

Thunderbird - 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.

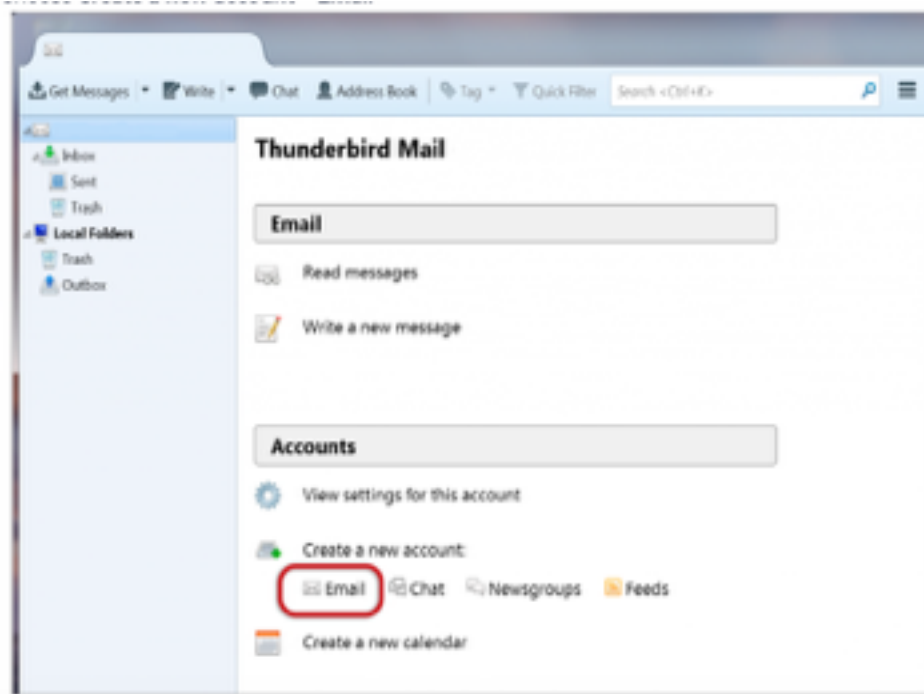
You may log-in to our Ticket System here:

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

Instructions for Adding an Email Account in: **Thunderbird**

Steps

1. Open Mozilla Thunderbird
2. Select "Create a new account" > then click on "Email."




3. Choose "Skip this and use my existing"

Would you like a new email address?

Name Surname

In partnership with several providers, Thunderbird can offer you a new email account. Just fill in your first and last name, or any other words you'd like, in the fields above to get started.

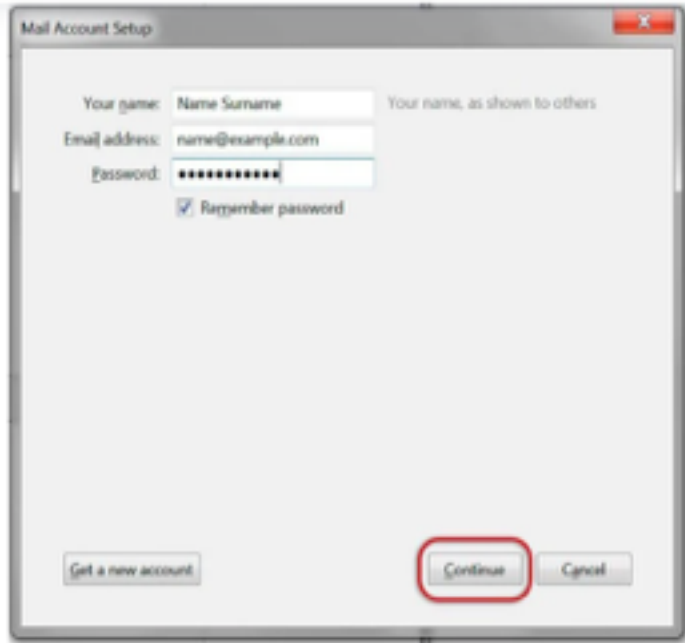
 gandi.net

The search terms used are sent to Mozilla ([Privacy Policy](#)) and to 3rd party email providers gandi.net ([Privacy Policy](#), [Terms of Service](#)) to find available email addresses.

Mail Account Set up

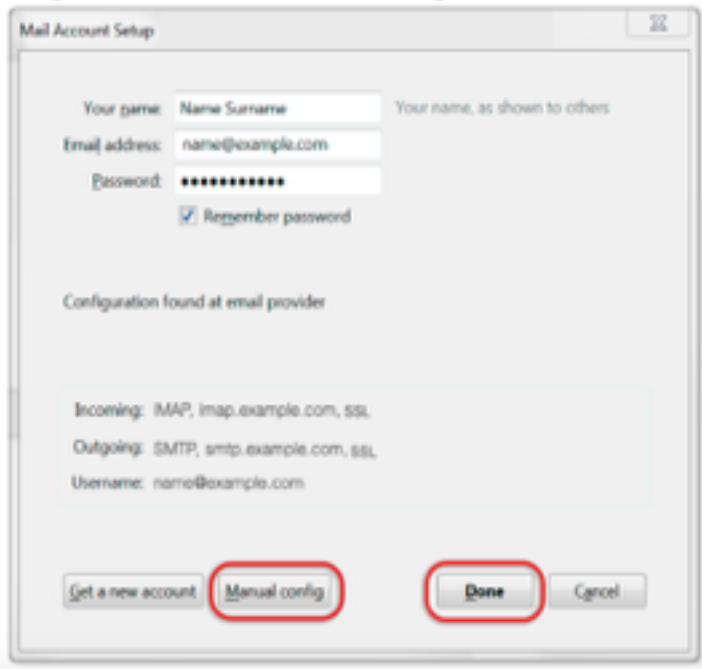
4. Provide the following details:

- Your Name (this will appear in the "From" field in your emails)
- Email address
- Password (If forgotten, passwords can be reset)
- Click "Continue" to proceed.



5. **Thunderbird** will automatically check your email settings.

6. If your settings are detected, your setup is complete, and you can press "Done." If not found, click the "**Manual config**" button and proceed as follows:



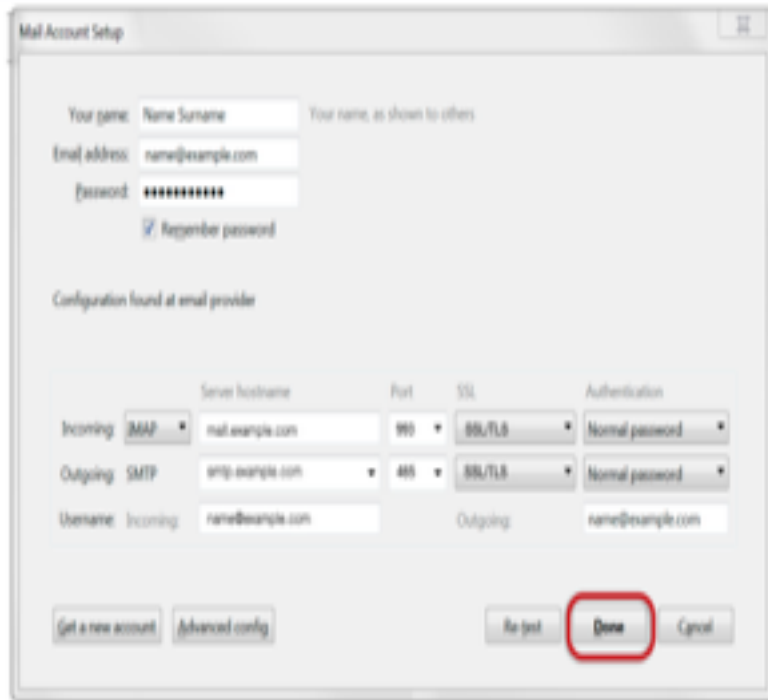
Manual Configuration:

Follow the steps for Automatic configuration mentioned above, then select "**Manual config.**"

7. Verify that settings matches are accurate (these are the default settings - replace with your own name and domain):

- Choose between POP or IMAP.
- IMAP: Incoming port 993, Outgoing port 465.
- POP: Incoming port 995, Outgoing port 465.
- Ensure the **Username** is the full email address.
- If the password is unknown, send us a ticket to reset it.
- For **new hosting accounts**, temporarily use the IP address instead of the Incoming & Outgoing mail servers.
- SSL should be set to SSL/TLS.
- Authentication should be set to **Normal password.**

8. Click "**Done**" to complete your email setup.



Mail Account Setup

Your name: Your name, as shown to others

Email address:

Password:

Remember password

Configuration found at email provider

	Server hostname	Port	SSL	Authentication
Incoming	IMAP <input type="text" value="mail.example.com"/>	993 <input type="text"/>	SSL/TLS <input type="text"/>	Normal password <input type="text"/>
Outgoing	SMTP <input type="text" value="smtp.example.com"/>	465 <input type="text"/>	SSL/TLS <input type="text"/>	Normal password <input type="text"/>

Username: Incoming: Outgoing:

*Note: Occasionally, using mail.domain (e.g., mail.example.com) and smtp.domain may not work. In such instances, use the server name instead. (contact us for your server name)