

## Outlook 2016 for Mac - 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:

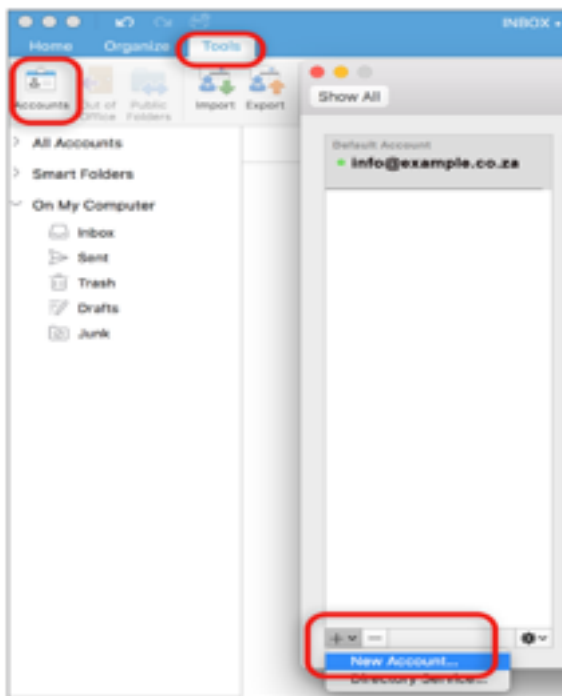
<https://www.clearimaging.com/client-support>

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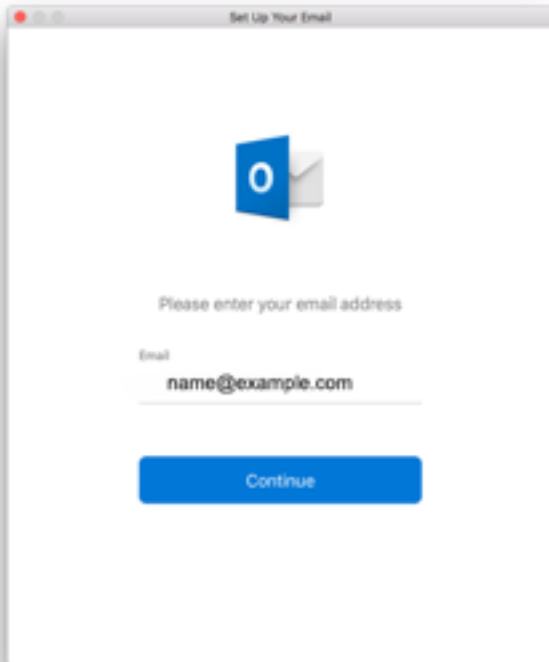
Instructions for Adding an Email Account in: **Outlook 2016 for Mac**

### Steps

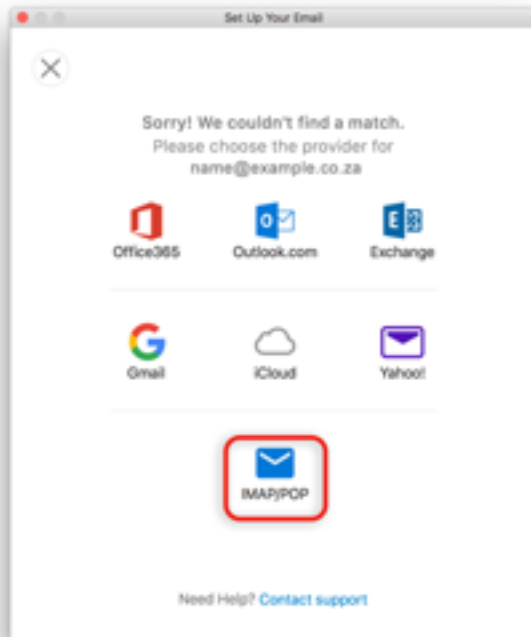
1. Open Outlook 2016 for Mac
2. Navigate to the **Tools** tab and choose **Accounts**.
3. A new window will appear displaying any existing accounts.
4. Click the "+" button at the bottom left and select **New Account**.



5. Enter your email address and click **Continue**



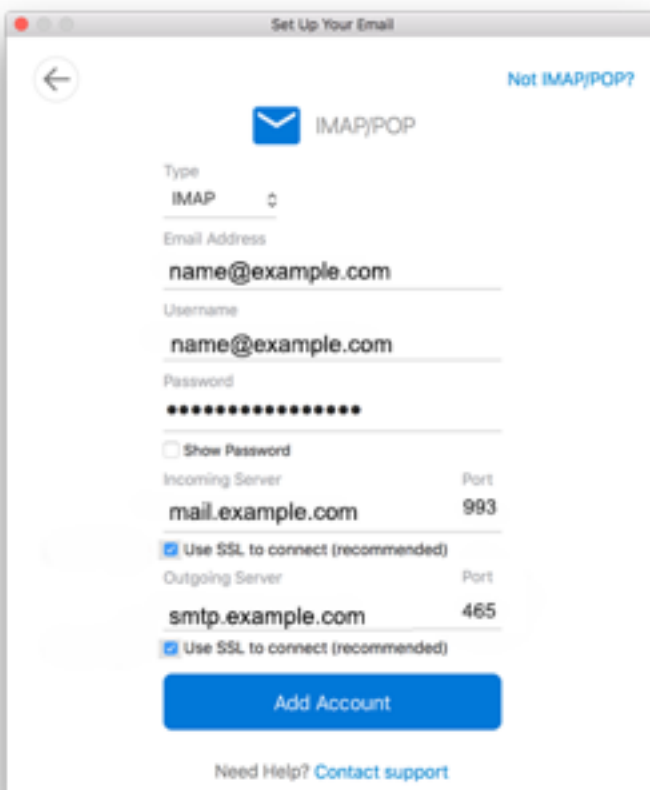
6. If the program fails to find the provider, opt for IMAP/POP.



## 7. Provide your account details:

- Select IMAP or POP based on your preference (IMAP enables access from multiple devices)
- Ensure the User Name is our full email address in lowercase.
- Reset your Password via the control panel if necessary
- Incoming server settings:
  - Add mail before your domain name (example: mail.my-domain.com)
  - Enable SSL connection
  - Set the port to 993 or 995 for POP
- Outgoing server settings:
  - Add smtp before your domain name (example: smtp.my-domain.com)
  - Enable SSL location
  - Set the port to 465

## 8. Click Add Account.

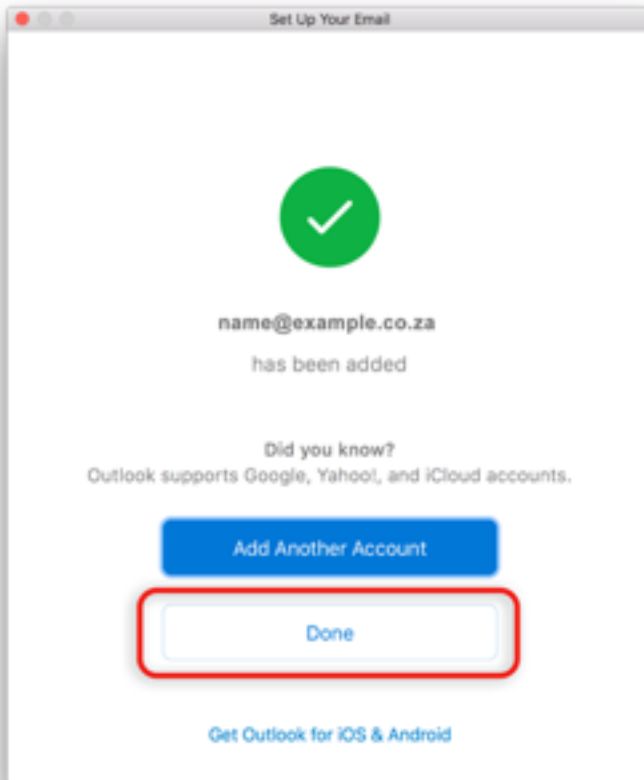


The screenshot shows a web form titled "Set Up Your Email" with a back arrow in the top left and a "Not IMAP/POP?" link in the top right. The form is for configuring an IMAP/POP account. It includes the following fields and options:

- Type:** A dropdown menu set to "IMAP".
- Email Address:** A text input field containing "name@example.com".
- Username:** A text input field containing "name@example.com".
- Password:** A text input field with masked characters (dots).
- Show Password:** An unchecked checkbox.
- Incoming Server:** A text input field containing "mail.example.com".
- Port:** A text input field containing "993".
- Use SSL to connect (recommended):** A checked checkbox.
- Outgoing Server:** A text input field containing "smtp.example.com".
- Port:** A text input field containing "465".
- Use SSL to connect (recommended):** A checked checkbox.

At the bottom of the form is a blue "Add Account" button. Below the button is a link that says "Need Help? Contact support".

## 9. Click Done



10. Proceed to additional settings.  
Verify all settings are correct and select **More Options**.

The image shows a configuration window for an IMAP account. At the top, there is an envelope icon with 'IMAP' written below it, followed by the email address 'name@example.com' and the text 'IMAP Account'. Below this is a section for 'Account description' with an empty text box. The 'Personal information' section includes 'Full name: John Smith' and 'E-mail address: name@example.com'. The 'Server information' section contains 'User name: name@example.com' and 'Password: [redacted]'. For the 'Incoming server', the address is 'mail.example.com' and the port is '993'. There are three checkboxes: 'Override default port' (unchecked), 'Use SSL to connect (recommended)' (checked), and 'Use SSL to connect (recommended)' (checked). For the 'Outgoing server', the address is 'smtp.example.com' and the port is '465'. There are three checkboxes: 'Override default port' (checked), 'Use SSL to connect (recommended)' (checked), and 'Use SSL to connect (recommended)' (checked). A 'More Options...' button is highlighted with a red circle. An 'Advanced...' button is located at the bottom right.

**Additional Outgoing server settings:**

- Authentication: Choose User Name and Password.
- Enter your User Name (full email address) and Password.
- Disregard Unqualified domain
- Click OK

**Settings for: smtp.example.co.za**

Authentication: User Name and Password

User name: name@example.com

Password: ●●●●●●●●●●●●●●●●

Unqualified domain: example.com

Cancel OK

**Note:** In isolated cases **mail.domain** (example: mail.example.com) and **smtp.domain** won't work. In these cases you will need to use the server name instead. (contact us for your server name)

11. Your **Account** Set up is now complete.