

Outlook Mobile (Android) - E-Mail Set Up Instructions

If you don't have your email set up yet, please log-in to our Ticket System and submit a "New Ticket" asking us to set up an email account. We will respond to your Ticket with the email Username and Password.

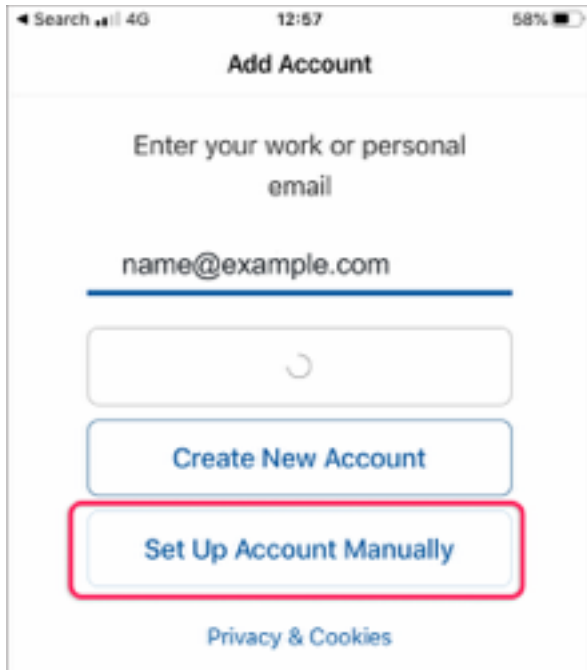
You may log-in to our Ticket System here:

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

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Instructions for Adding an Email Account in: **Outlook Mobile (Android)**

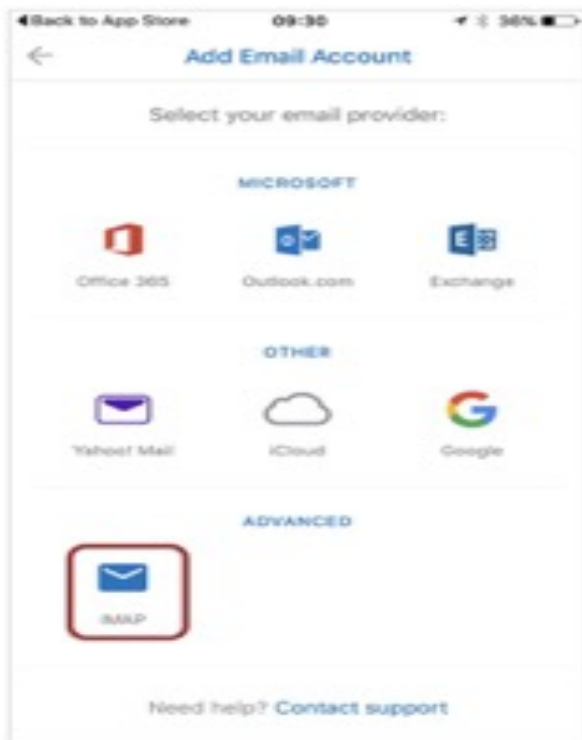
Steps

1. Open the **Outlook app** on your mobile device.
2. If this is your first account setup, proceed to step 3. Otherwise, follow these steps:
Tap your profile icon to access the menu, then select the Settings (cog) icon, and choose "Add an account".
3. You will see an **Add account** screen. Enter your email address and tap Continue.
4. If presented, select "**Set Up Account Manually**". If not, move to step 5



Note: If the setup directs to an 'exchange' mailbox. Click the small question mark and switch to "connect to IMAP."

5. Under Advanced settings, select IMAP.



6. Choose IMAP Direct when prompted to select an account type.

7. Complete all **Advance Settings**:

Note: Find your email settings by adding your email address in the **Show Settings** box at the top of this article.

- Email address: Your full email address (in lowercase).
- Display name: Your full name (example John Smith)
- Description: For example, "Work".

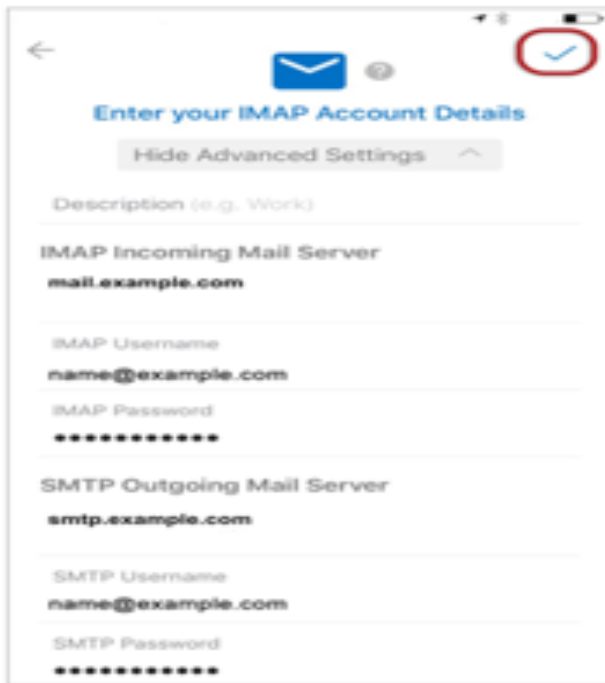
IMAP Incoming Server:

- IMAP Host Name and Port: Use mail. followed by your domain name (example: mail.my-domain.com), with port number 993.
- Security Type: Choose SSL/TLS.
- IMAP Username: Your full email address.
- IMAP Password: Your mailbox password.

SMTP Outgoing Email Server:

- SMTP Host name and Port: Use smtp. followed by your domain name (example: smtp.my-domain.com) with port 465.
- Security Type: Choose SSL/TLS
- SMTP Username: Your full email address (same as IMAP).
- SMTP Password: Your mailbox password (same as IMAP).

8. Tap the checkmark at the top right to attempt login.



9. A **confirmation screen** will appear, confirming the successful addition of your email account.

10. If you wish to add another email account, tap **Add**. Otherwise, select **Maybe**.