

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.

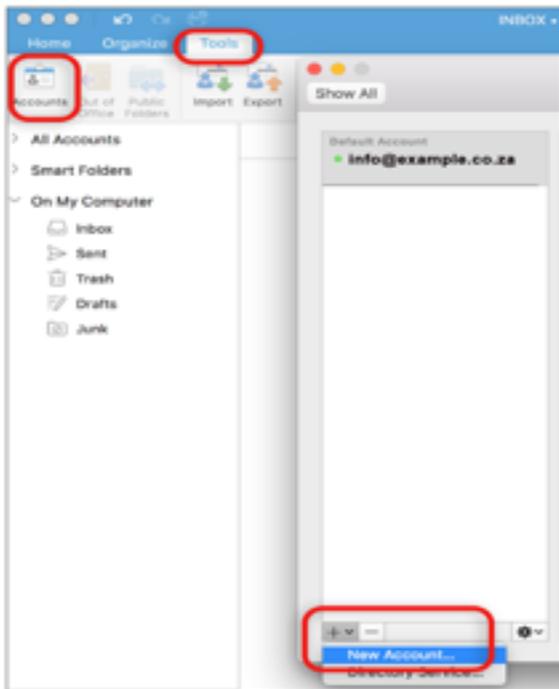
You may log-in to our Ticket System here:

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

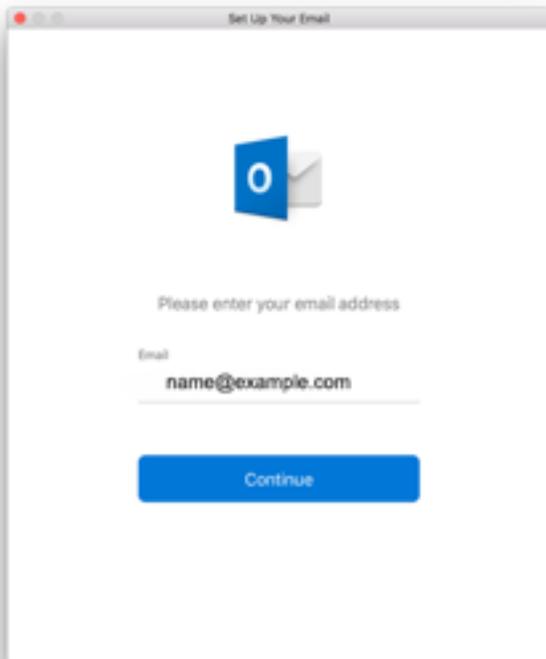
Instructions for Adding an Email Account in: **Outlook 2016 for Mac**

Steps

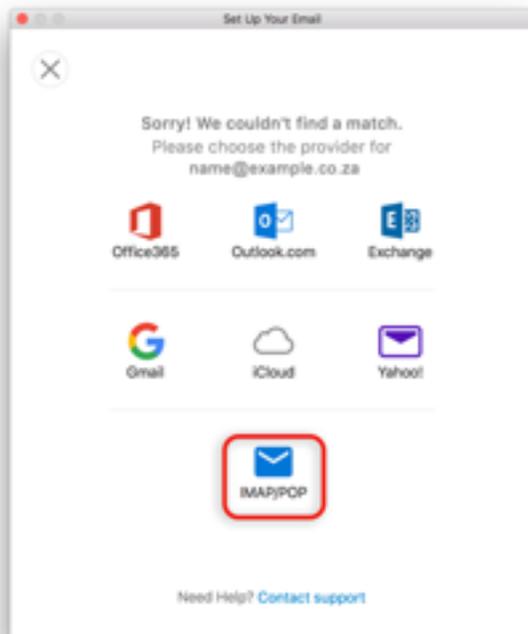
1. Open Outlook 2016 for Mac
2. Navigate to the **Tools** tab and choose **Accounts**.
3. A new window will appear displaying any existing accounts.
4. Click the "+" button at the bottom left and select **New Account**.



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

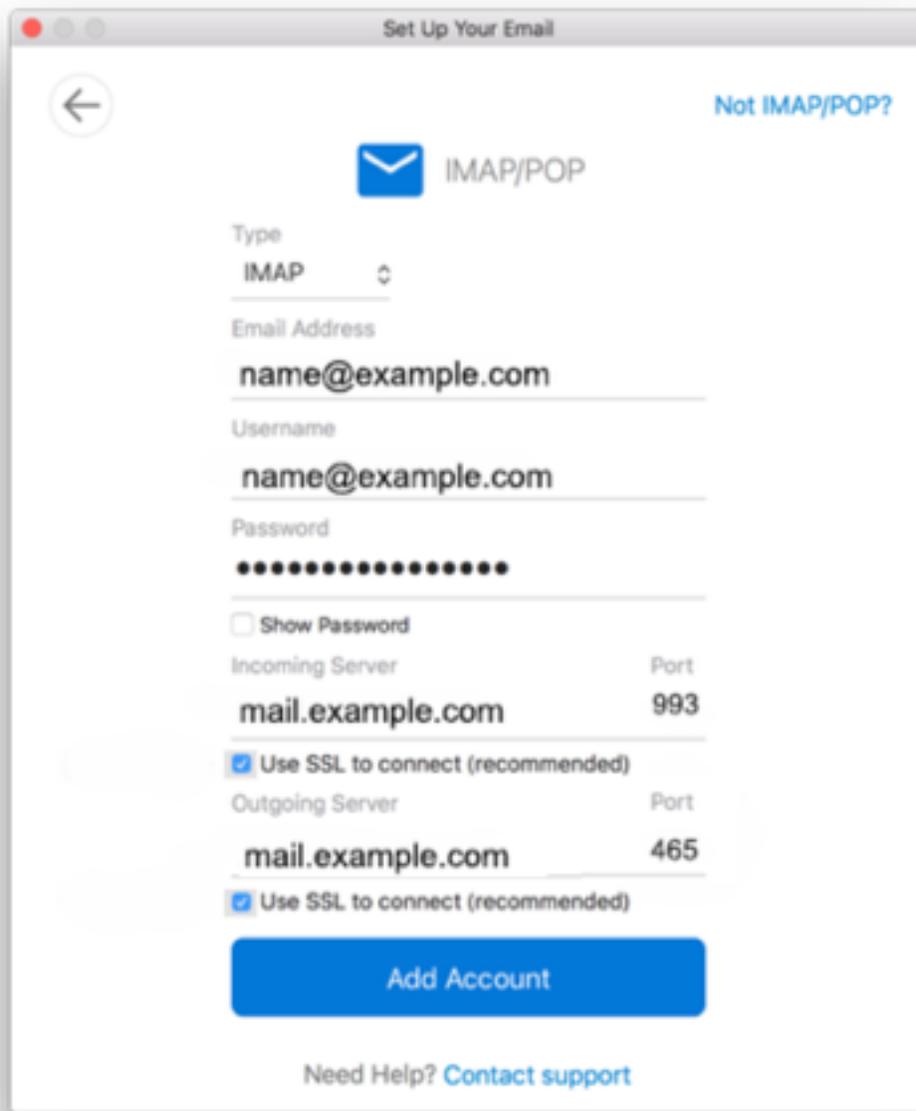


6. If the program fails to find the provider, opt for IMAP/POP.



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



The screenshot shows a window titled "Set Up Your Email" with a back arrow in the top left and a "Not IMAP/POP?" link in the top right. The main heading is "IMAP/POP" with a blue envelope icon. The form fields are as follows:

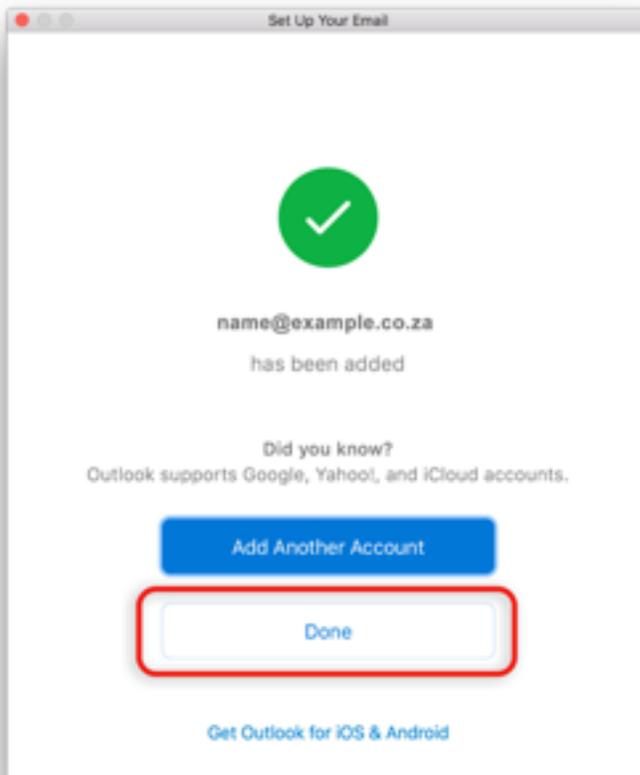
Type	Value
Type	IMAP
Email Address	name@example.com
Username	name@example.com
Password	••••••••••••••••
<input type="checkbox"/> Show Password	
Incoming Server	mail.example.com
Port	993
<input checked="" type="checkbox"/> Use SSL to connect (recommended)	
Outgoing Server	mail.example.com
Port	465
<input checked="" type="checkbox"/> Use SSL to connect (recommended)	

At the bottom, there is a blue "Add Account" button and a link "Need Help? Contact support".

- Outgoing server settings:
 - Add mail before your domain name (example: mail.my-domain.com)
 - Enable SSL location
 - Set the port to 465

8. Click **Add Account**.

9. Click **Done**



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

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) 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.