Microsoft Mobile Device – Android - 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: Mobile Device – Android

Steps

1. Open Windows Mail.

2. Select "Add Account".
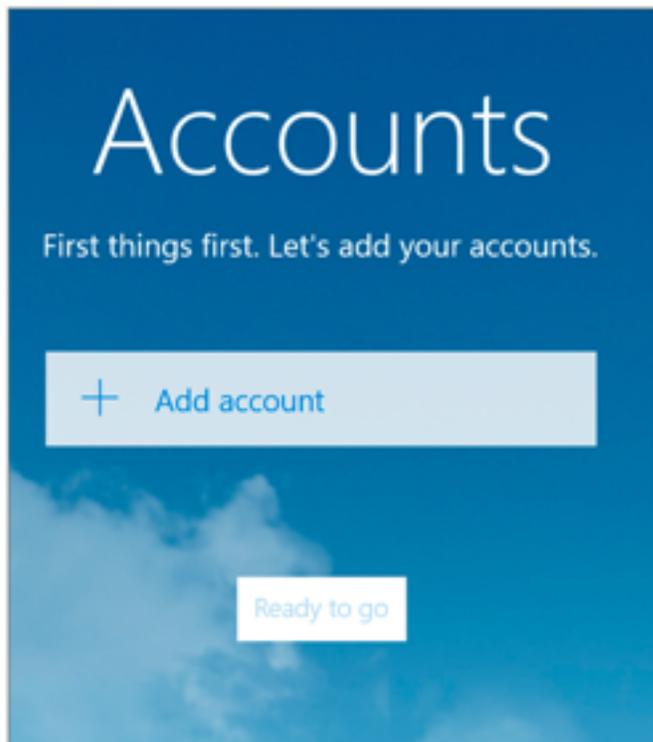
3. Choose **"Other Account".**
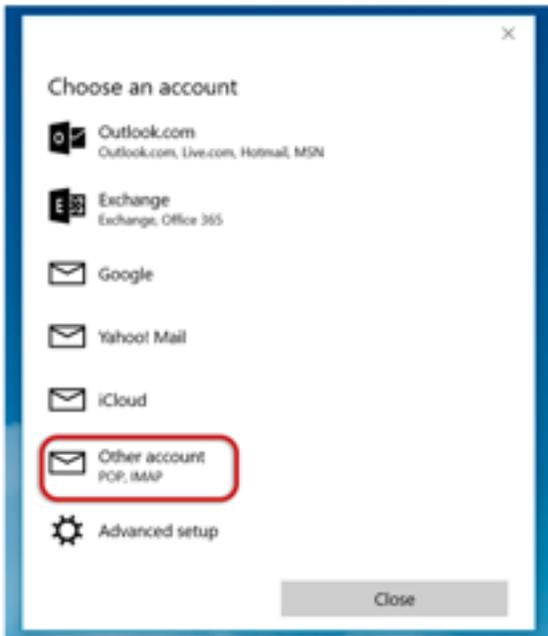
4. Enter your **Email address** and **Password**. (If you've forgotten your password, we can reset it for you)

- Click **"Sign-in".**
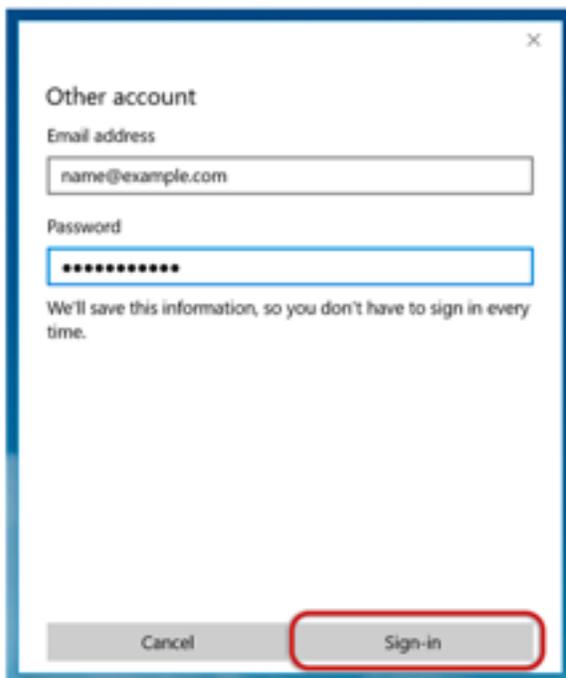
5. Continuously click on "**Sign-in**" until the option changes to **"Advanced."**

6. Enter the **Account Information**.
    *   Incoming email server starts with **mail.**, followed by your domain name (example: mail.my-domain.com)
    *   Account type is IMAP4.
    *   User name is the full email address.
    *   Password is your mailbox password.
    *   Outgoing (SMTP) mail server starts with **mail.**, followed by your do-main name (example: mail.my-domain.com)
    *   Check all blocks.
    *   Click **"Sign-in".**

7. You're all set!

   • Note: In some cases, **mail.domain** might not work. In such in-
     stances, you'll need to use the server name instead. (contact us for
     your server name)