

## Outlook 2016 - 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:

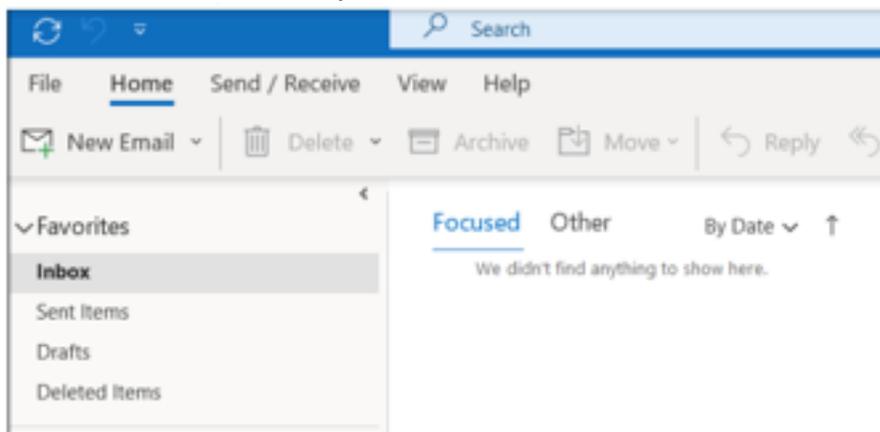
<https://www.clearimaging.com/client-support>

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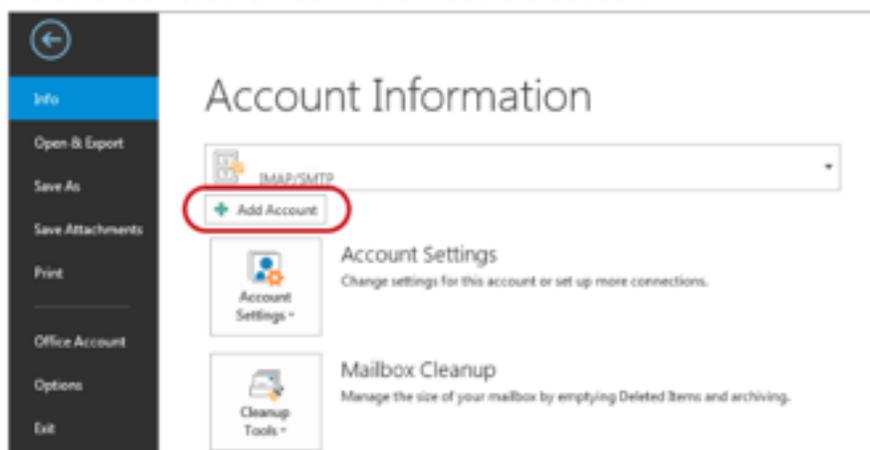
Instructions for Adding an Email Account in: **Outlook 2016**

### Steps

1. Open **Outlook**.
2. Click on **File** in the top left corner of the menu bar



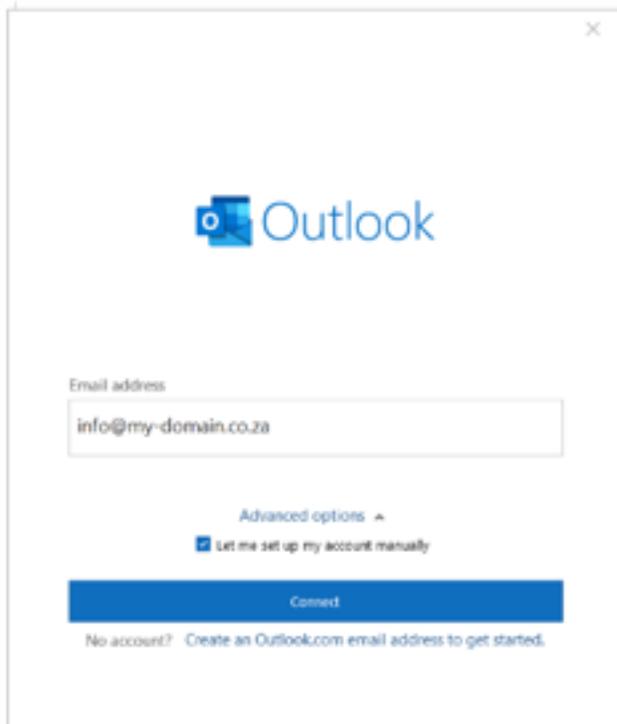
3. Choose the **Add Account** button located at the center of the screen



4. Enter your **email address**.

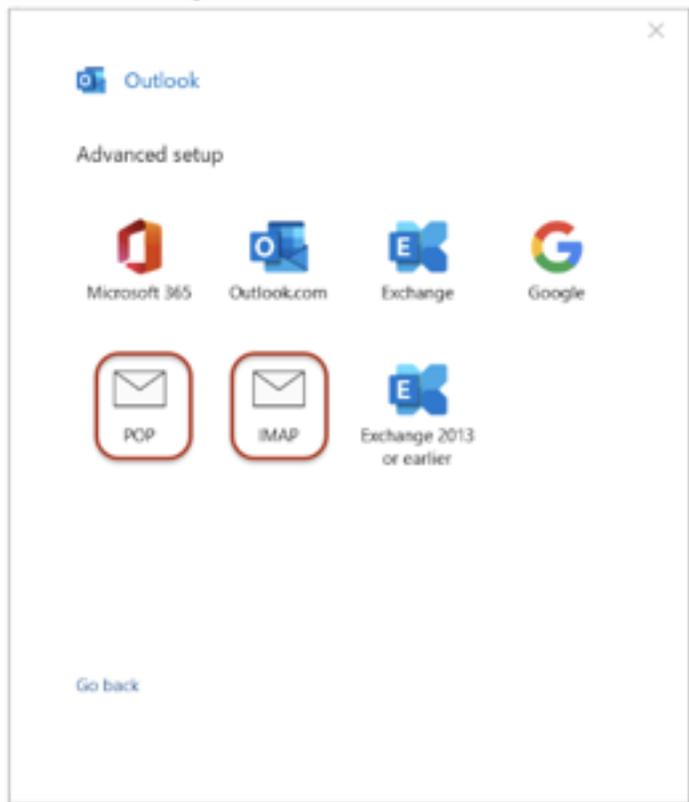
5. Click on **Advance options**, then choose **Let me set up my account manually** >  
**Connect** >

Add email address.



The screenshot shows the Outlook account setup window. At the top center is the Outlook logo. Below it is a text input field labeled "Email address" containing the text "info@my-domain.co.za". Underneath the input field is the text "Advanced options" with a downward arrow. Below that is a checkbox labeled "Let me set up my account manually" which is checked. At the bottom of the window is a large blue button labeled "Connect". Below the button is the text "No account? Create an Outlook.com email address to get started."

6. You will see various account options on the screen - pick POP or IMAP. (Select IMAP for accessing emails on multiple devices such as laptop and a cell phone)



7. For **Server Settings**, these details can be obtained by entering your email address in the **Show Settings** field at the beginning of this guide.

**Please take note** that certain versions of Outlook may not permit adjustments to settings at this point. In such case, finish setting up your account and then review server setting by navigating to **File > Info > Account Settings** drop down > **Server Settings**.

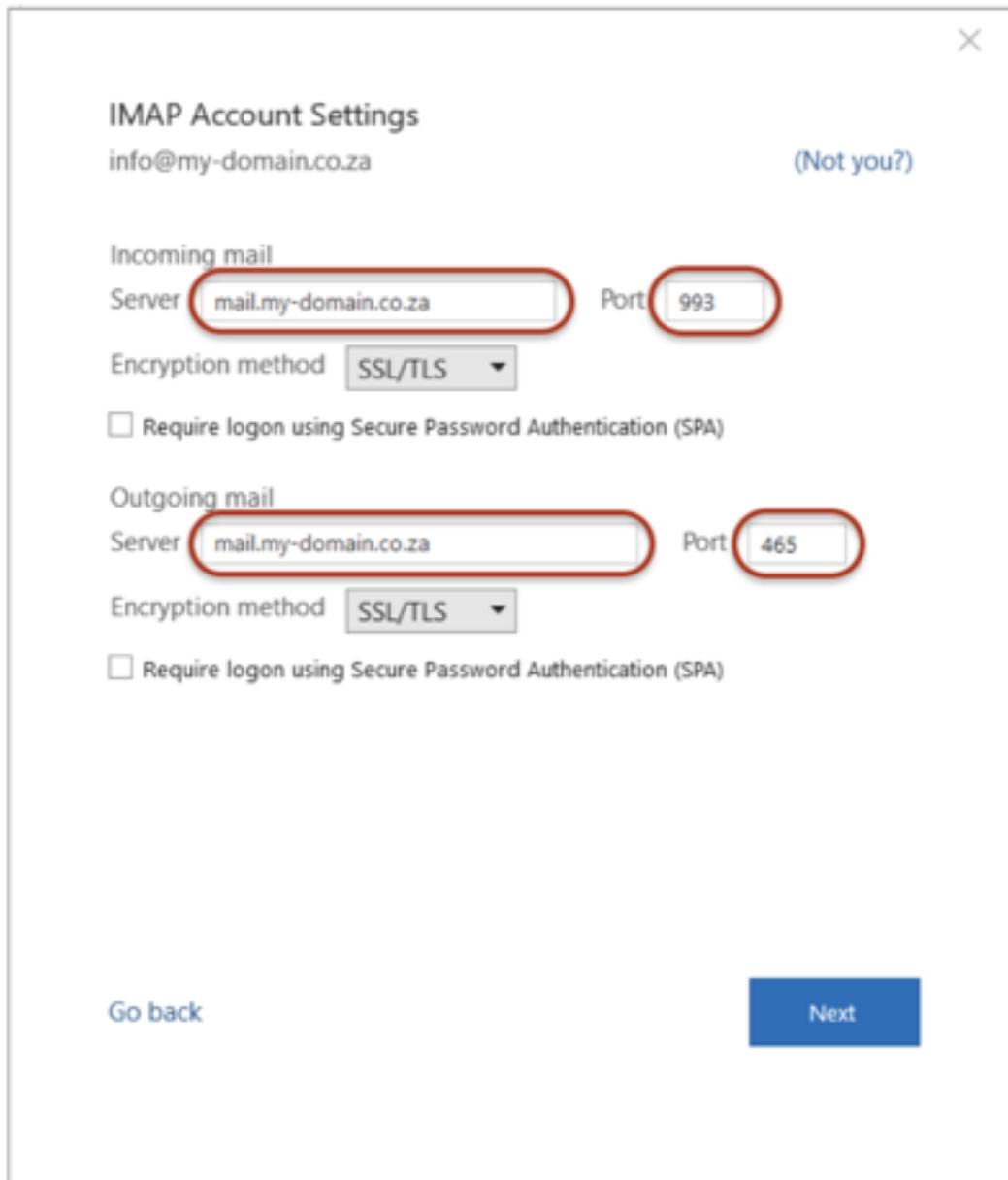
For incoming mail, prefix your domain with **mail** (example: mail.my-domain.com)

- Use Port 993 (or 995 for POP)
- Set the Encryption method to SSL/TLS
- Ensure Require logon using Secure Password Authentication (SPA) is not selected

For outgoing mail, prefix your domain with **smtp**. (example: mail.my-domain.com)

- Alter the port to 465 (avoid using 25)
- Set the Encryption method to SSL/TLS
- Ensure Require logon using Secure Password Authentication (SPA) is not selected

8.



The screenshot shows a dialog box titled "IMAP Account Settings" with a close button (X) in the top right corner. The email address "info@my-domain.co.za" is displayed at the top left, and a link "(Not you?)" is at the top right. The "Incoming mail" section includes a "Server" field with "mail.my-domain.co.za" and a "Port" field with "993", both circled in red. Below this is an "Encryption method" dropdown menu set to "SSL/TLS" and an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)". The "Outgoing mail" section has a "Server" field with "mail.my-domain.co.za" and a "Port" field with "465", also circled in red. It also features an "Encryption method" dropdown menu set to "SSL/TLS" and an unchecked checkbox for "Require logon using Secure Password Authentication (SPA)". At the bottom left is a "Go back" link, and at the bottom right is a blue "Next" button.

Proceed by clicking **Next**

9. You will be asked to enter your **password**.

The image shows a dialog box titled "IMAP Account Settings" with a close button (X) in the top right corner. Below the title, the email address "info@my-domain.co.za" is displayed, with a "(Not you?)" link to its right. A "Password" label is positioned above a text input field. To the right of the input field is a visibility toggle icon (an eye with a slash). At the bottom left, there is a "Go back" link. At the bottom right, there is a "Connect" button.

10. Your account setup is now complete! Click **Done** to finish.

Outlook

Account successfully added



IMAP

info@my-domain.co.za

Add another email address

Email address

Next

Advanced options ▾

Set up Outlook Mobile on my phone, too

Done