

## 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:

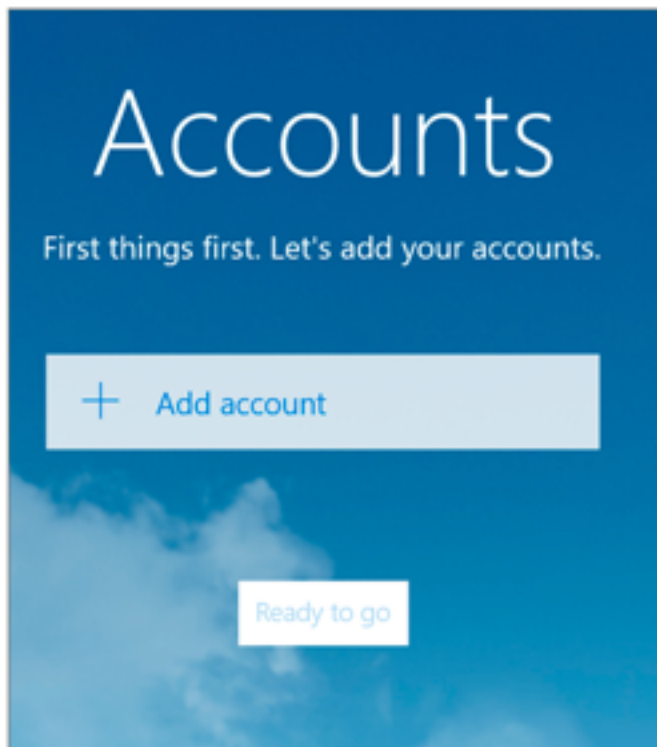
<https://www.clearimaging.com/client-support>

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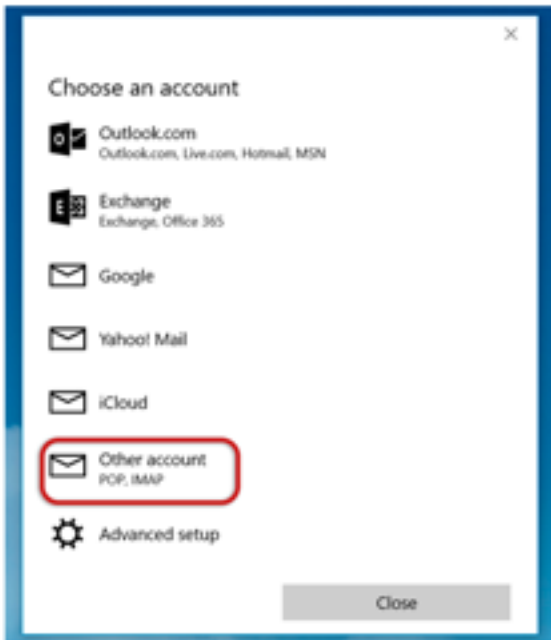
Instructions for Adding an Email Account in: **Mobile Device - Android**

### Steps

1. Open Windows Mail.
2. Select "Add Account".



3. Choose "Other Account".

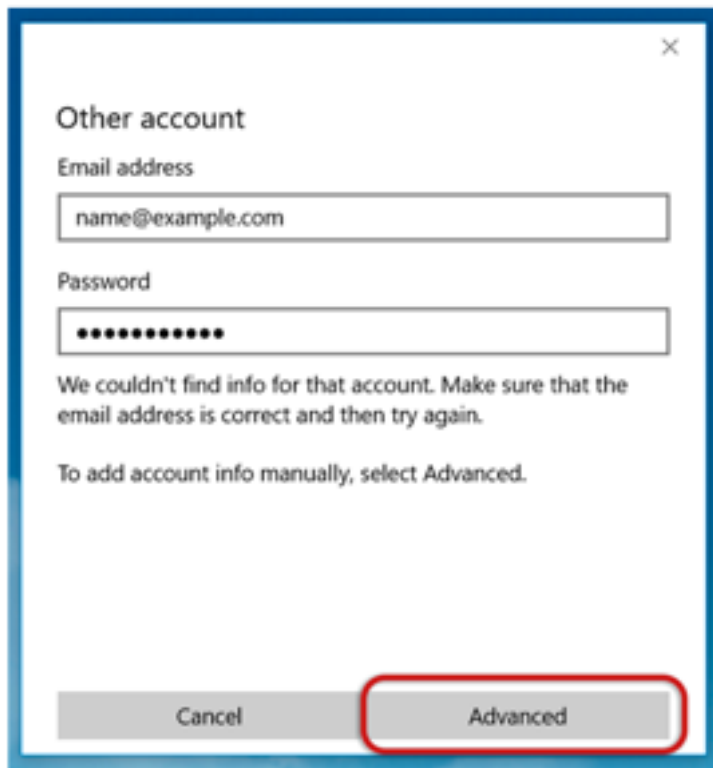


4. Enter your **Email address** and **Password**. (If you've forgotten your password, we can reset it for you)

- Click **“Sign-in”**.



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



Other account

Email address

name@example.com

Password

••••••••••

We couldn't find info for that account. Make sure that the email address is correct and then try again.

To add account info manually, select Advanced.

Cancel 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 **smtp.**, followed by your domain name (example: smtp.my-domain.com)
- Check all blocks.
- Click "**Sign-in**".

Internet email account

Account name  
Example

Your name  
Name Surname

We'll send your messages using this name.

Incoming email server  
mail.example.com

Account type  
IMAP4

User name  
name@example.com  
Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password  
.....

Outgoing (SMTP) email server  
smtp.example.com

Outgoing server requires authentication

Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

Cancel Sign-in

## 7. You're all set!

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