

## Outlook for Microsoft 365 - E-Mail Set Up Instructions

If you don't already have your email account 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:

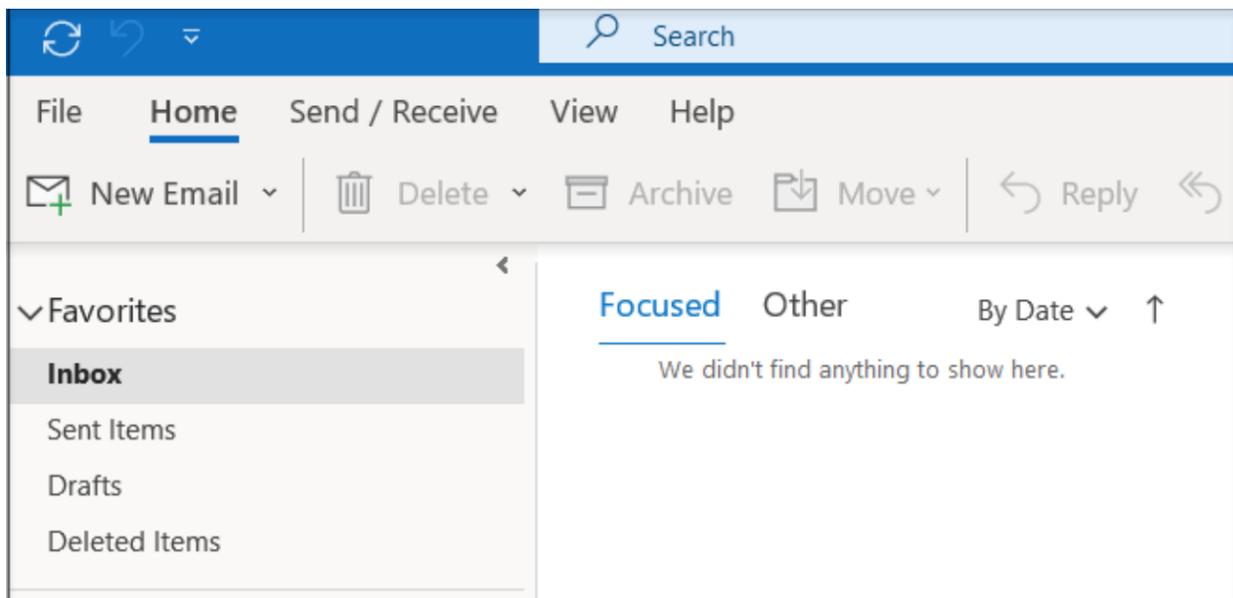
<https://www.clearimaging.com/client-support>

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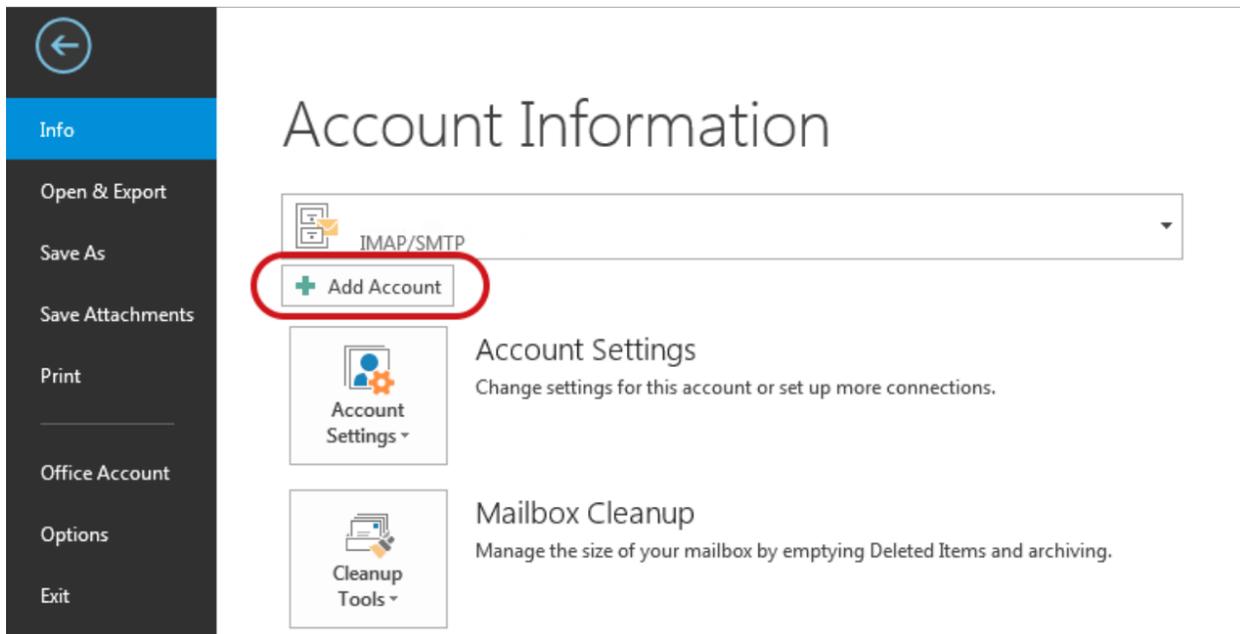
Instructions for Adding an Email Account in: **Outlook for Microsoft 365**

### Steps

1. Open **Outlook**.
2. Click on **File** in the upper left corner.

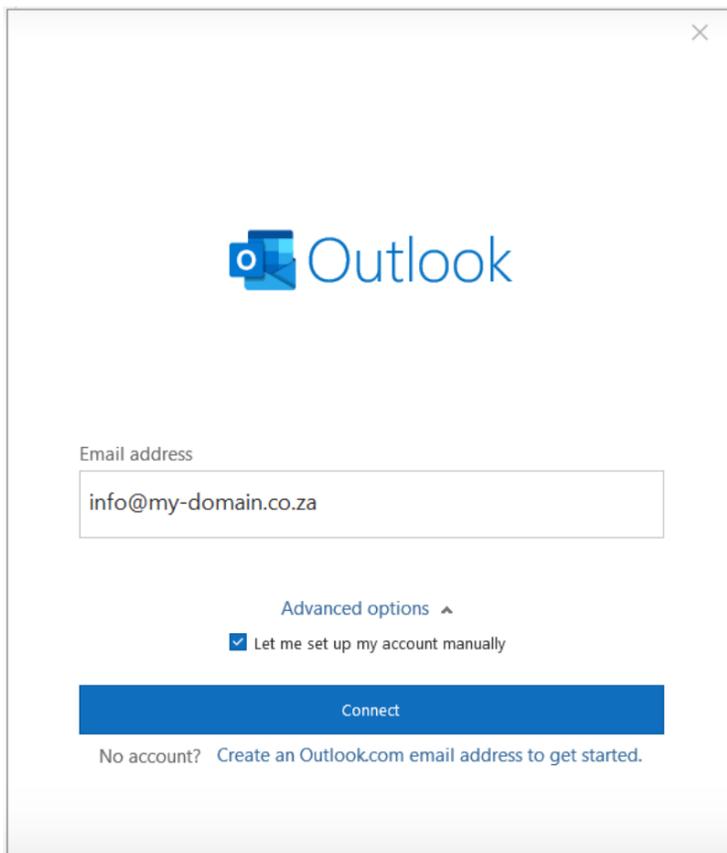


3. Press the **Add Account** button located centrally on the screen.

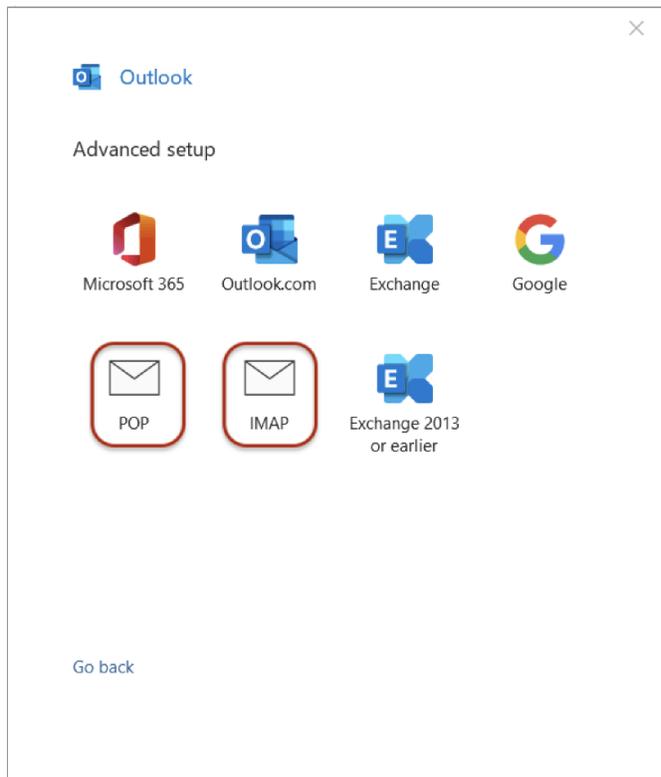


4. Enter your **email address**.

5. Click on **Advanced options**, then choose **Let me set up my account manually** > **Connect** > Add email address.



6. You will see a selection of account types - pick POP or IMAP. (Select IMAP for accessing emails on multiple devices, such as both a laptop and a smartphone).



7. For **Server Settings**, you can find the necessary information by inputting your email in the **Show Settings** field at the beginning of this guide.

**Please note**, some Outlook versions may not allow immediate adjustment of server settings. If so, finalize your account setup and afterward modify your server settings by navigating to **File > Info > Account Settings** dropdown > **Server Settings**.

For incoming mail, prefix your domain with **mail**. (example: mail.my-domain.com)

- Use Port 993 (or 995 for POP)
- Set the Encryption method to SSL/TLS
- Make sure Require logon using Secure Password Authentication (SPA) is not selected

For outgoing mail, prefix your domain with **smtp**. (example: mail.my-domain.com)

- Alter the Port to 465 (avoid using 25)
- Set the Encryption method to SSL/TLS

- Ensure Require logon using Secure Password Authentication (SPA) is not selected

IMAP Account Settings  
info@my-domain.co.za (Not you?)

Incoming mail  
Server: mail.my-domain.co.za Port: 993  
Encryption method: SSL/TLS  
 Require logon using Secure Password Authentication (SPA)

Outgoing mail  
Server: mail.my-domain.co.za Port: 465  
Encryption method: SSL/TLS  
 Require logon using Secure Password Authentication (SPA)

Go back Next

8. Proceed by clicking **Next**.

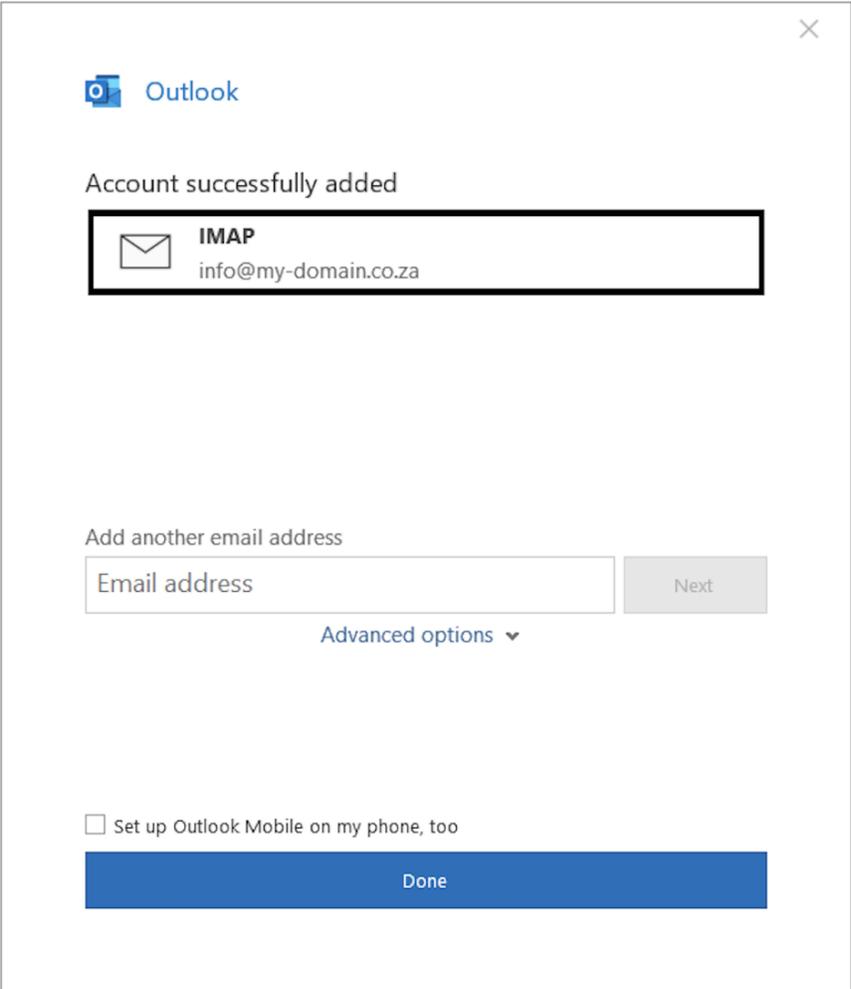
9. You will be asked to enter your **password**.

IMAP Account Settings  
info@my-domain.co.za (Not you?)

Password  
[Input field with eye icon]

Go back Connect

10. Your account setup is now complete! Click **Done** to finish.



The screenshot shows the Outlook application window with the title bar "Outlook" and a close button. The main content area displays "Account successfully added" above a box containing an envelope icon, the text "IMAP", and the email address "info@my-domain.co.za". Below this is a section titled "Add another email address" with an input field labeled "Email address" and a "Next" button. Underneath the input field is a link for "Advanced options" with a downward arrow. At the bottom, there is a checkbox labeled "Set up Outlook Mobile on my phone, too" and a large blue "Done" button.