

## Outlook Mobile App on Android - 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:

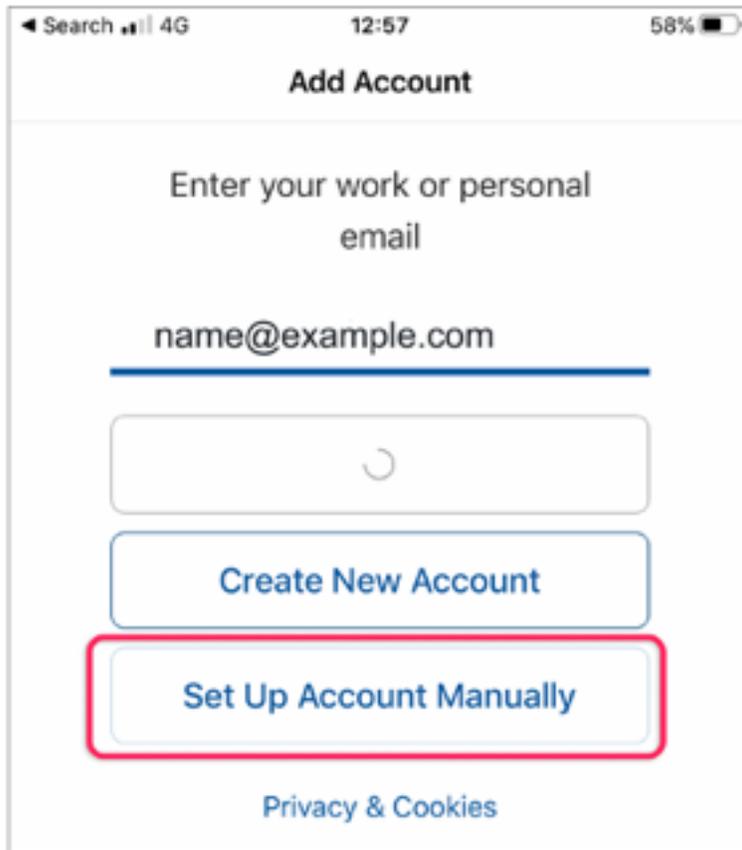
<https://www.clearimaging.com/client-support>

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### Instructions for Adding an Email in: **Outlook Mobile App on Android**

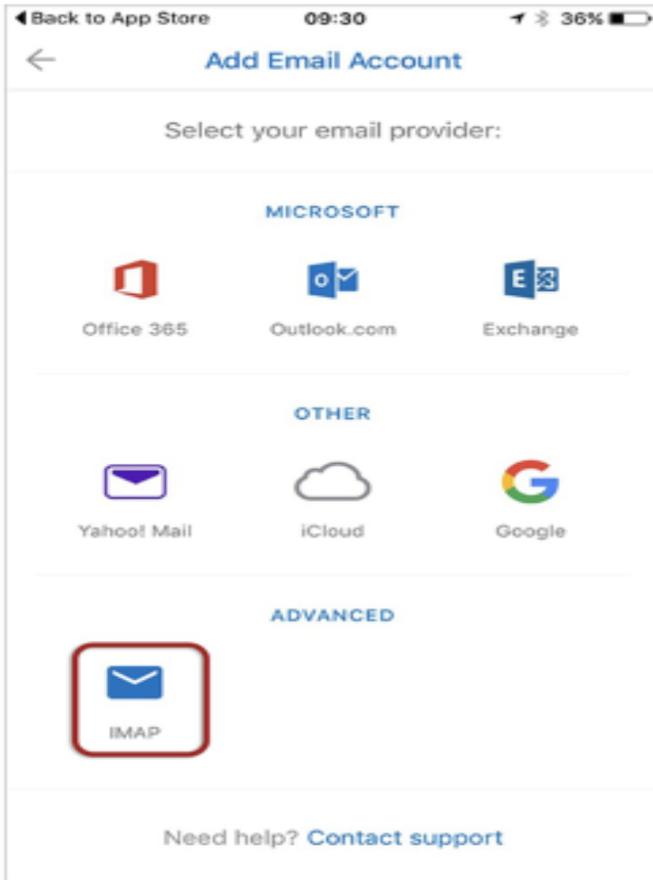
#### Steps

1. Open the **Outlook** application on your mobile device.
2. If this is your initial account setup, proceed directly to step 3. In case you have existing accounts configured, you'll need to access the **Add Account** menu:
  - Tap on your profile icon to access the menu, then tap on the Settings icon (cogwheel), and proceed to "**Add an account.**"
3. An "**Add account**" screen will appear. Input your email address and tap on "**Continue.**"
4. If the option is available, select "**Set Up Account Manually.**" Otherwise, move to step 5.



Note: If the setup process directs you straight to setting up an 'exchange' mailbox (displaying "Connect Exchange" at the top), click on the small question mark at the top and switch it to "connect IMAP."

5. Under the **Advanced settings**, select "IMAP."



6. You'll be prompted to choose an account type; opt for "IMAP Direct."

7. Fill in all **Advanced Settings**:

Note: Retrieve your email settings by entering your email address in the "Show Settings" box at the top of this guide.

- Email address: Enter your complete email address (in lowercase).
- Display name: Your full name (e.g., John Smith).
- Description: For instance, 'Work.'

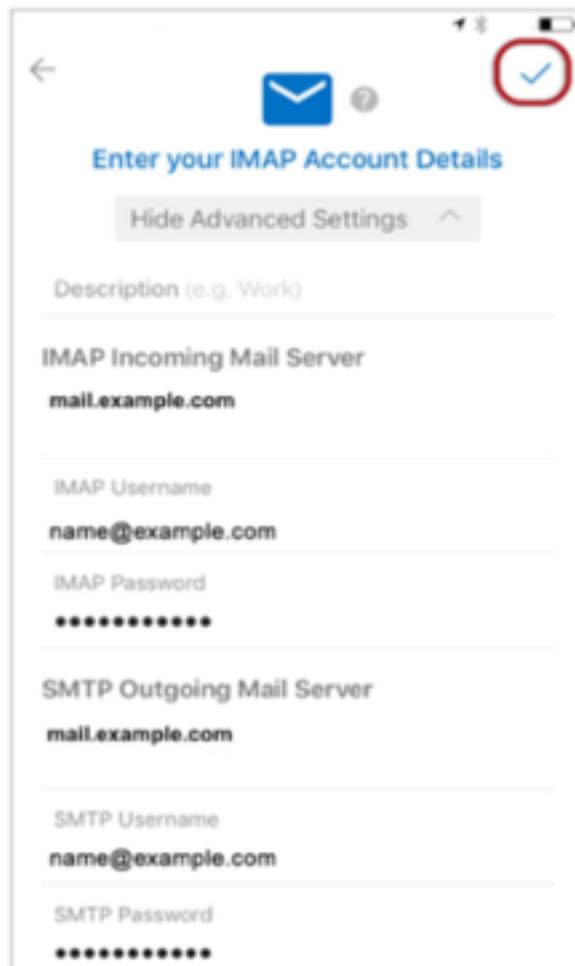
## IMAP Incoming Email Server

- IMAP Host Name & Port: Use "mail." followed by your domain name, example: mail.my-domain.com / Port number should be 993.
- Security Type: Choose SSL/TLS.
- IMAP Username: Your full email address.
- IMAP Password: Your mailbox password.

## SMTP Outgoing Email Server:

- SMTP Host Name & Port: Employ "mail." followed by your domain name, example: mail.my-domain.com / 465.
- Security Type: Opt for SSL/TLS.
- SMTP Username: Your full email address (same as IMAP).
- SMTP Password: Your mailbox password (same as IMAP).

8. Tap the checkmark at the top right, the app will attempt to log in.



The screenshot shows a mobile application interface for setting up an email account. At the top, there is a blue envelope icon and a red circle with a white checkmark. Below the icon is the text "Enter your IMAP Account Details" and a button labeled "Hide Advanced Settings". The form contains the following fields:

- Description (e.g. Work)
- IMAP Incoming Mail Server: mail.example.com
- IMAP Username: name@example.com
- IMAP Password: [Redacted]
- SMTP Outgoing Mail Server: mail.example.com
- SMTP Username: name@example.com
- SMTP Password: [Redacted]

9. The subsequent screen will confirm the successful addition of the email account.

10. If you wish to add another email account, tap on **“Add”**. Otherwise, select **“Maybe later”**.