Outlook for Mac (Microsoft 365) – 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.
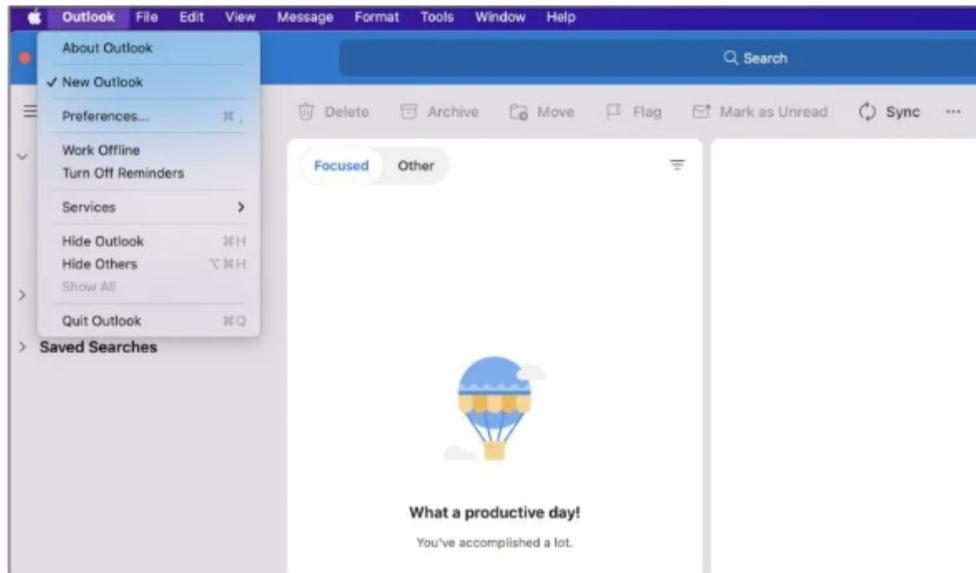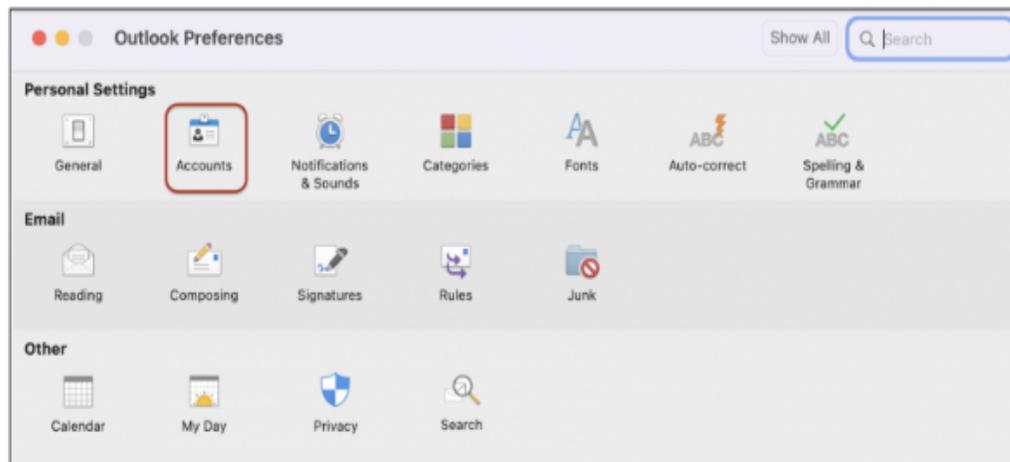
You may log-in to our Ticket System here:
https://www.clearimaging.com/client-support

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Instructions for Adding an Email in: Outlook for Mac (Microsoft 365)
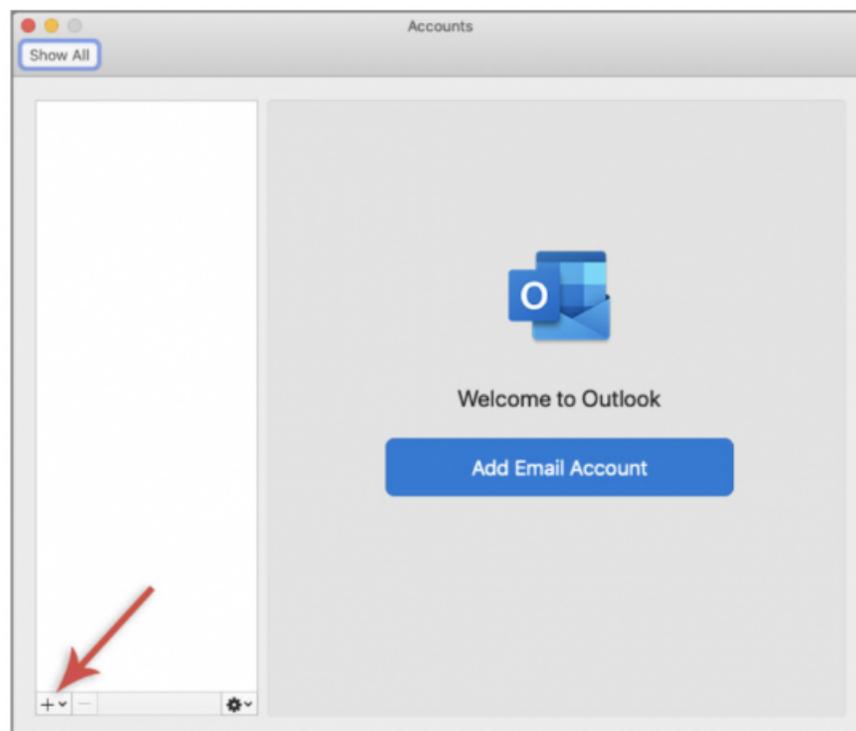
Steps

1. Open **Outlook application**
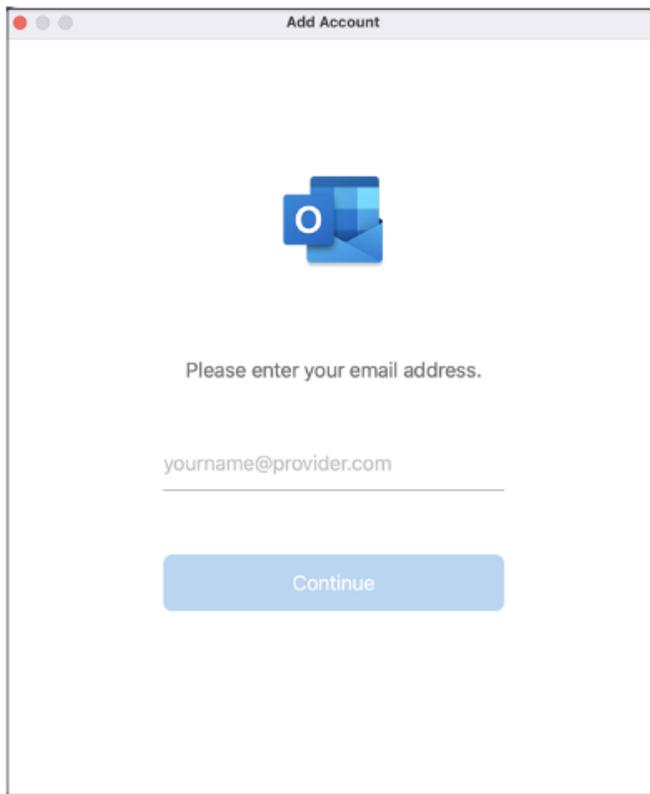
2. Go to the **Outlook tab** and choose **Preferences.**

3. Click on **Accounts.**

4. If there are no existing accounts, press the **Add Email Account** button. If accounts already exist, click on the **"+"** icon at the bottom left corner, then select **New Account Setting**
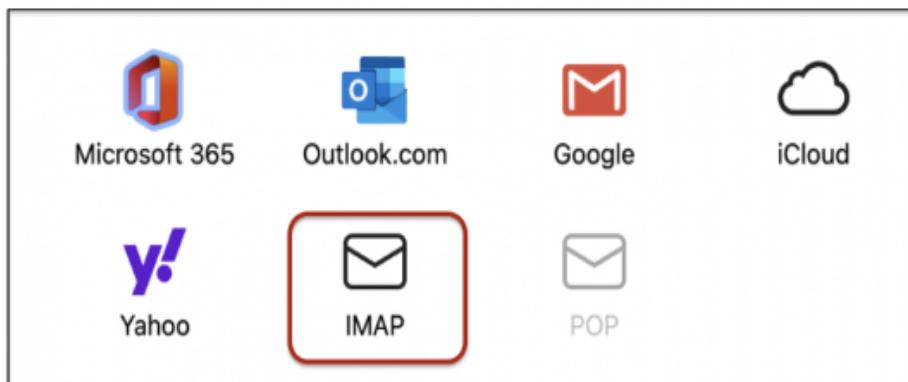

5. Input your email address and proceed by clicking **Continue**

Note: In the following window, be sure to observe that Microsoft 365 might initially set to Exchange. To choose an alternative, click "Not Exchange" in the upper right corner, as our hosting environment does not accommodate Exchange mailing.

6. Choose between **IMAP or POP** (IMAP is preferable for accessing emails on multiple devices such as laptops and cell phones).

7. Enter the pertinent settings for your **email account**:

- Both Email address and User name should be your full email address (e.g., john@example.com).
- **Incoming Server** name: mail. followed by your domain name (e.g., mail.my-domain.com)
- Incoming server Port: 993 (for IMAP) or 995 (for POP).
- **Outgoing Server:** mail. followed by your domain name (e.g., mail.my-domain.com).
- Outgoing server Port: 465.
- Use SSL is selected.

8. Click on the **Add Account** button.

9.   Your

email account has been successfully added

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