Outlook Mobile App on iOS - 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 App on iOS

Steps

1. Open the **Outlook app** on your mobile device.

2. If this is your initial account setup, proceed directly to step 3. If you have existing accounts configured, navigate to the **Menu,** then tap on **Settings,** and choose **Add Account.**

3. On the Add Account screen, enter your email and tap **Add Account.**
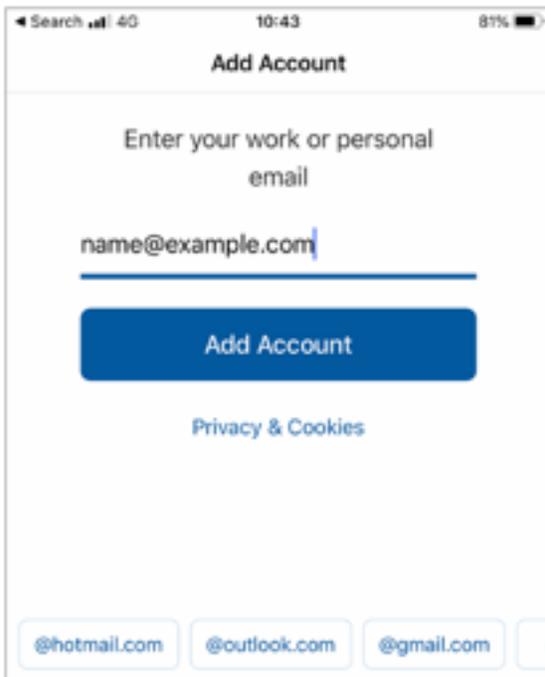
4. If automatic setup fails, choose **Set Up Account Manually**, select **IMAP.**
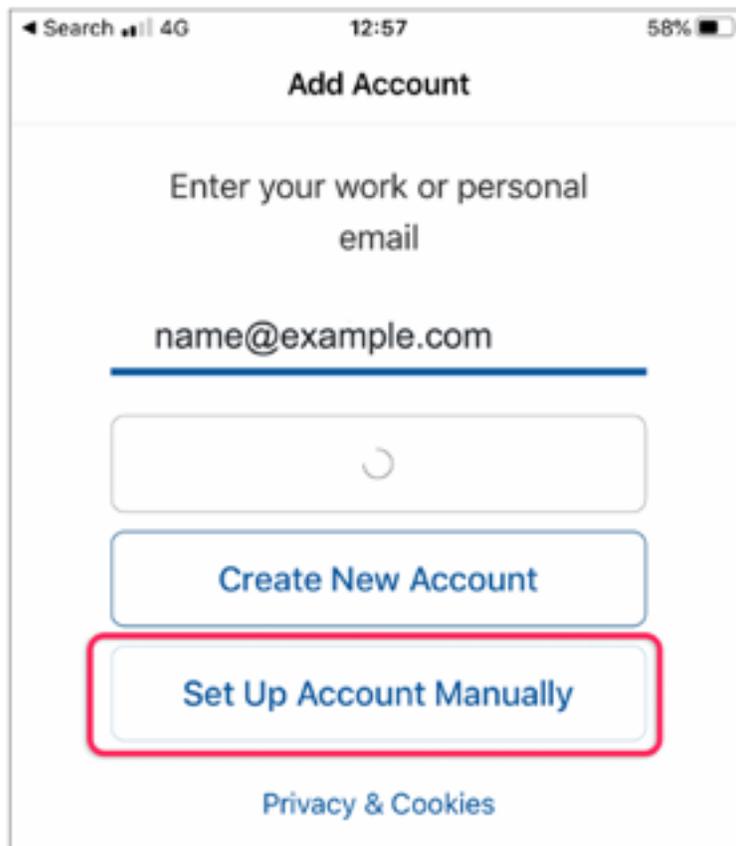
5. Fill in the following details:

   - Email address: Enter your full email address in lowercase.
   - Password: Input your email password
   - Display name: Your full name (example: John Smith).
   - Description: example: Work.

6. Ensure all **Advanced Settings** are correctly entered.

   - **IMAP Incoming Mail Server:**
     - IMAP Incoming Mail Server: **mail.** followed by your domain name (example: mail.my-domain.com).
     - IMAP Username: Your full email address.
     - IMAP Password: Mailbox password.

- **SMTP Outgoing Mail Server:**
    - SMTP Outgoing Mail Server: **mail.** followed by your domain name (example: mail.my-domain.com).
    - SMTP Username: Your full email address (same as IMAP).
    - SMTP Password**:** Mailbox password (same as IMAP).

7. Tap **Sign In.**

8. Confirm successful account addition on the next screen.

9. To **add** another email account, select **Let's Do It!** Otherwise, choose Maybe Later.