

Windows 10 - 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.

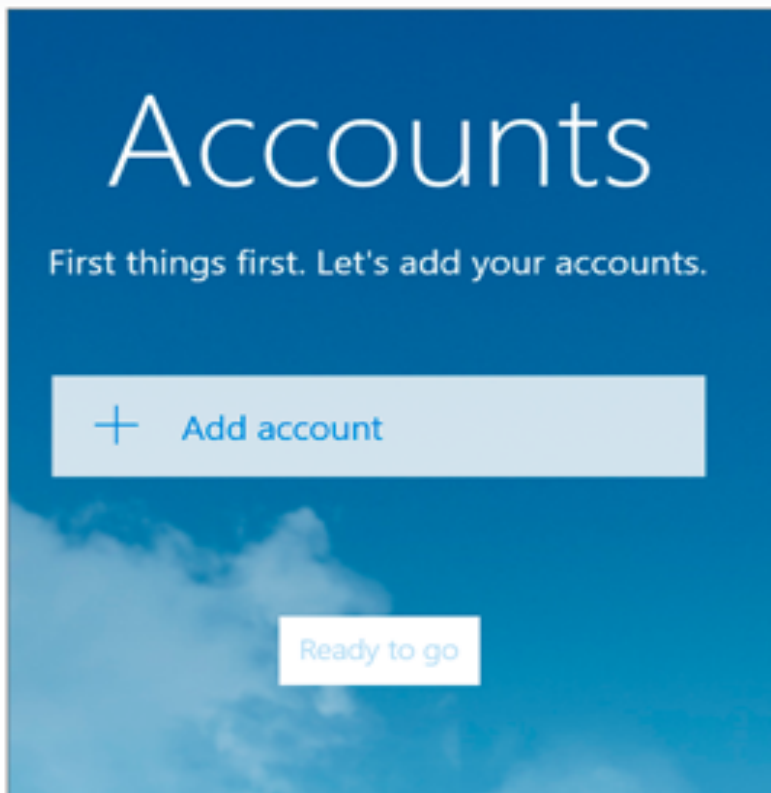
You may log-in to our Ticket System here:

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

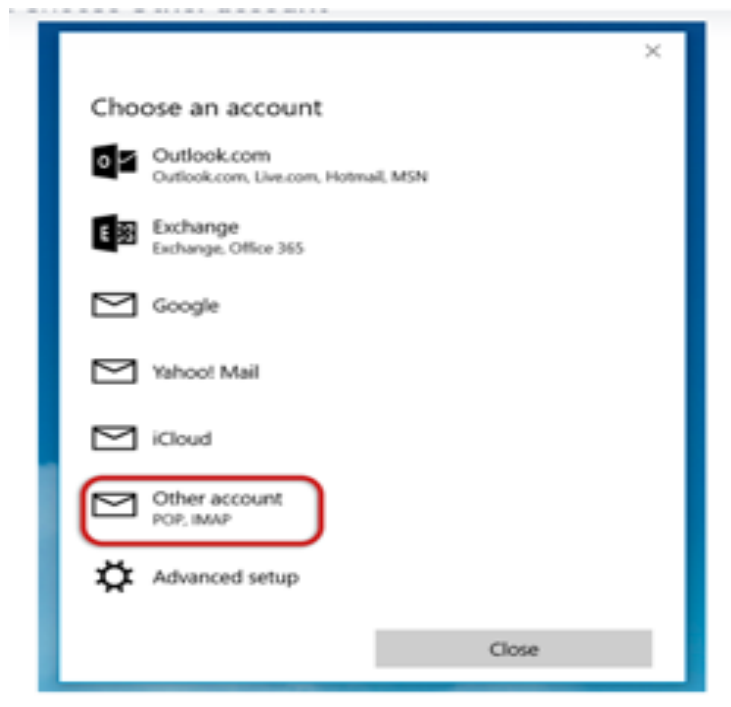
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Instructions for Adding an Email Account in: **Windows 10 Mail**

Steps

1. Open Windows 10 Mail
2. Choose **Add Account**

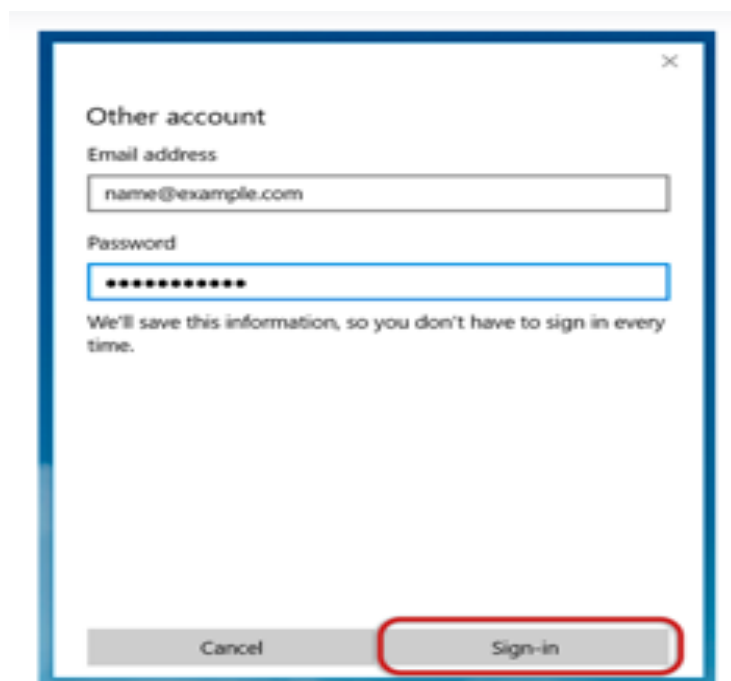


3. Select other Account

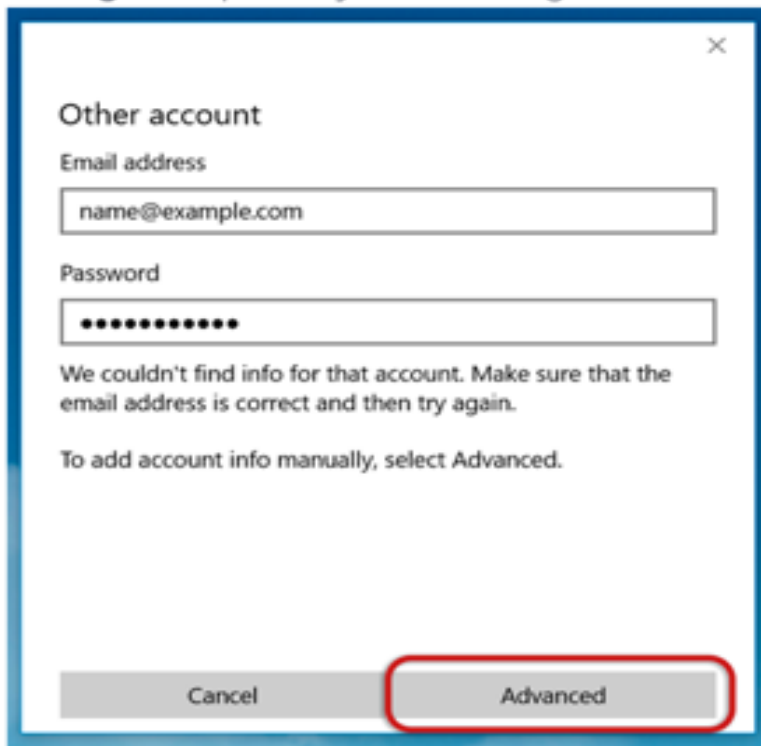


4. Enter your Email address and Password

- Click Sign in



5. Continue clicking on "Sign-in" until it switches to "Advanced"



Other account

Email address

name@example.com

Password

.....

We couldn't find info for that account. Make sure that the email address is correct and then try again.

To add account info manually, select Advanced.

Cancel Advanced

6. Provide the necessary account information.

For the **incoming** email server, prefix with "mail." followed by your domain name (example: mail.my-domain.com).

- Set the account type to IMAP4.
- Use your full email address as the username.
- Enter your mailbox password as the password.

For the **outgoing** (SMTP) mail server, prefix with "smtp." followed by your domain name (example: smtp.my-domain.com)

- **Check** all the necessary blocks.
- Click on "**Sign-in.**"

Internet email account ×

Account name

Your name

We'll send your messages using this name.

Incoming email server

Account type

User name

Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password

Outgoing (SMTP) email server

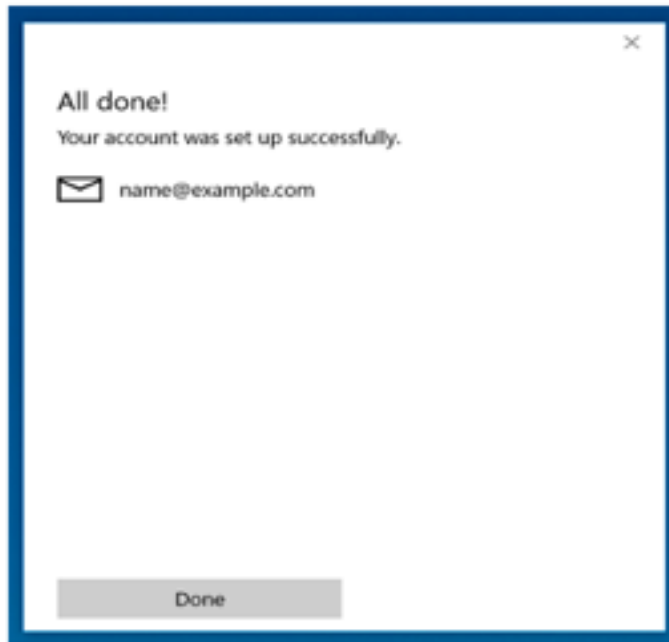
Outgoing server requires authentication

Use the same user name and password for sending email

Require SSL for incoming email

Require SSL for outgoing email

7. You're All Set!



*Note: In rare instances, using mail.domain (e.g., mail.my-domain.com) and smtp.domain (e.g., smtp.my-domain.com) may not function properly. In such cases, you'll need to utilize the server name instead. (contact us for your server name)