

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.

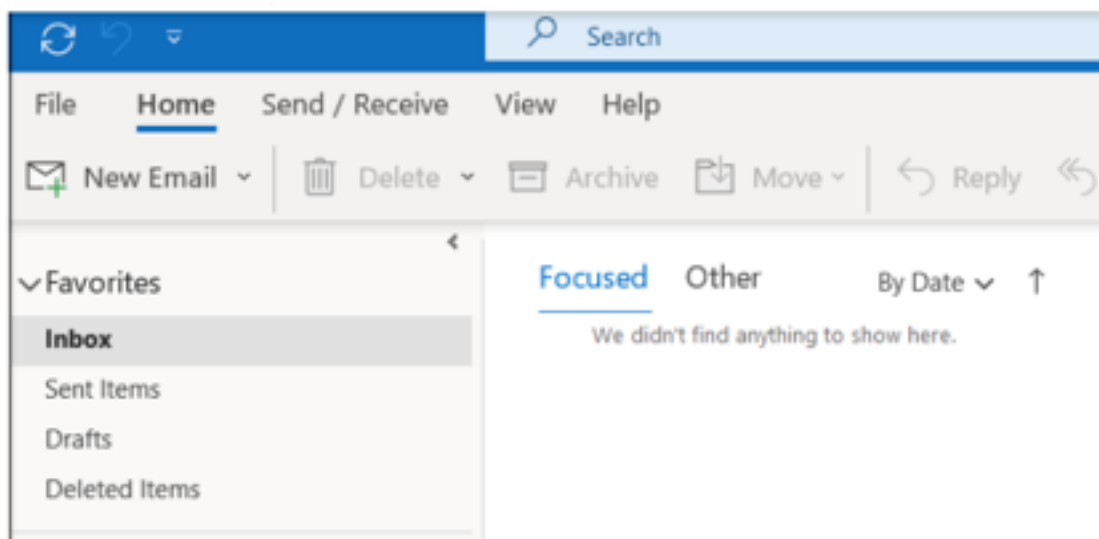
You may log-in to our Ticket System here:

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

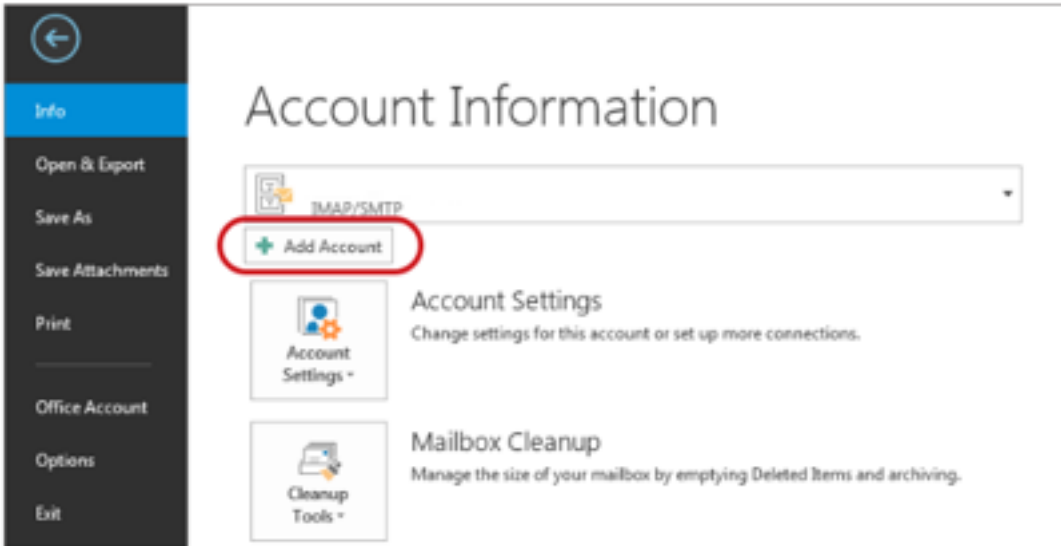
Instructions for Adding an Email Account in: **Outlook 2016**

Steps

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

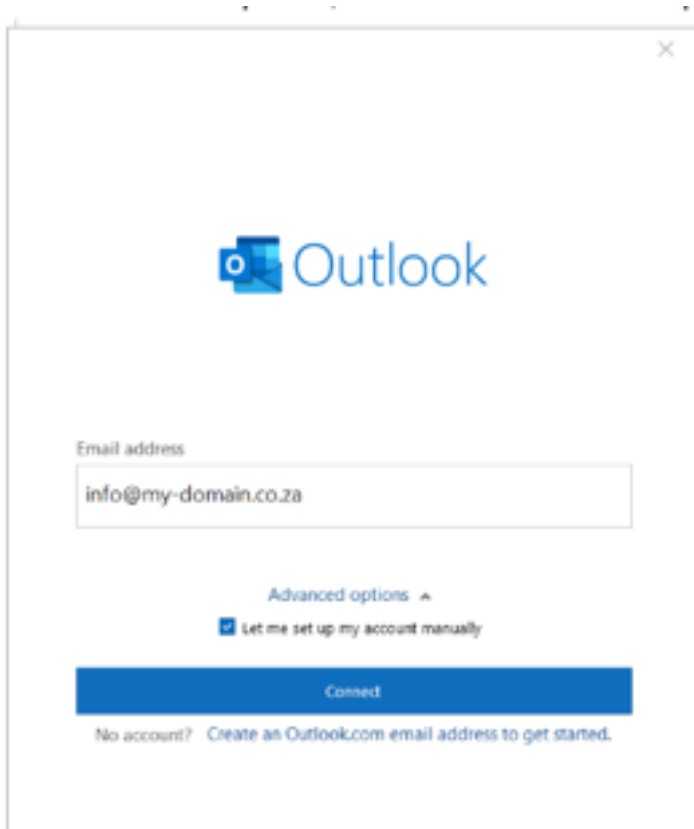


3. Choose the **Add Account** button located at the center of the screen

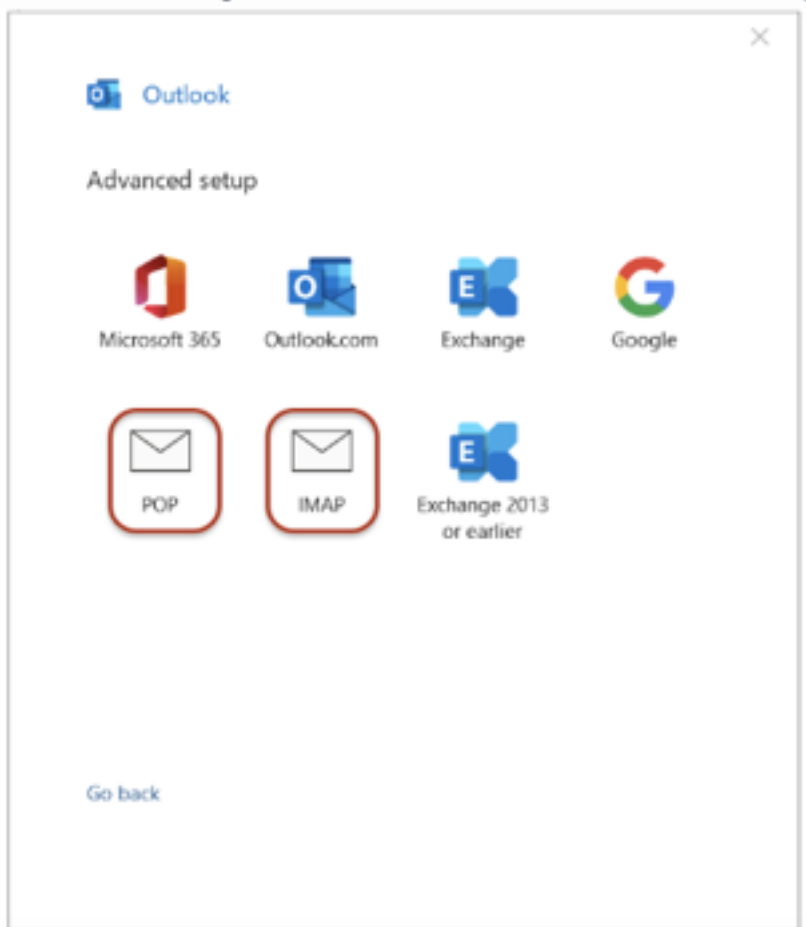


4. Enter your email address.

5. Click on **Advanced options**, then choose **Let me set up my account manually** > **Connect** > **Add email address**.



6. You'll see various options on 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**.

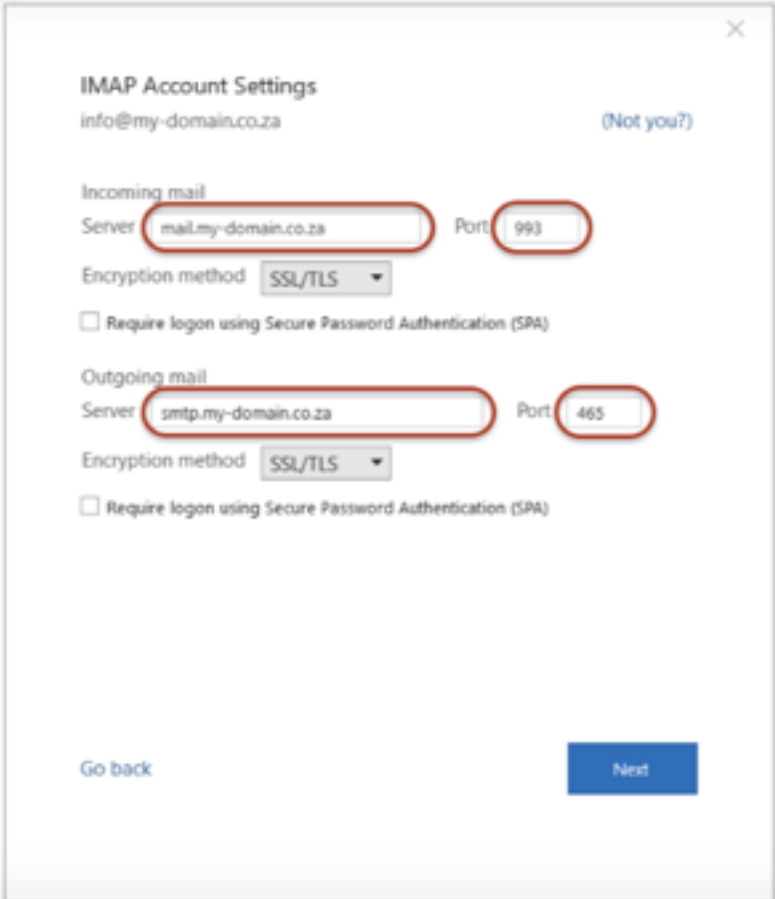
For incoming mail, set domain with mail (e.g: mail.my-domain.com)

- 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**, set domain with **smtp**. (e.g: smtp.my-domain.com)

- Alter the port to 465 (avoid using 25)
- Set the Encryption method to SSL/TLS
- Uncheck 'Require logon using Secure Password Authentication' (SPA)



The screenshot shows the 'IMAP Account Settings' window for the email address 'info@my-domain.co.za'. It is divided into two sections: 'Incoming mail' and 'Outgoing mail'. In the 'Incoming mail' section, the 'Server' is set to 'mail.my-domain.co.za' and the 'Port' is '993'. The 'Encryption method' is set to 'SSL/TLS'. The checkbox for 'Require logon using Secure Password Authentication (SPA)' is unchecked. In the 'Outgoing mail' section, the 'Server' is set to 'smtp.my-domain.co.za' and the 'Port' is '465'. The 'Encryption method' is set to 'SSL/TLS'. The checkbox for 'Require logon using Secure Password Authentication (SPA)' is also unchecked. At the bottom, there are two buttons: 'Go back' and 'Next'.

8. Proceed by clicking **Next**

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

IMAP Account Settings
info@my-domain.co.za (Not you?)

Password

Go back Connect

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