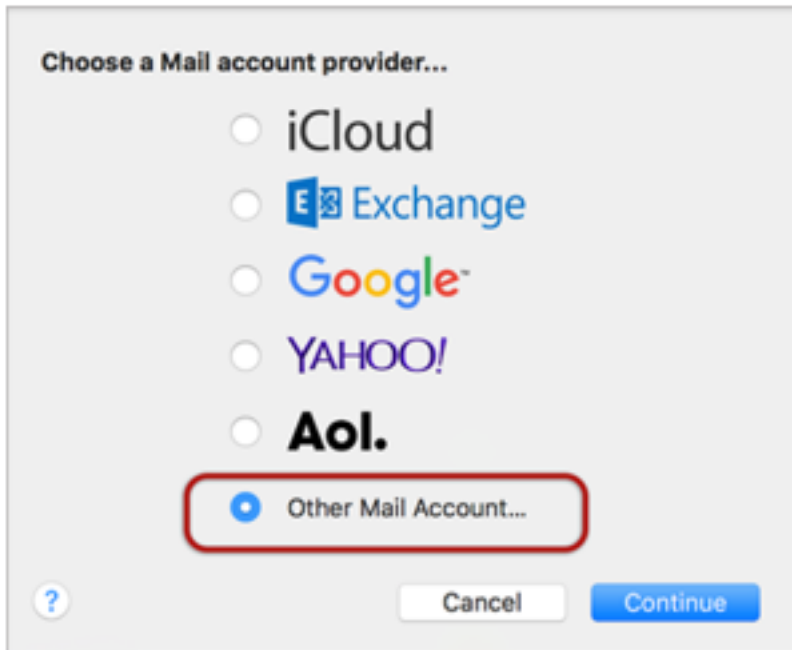
Instructions for Adding an Email Account in: **Mac OS X El Capitan**

Steps

1. Open the **Mail** application
2. Click on **Mail** in the toolbar at the top, then choose **Add Account**

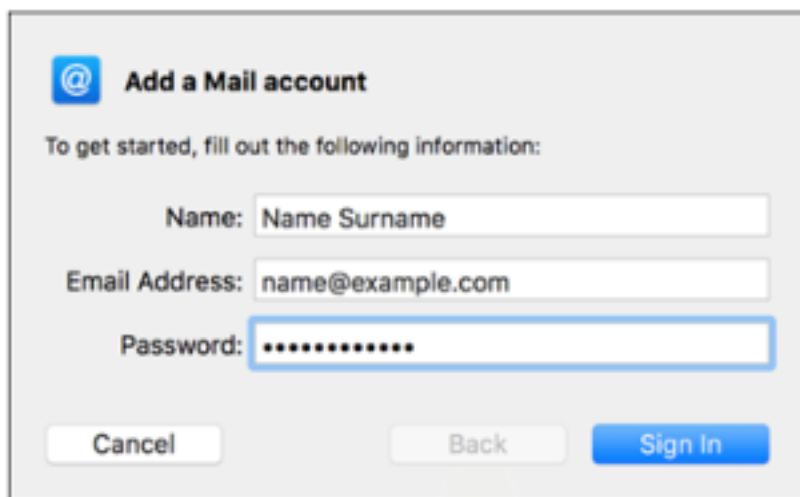


3. Choose Other Mail Account



4. Enter your information:

- Your Name (this will be displayed in the “From” field when you send emails)
- Email Address
- Password (If you forget your password, we can reset it for you)
- Click on “Sign In”

A screenshot of a "Add a Mail account" form. The title "Add a Mail account" is next to a blue icon with a white '@' symbol. Below the title is the instruction "To get started, fill out the following information:". There are three input fields: "Name:" with the placeholder "Name Surname", "Email Address:" with the placeholder "name@example.com", and "Password:" with a masked password "*****". At the bottom are three buttons: "Cancel", "Back", and "Sign In" (which is highlighted in blue).

5. Configure the setting as follows:

- Your **Username** should be your full email address
- Choose IMAP or POP as the **Account Type** according to your preference (IMAP is the default)
- For **Incoming Mail Server** - add “mail” before the domain name (example: mail.my-domain.com)
- For **Outgoing Mail Server** - add “smtp” before the domain name (example: smtp.my-domain.com)
- Click on **Sign in**

Email Address:

Username:

Password:

Account Type:


Incoming Mail Server:


Outgoing Mail Server:

Unable to verify account name or password.

6. Choose any desired apps, then click **Done**

Select the apps you want to use with this account:

 Mail

 Notes

7. Go back to the toolbar at the top, click on **Mail**, then select **Preference**

8. Select **Server Settings**

9. Configure the **Incoming Mail Server** settings

- Uncheck “**Automatically manage connection settings**”.
- Enter the correct Port number (993 for IMAP, 995 for POP).
- Make sure “**Use SSL/TLS**” is enabled.

10. Configure the **Outgoing Mail Server** settings

- Uncheck “**Automatically manage connection settings**”.
- Enter the correct Port number (465 for SMTP).
- Ensure “**Use SSL/TLS**” is enabled.



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

12. **Your Mail account is now set up with SSL.** You will see your new account listed with any other mail accounts.