

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.

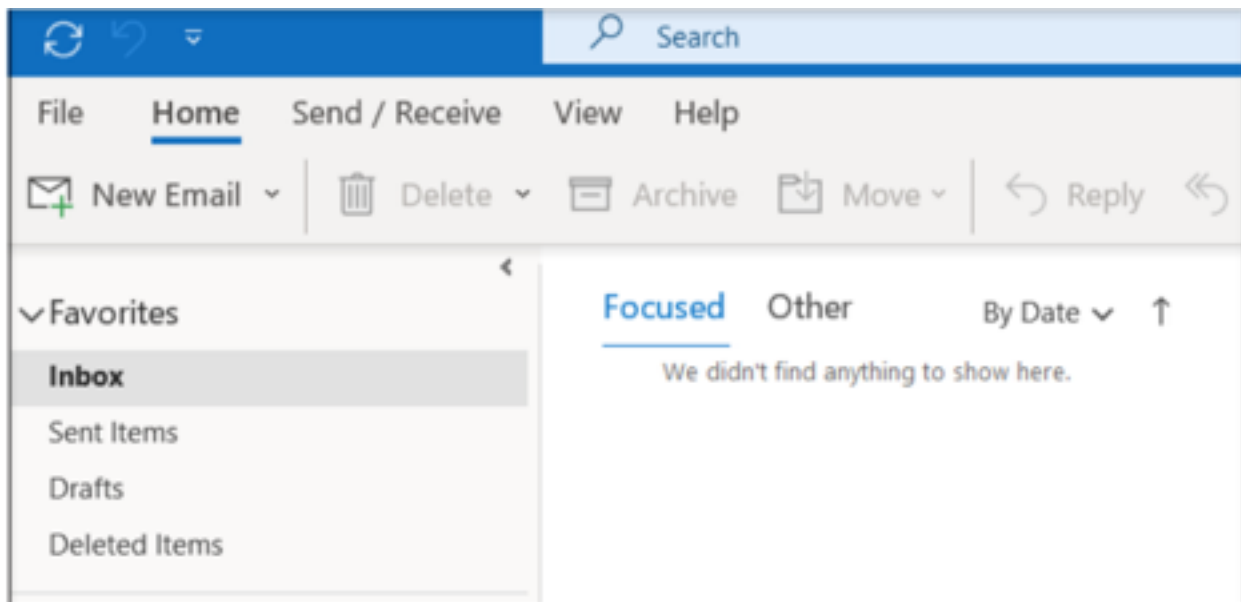
You may log-in to our Ticket System here:

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

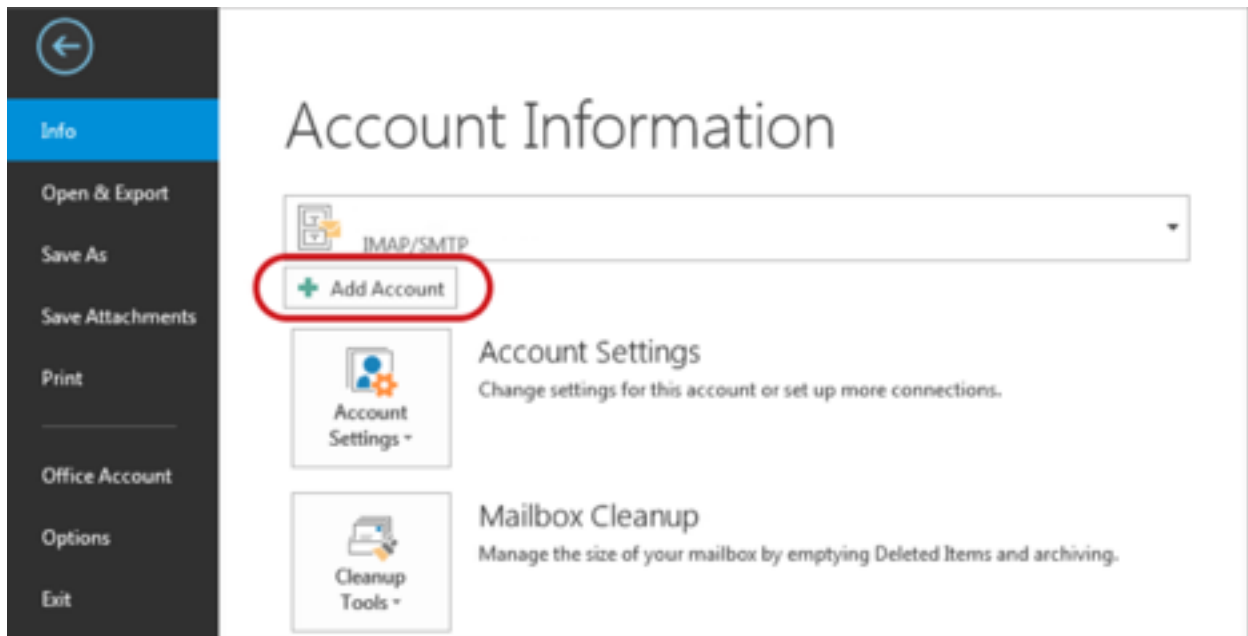
Instructions for Adding an Email Account in: **Outlook for Microsoft 365**

Steps

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

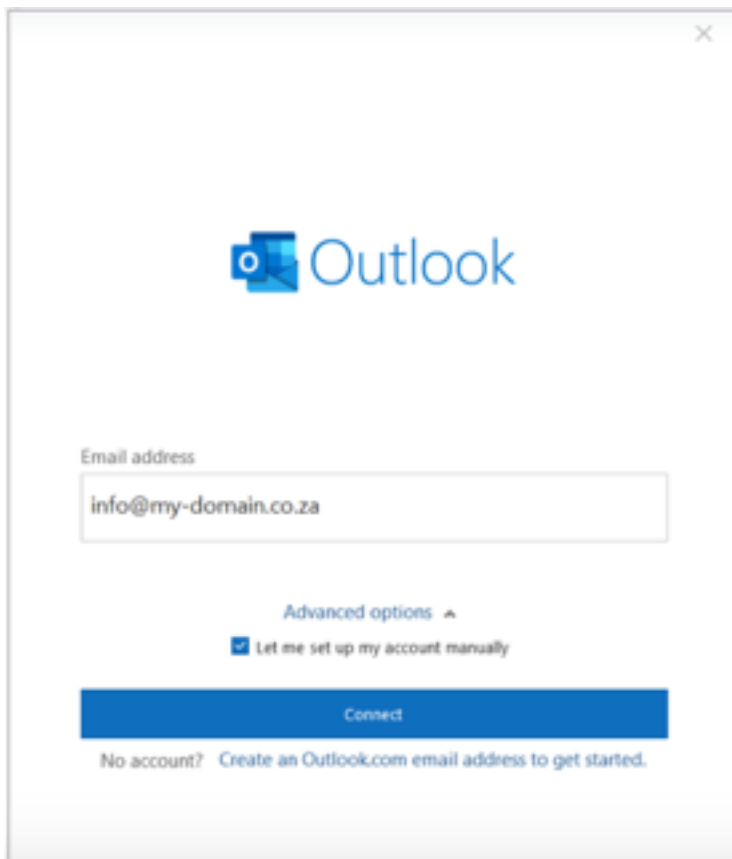


3. Press the **Add Account** button located centrally on the screen.

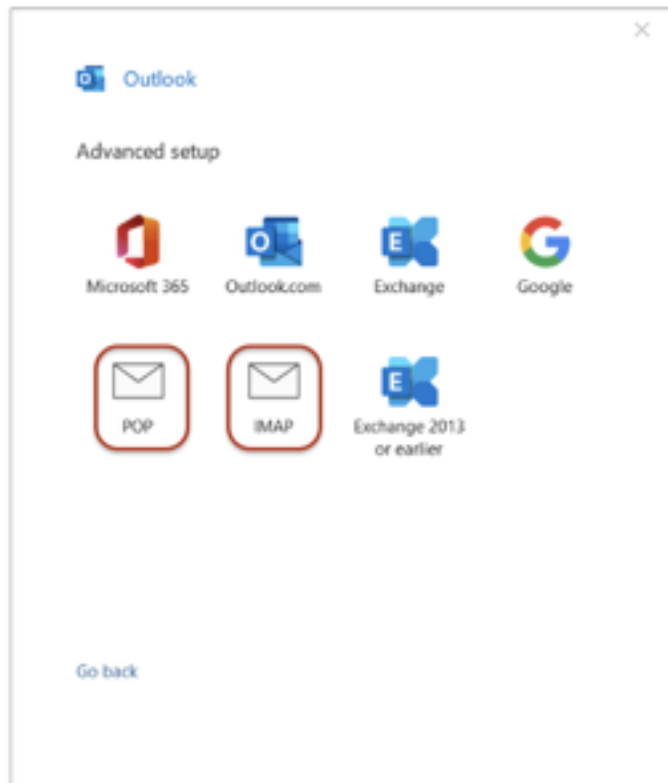


4. Enter your **email address**.

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: smtp.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

The screenshot shows the 'IMAP Account Settings' dialog box for the email address 'info@my-domain.co.za'. It is divided into two sections: 'Incoming mail' and 'Outgoing mail'. In the 'Incoming mail' section, the 'Server' is 'mail.my-domain.co.za' and the 'Port' is '993'. The 'Encryption method' is set to 'SSL/TLS'. There is an unchecked checkbox for 'Require logon using Secure Password Authentication (SPA)'. The 'Outgoing mail' section has a 'Server' of 'smtp.my-domain.co.za' and a 'Port' of '465', with 'Encryption method' set to 'SSL/TLS' and an unchecked checkbox for 'Require logon using Secure Password Authentication (SPA)'. At the bottom, there are 'Go back' and 'Next' buttons.

8. Proceed by clicking **Next**.

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

The screenshot shows the 'IMAP Account Settings' dialog box for the email address 'info@my-domain.co.za'. The main area contains a 'Password' label and a text input field with a visibility toggle icon on the right. At the bottom, there are 'Go back' and 'Connect' buttons.

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

