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

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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

Choose a Mail account provider							
\odot	iCloud						
\bigcirc	E 🛛 Exchange						
\bigcirc	Google						
\circ	YAHOO!						
\bigcirc	Aol.						
•	Other Mail Account						
?	Cancel Continue						

- 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"

Add a Mail account To get started, fill out the following information:						
Name:	Name Surname					
Email Address:	name@example.com					
Password:	•••••					
Cancel	Back Sign In					

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 "mail" before the domain name (example: mail.my-domain.com)
- Click on Sign in

Email Address:	email@example.com			
Username:	Automatic			
Password:	•••••			
Account Type:	IMAP 🗘			
Incoming Mail Server:	mail.example.com			
Outgoing Mail Server:	mail.example.com			
Unable to verify account name or password.				
Cancel	Back Sign In			

6. Choose any desired apps, then click Done

elect the apps you war	nt to use with this ac	count:
🗹 🕵 Mail		
Votes		
Cancel	Back	Done

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

8. Select Server Settings

••	0		Ac	counts			
General	@ Accounts	Iunk Mail	A Fonts & Colours	Viewing	Composing	Signatures	Rules
Contractur	7400001110	Portice Provide		Tietting	composing	oldinates on	110100
@	example.	.com	Account Informa	ition Ma	ailbox Behavi	iours Se	rver Settings
	IMAP		Incoming Mail S	Server (IM	AP)		
			Username:	name@ex	kample.com		
			Password:	•••••	•••••	•••	
			Host Name:	mail.exan	mple.com		
			(Autom	atically mana	age connec	tion settings
			Port:	993			Use TLS/SSL
			Authentication:	Passwor	d		0
				Advance	d IMAP Setti	ings	
			Outgoing Mail S	Gerver (SN	(TP)		
			Account:	example.	com		٢
			Username:	name@ex	kample.com		
			Password:	•••••	•••••	•••	
			Host Name:	mail.exan	nple.com		
			(Autom	atically mana	age connec	tion settings
			Port:	465			Use TLS/SSL
			Authentication:	Passwor	ď		0
							Save
+	-						
							?

- 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 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.