

## 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:

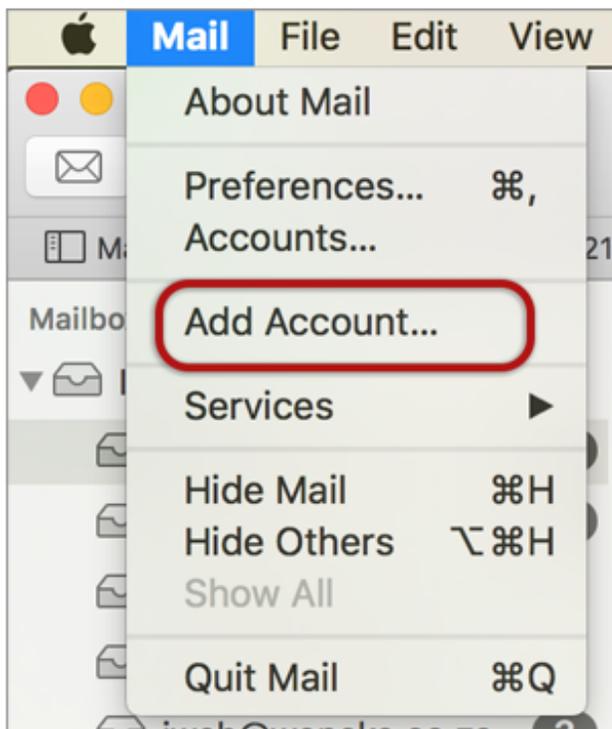
<https://www.clearimaging.com/client-support>

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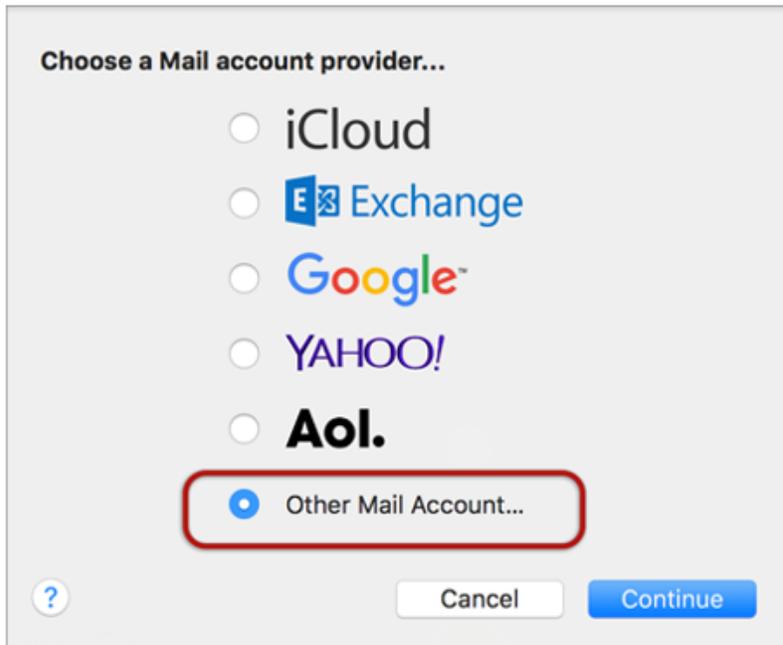
Instructions for Adding an Email Account in: **Mac OS X El Capitan**

### 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



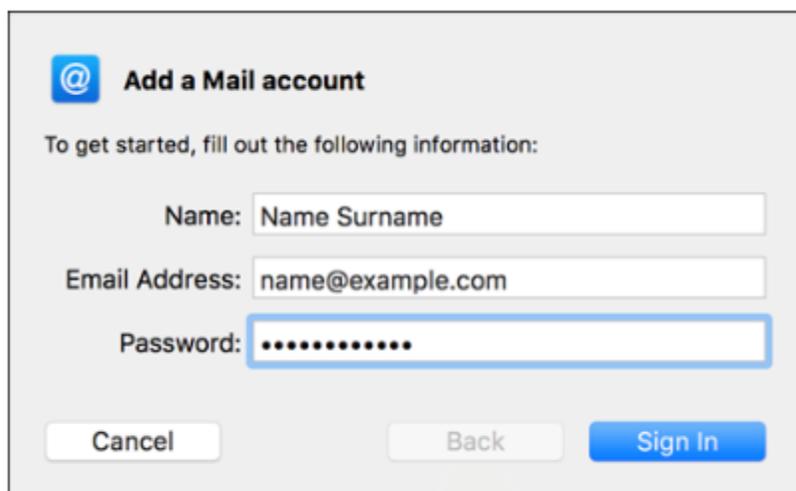
Choose a Mail account provider...

- iCloud
- Exchange
- Google™
- YAHOO!
- 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

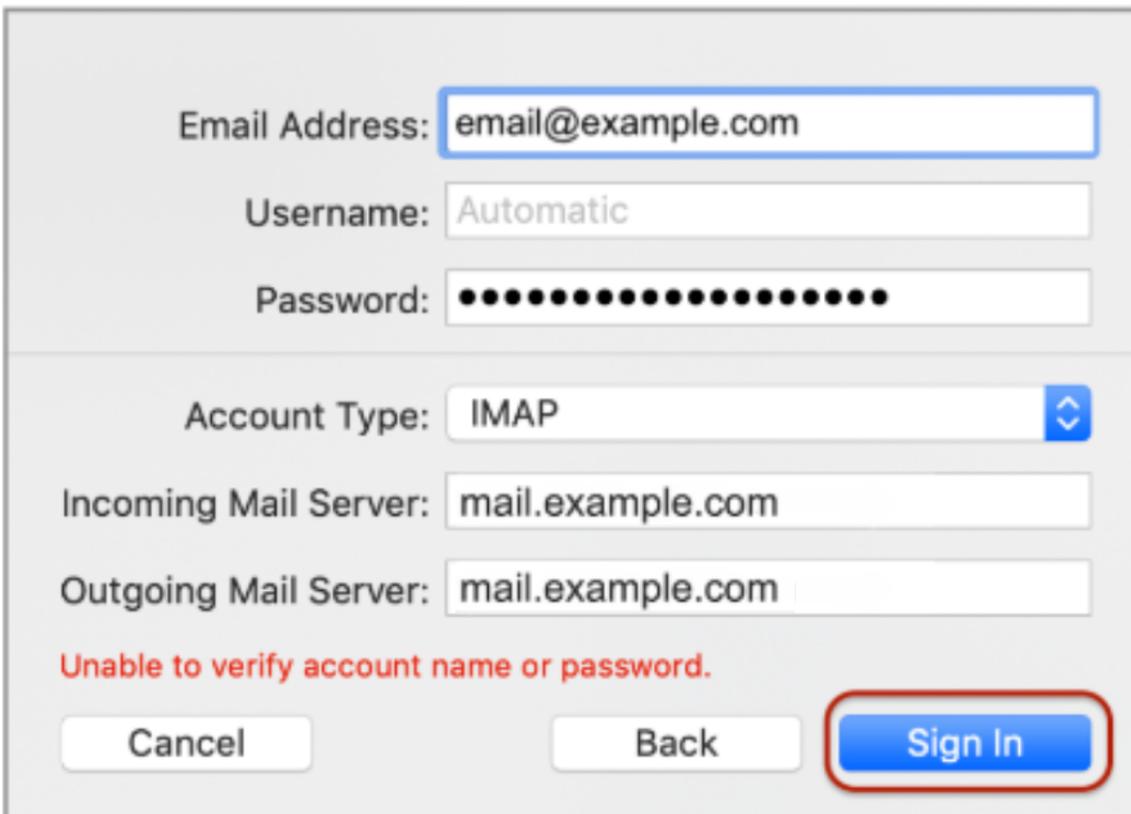
Email Address: name@example.com

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:

Username:

Password:

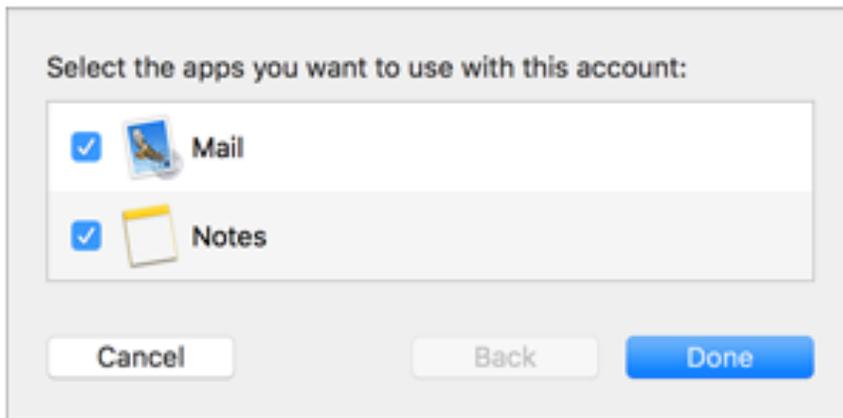
Account Type:

Incoming Mail Server:

Outgoing Mail Server:

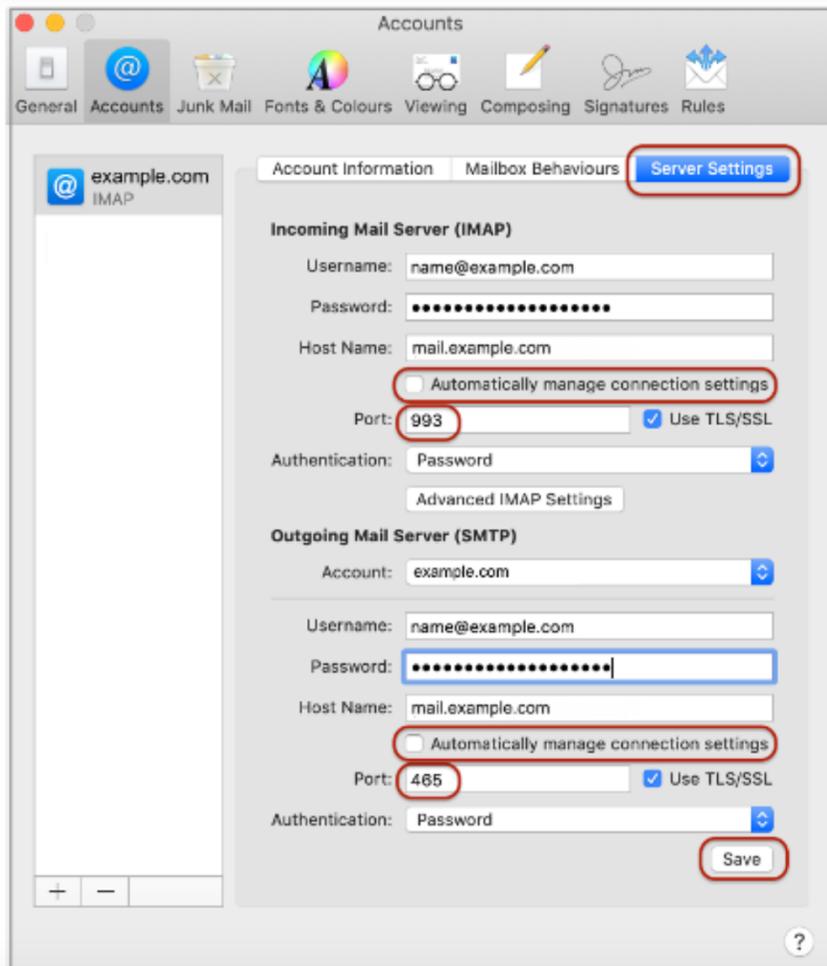
Unable to verify account name or password.

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



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 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.