Mac OS X Yosemite – 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.
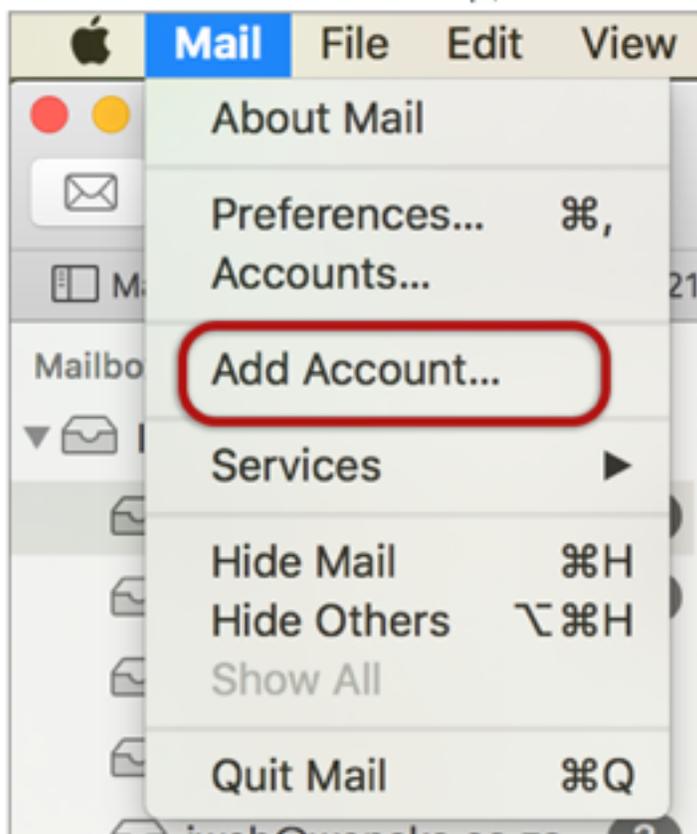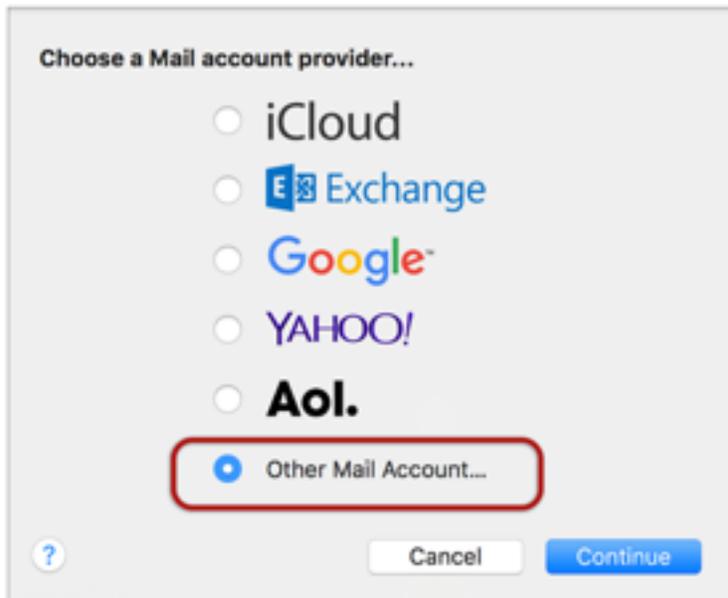
You may log-in to our Ticket System here:
https://www.clearimaging.com/client-support

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Instructions for Adding an Email Account in: Mac OS X Yosemite

Steps

1. Open the **Mail application**

2. Click on **Mail** in the toolbar at the top, then choose **Add Account**
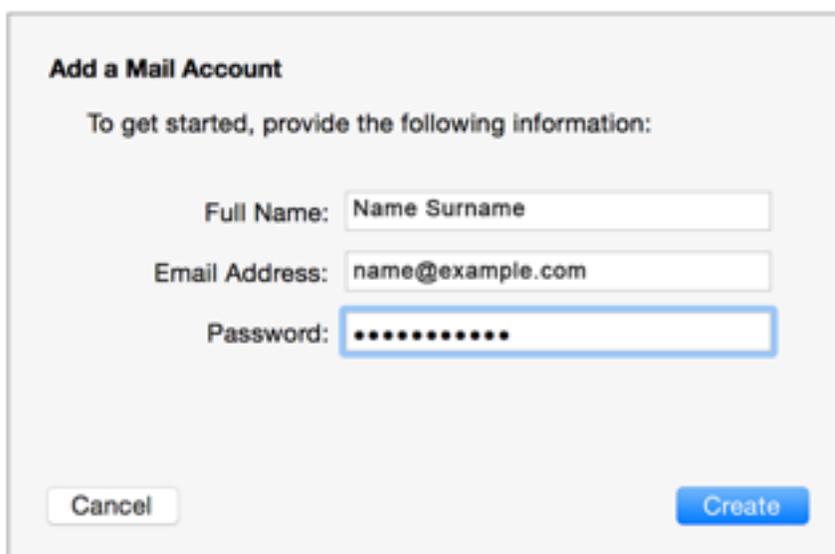
3. Select **Other Mail account**

4. Input all your **information**

- Full Name – the name displayed in the 'From' field for outgoing emails
- Email Address – your complete email address
- Password – your email account password
- Click on Create.

5. When prompted with 'Account must be manually configured', click **Next.**

Add a Mail Account

To get started, provide the following information:

Full Name: Name Surname

Email Address: name@example.com

Password: ••••••••••

Account must be manually configured

Cancel   Next

Incoming Mail Server Settings:

6. **Provide** the following details:
    - Account Type – Choose between POP or IMAP (IMAP is the default for this guide)
    - Mail Server – Prefix "mail." before the domain name, like mail.my-domain.com
    - User Name – Your full email address
    - Password – Your email account password.
    - Click Next.

Outgoing Mail Server Info:

    - SMTP Server –has mail before the domain name example: mail.my-domain.com*
    - User Name– your full email address
    - Password – your email password (forgotten passwords cannot be restored but we can reset them)
    - Select Create

Note: In rare cases, using **mail.domain** (example mail.example.com) might not work. In such instances, utilize the server name instead. (contact us for your server name)

7. Your account setup is now **complete.** Your Mac Mail program is configured to send and receive emails. We suggest sending a test email to ensure functionality.