

## Mac OS Sierra, Mojave, Catalina, Big Sur, Monterey or Ventura 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:

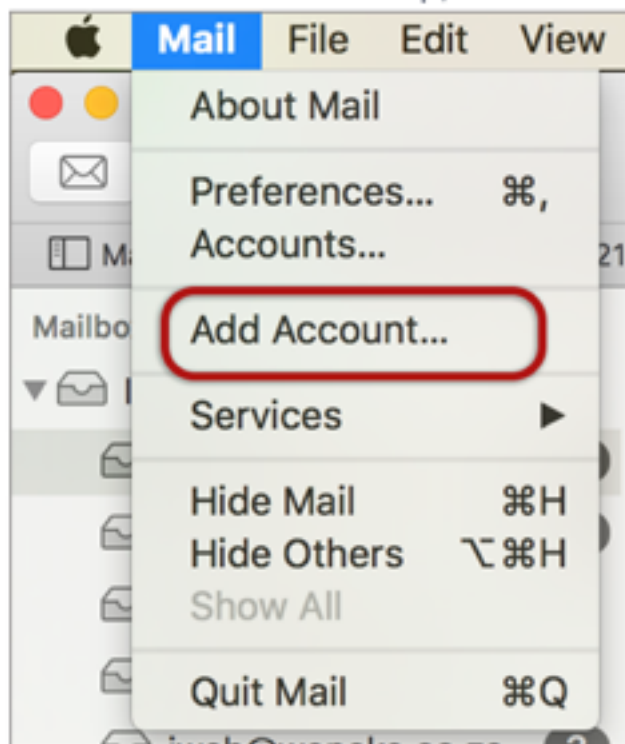
<https://www.clearimaging.com/client-support>

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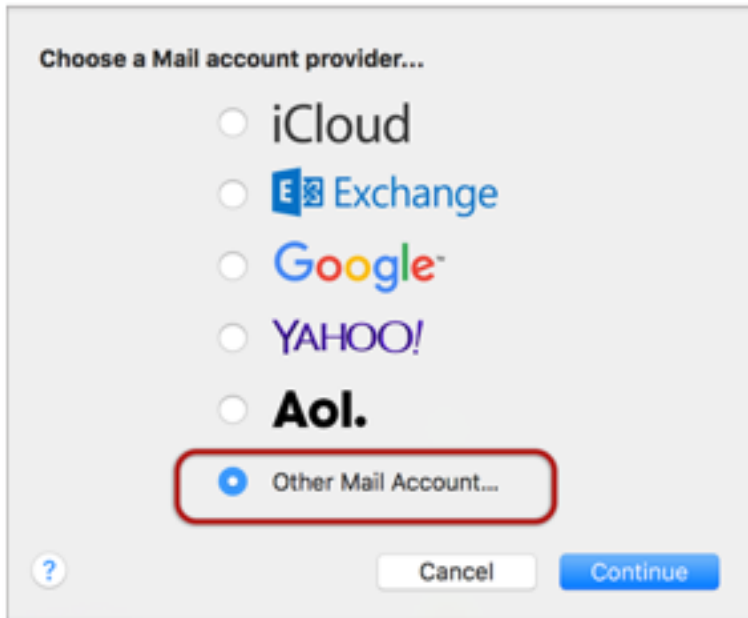
### Instructions for Adding a new Email Account

#### Steps

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



3. Press the **Other Mail Account** from the options



Choose a Mail account provider...

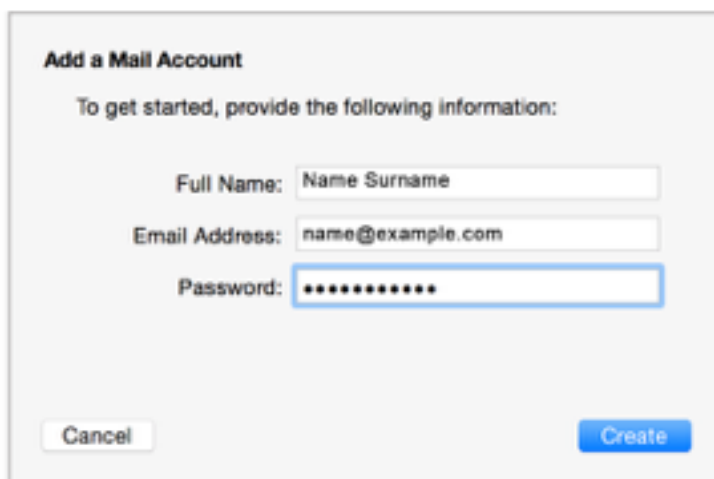
- iCloud
- Exchange
- Google
- YAHOO!
- Aol.
- Other Mail Account...

? Cancel Continue

4. Click **Continue**.

5. Enter the necessary information and click **“Sign In”**.

- **Name:** The name you want to appear in the “From” field when sending emails.
- **Email Address:** Your complete email address.
- **Password:** Your email password (forgotten passwords cannot be recovered but can be reset via our Ticket System)



**Add a Mail Account**

To get started, provide the following information:

Full Name:

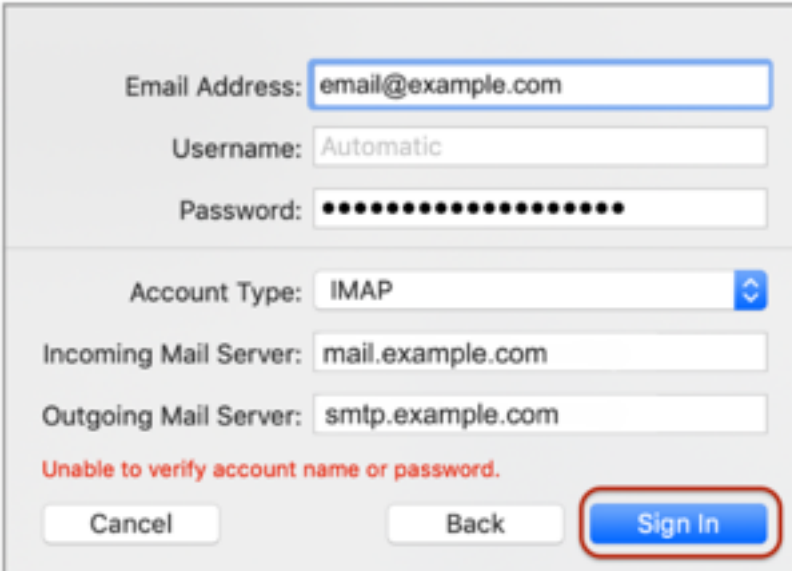
Email Address:

Password:

Cancel Create

6. If you see a message stating ‘Unable to verify account name or password’, it means Mail hasn’t used your full email address as the Username. Ensure your **email address** and **password** are entered correctly, and then complete the remaining fields as follows:

- **Username:** Your full email address.
- **Account Type:** Choose either POP or IMAP from the dropdown menu (this guide defaults to IMAP).
- **Incoming Mail Server:** Prefix with “mail” before the domain name (example: mail.my-domain.com)
- **Outgoing Mail Server:** Prefix with “smtp” before the domain name (example: [smtp.my-domain.com](mailto:smtp.my-domain.com))

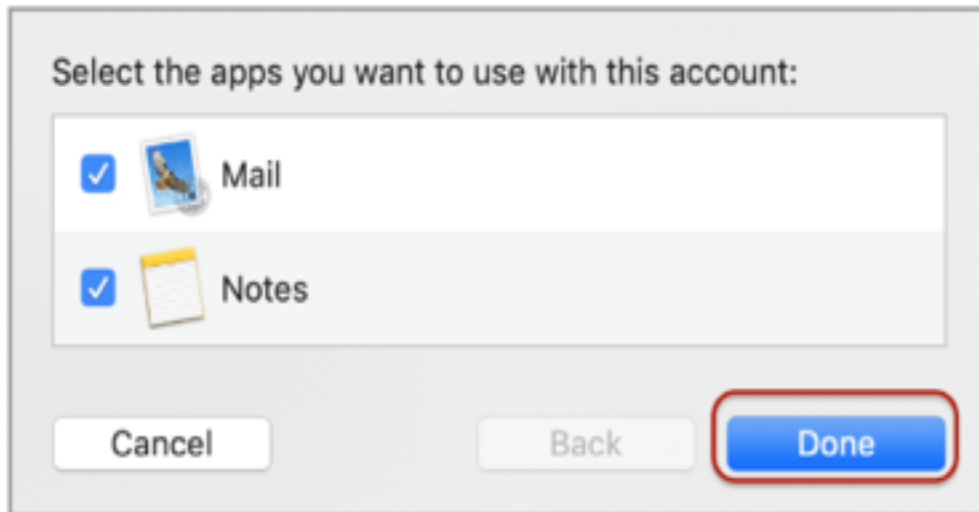


The screenshot shows a dialog box for adding an email account. The fields are as follows:

- Email Address: email@example.com
- Username: Automatic
- Password: [Redacted]
- Account Type: IMAP
- Incoming Mail Server: mail.example.com
- Outgoing Mail Server: smtp.example.com

Below the fields, a red error message reads: "Unable to verify account name or password." At the bottom, there are three buttons: "Cancel", "Back", and "Sign In". The "Sign In" button is highlighted with a red border.

7. Click “**Sign In**”. A pop-up will appear asking you to select the apps you want to use with this account. Click **Done** to finish.



\*Please note: Occasionally, **mail.domain** (such as mail.example.com) and **smtp.domain** might not function as expected. In such instances, you'll need to utilize the server name instead. (contact us for your server name)

Your **new email account** has been successfully configured. You'll find your new account listed along with any other email accounts.