

PHONE.COM

Main Greeting:

Hello you have reached the offices of Clearhope Counseling and Wellness Center

If you know your therapist's extension you may dial it at any time or press # for a dial by name directory.

If this is an emergency please hang up and dial 911 or go to your nearest emergency room.

All Clearhope appointments are scheduled online.

If you would like to schedule an appointment, please visit our website - clearhopewellness.com to book your appointment today.

If you need assistance with scheduling or would like additional information, please press ZERO to leave your name number and a brief message and someone will return your call within 24 hours.

Again, if you would like a dial by name directory to leave a message for your therapist please press # now.

Thank you for calling - Wishing you well - Clearhope Counseling Center.

General Voicemail Box Greeting:

Hello you have reached the general voicemail box of Clearhope Counseling and Wellness Center

If this is an emergency please hang up and dial 911 or go to your nearest emergency room.

If you would like to schedule an appointment, please visit us online - clearhopewellness.com

If you would like additional information, please leave your name, number and a brief message and someone will return your call within 24 hours.

Thank you for calling - Clearhope Counseling & Wellness Center. - We Wish you well -

Recording your outgoing message

When making a recording be sure to use a high-quality phone in a quiet room for a better quality sounding message. Background noise and a poor phone will only contribute to your message sounding unprofessional. Write your message down and practice it before starting to record. If you make a mistake or are unhappy with your recording, you can rerecord it at any time.

1. Call your system phone number....**281-769-2238**
2. When you hear the Main Clearhope Message - press star (*) then enter your extension number. **(50X)**

3. Enter your password. **(123)**
4. Press 3 and follow the voice prompt instructions.

*****to change your voicemail password**

follow the instructions above (1-3)...then listen and press 7 and follow prompts

SETTING UP YOUR EMAIL:

Email Heather@clearhopewellness.com if you need assistance.

→All email passwords are 1234abcd until reset by user

SETTING UP THRU GMAIL ON COMPUTER

1. accounts.google.com
2. click - use another account or add account
3. type in your new email address & click next
4. enter password: 1234abcd (you can change later - instructions are included in this list)
5. accept & your in!

To Change Password:

- click settings (gear icon) in upper right
- accounts
- change account settings & click Google account settings
- Sign in & Security
- Scroll down to signing in to Google
- Click Password
- Sign in with your current password again (1234abcd)
- Type new password
- type in again to confirm
- click change password (finished)!

SET UP IN MICROSOFT OUTLOOK 2016

1. Open Outlook
2. Open the File menu
3. Select "Add Account"
4. Enter your email address, (your name)[@clearhopewellness.com](mailto:clearhopewellness.com), in the "Email Address" field and click "Advanced Options"

5. Check the box "Let me set up my account manually" and click "Connect" button
6. Choose IMAP or POP button based on your personal preference
7. In the Incoming Mail area enter your `email10.luxsci.com` in the "Server" area and enter your port (i.e. 993 for IMAP, 995 for POP).
8. Enable "Encryption method" of SSL/TLS
9. In the Outgoing Mail area enter your `email10.luxsci.com` in the "Server" area and enter your port (i.e. 25)
10. Enable "Encryption method" of SSL/TLS
11. Click the "Connect" button
12. Enter your password when prompted and click the "Save this password in your password list" box. Click "OK" button.
13. You may be prompted to enter your password in more than once
14. When the "Account setup is complete" screen appears uncheck the box for setting up Outlook Mobile and click "OK" button.

FOR IMAP

1. Go to File > Account Settings > Account Settings
2. Highlight your new email account under "Email" if there is more than one account listed. Click "Change" button.
3. Click "More Settings" button.
4. Click on the "Advanced" tab.
5. Set "Root Folder Path" to "mail" without the quotes and click "OK" button.
6. Click "Next" Button
7. Once the test is completed click the "Close" button.
8. Click "Finish" button.

FOR POP

1. Go to File > Account Settings > Account Settings
2. Highlight your new email account under "Email" if there is more than one account listed. Click "Change" button.
3. Click "More Settings" button.
4. Click on the "Advanced" tab.
5. Set your POP retention settings
6. Click "Next" Button
7. Once the test is completed click the "Close" button.
8. Click "Finish" button.

SETTING UP EMAIL THRU OUTLOOK FOR MAC

1. Open Outlook 2016 for Mac
2. Click on "Tools > Accounts" menu item, if needed. Click on "Add account".
3. When prompted for the "Account Type", choose "Other".
4. Enter the following information:
 - **E-mail Address:** "(yourname)@clearhopewellness.com"
 - **Password:** Enter your Password
 - **Username:** "(yourname)@clearhopewellness.com"
 - **Type:** Choose "IMAP"
 - **Incoming server:** enter "email10.luxsci.com"
 - Check the box for Use SSL to connect (recommended). This will change the port to 993. This is OK.
 - **Outgoing server:** enter "email10.luxsci.com"
 - Check the box for Use SSL to connect (recommended)
 - Click the button to submit this information.
 - Click on Advanced button in the Accounts window.
 - In the "Server" tab.
 - Check the box next to Use IMAP IDLE checkbox
 - In the IMAP Root Folder section, enter "mail" without the quotes.
 - The "Sync all folders" option will cause Outlook to check for new email in every subscribed folder with this frequency. If you have *many* folders (e.g. more than 10-20), then this may not be advisable as Outlook may open a large number of concurrent IMAP connections to the server every few minutes ... and our servers may not take that kindly. If you do have many folders, then either (a) only subscribe to the ones you need to see (in the Folders tab), or turn OFF this option and use the "Check Mail" button to check for new email as needed.
 - In the "Folders" tab
 - If you would like to use the same folders in Outlook that you use in WebMail for things such as sent email and trash, you can update Outlook here. Choose the "sent-mail" folder for sent email and the "TRASH" folder for trash email.

SETTING UP EMAIL FOR IPHONE or IPAD

You want to setup your iPhone/iPad to access your LuxSci email via secure IMAP.


Solution


The solution is the same for all iOS devices. These will all be referred to as the "iPhone" in this help. These instructions were created using iOS 11.4.


1. On your iPhone, click on the "Settings" icon.

2. **Scroll down until you see "Accounts & Passwords". Touch that option.**

Settings

 iTunes & App Store >

 Wallet & Apple Pay >

 Accounts & Passwords >

 Mail >

 Contacts >

 Calendar >

 Notes >

 Reminders >

 Phone >

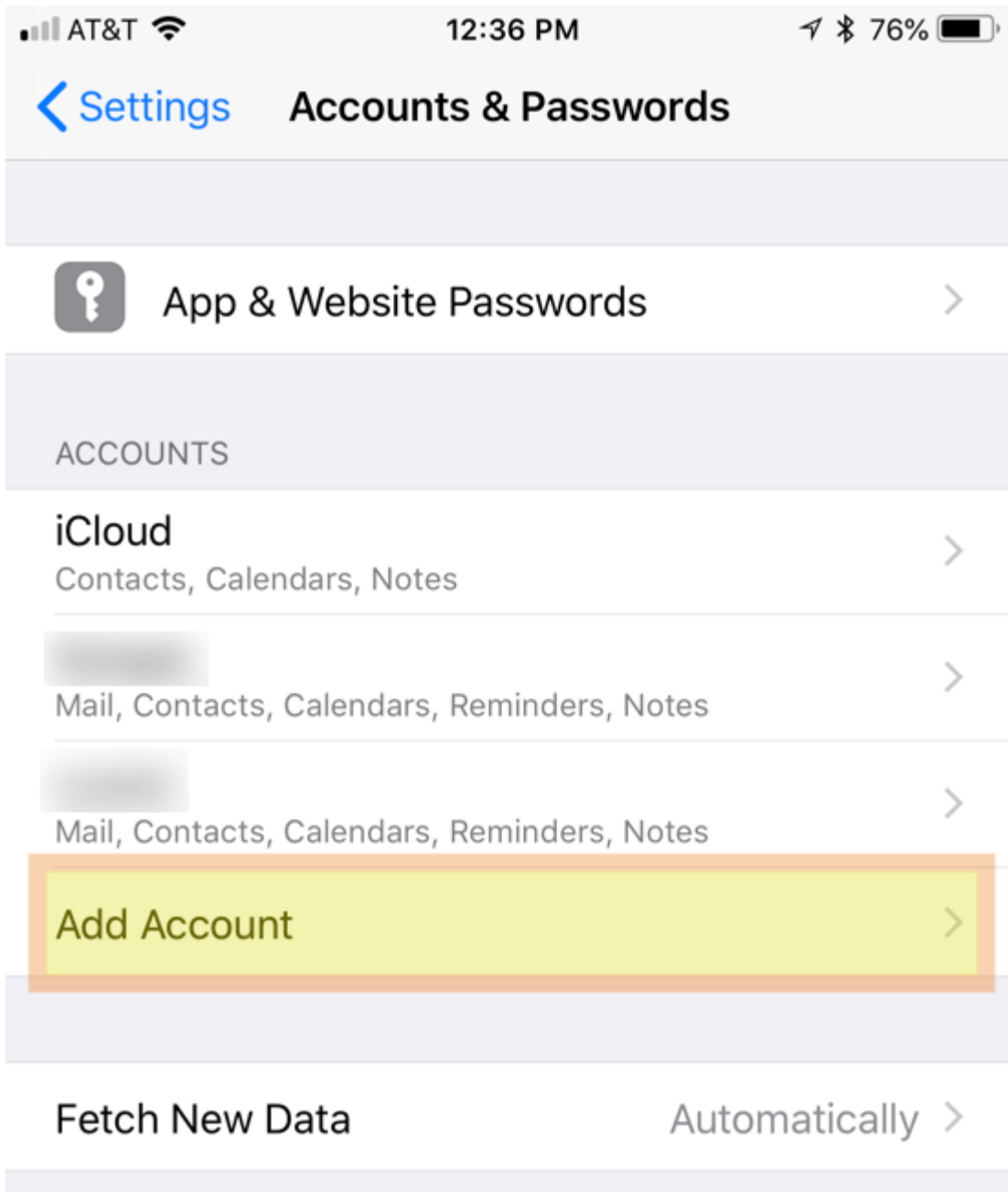
 Messages >

 FaceTime >

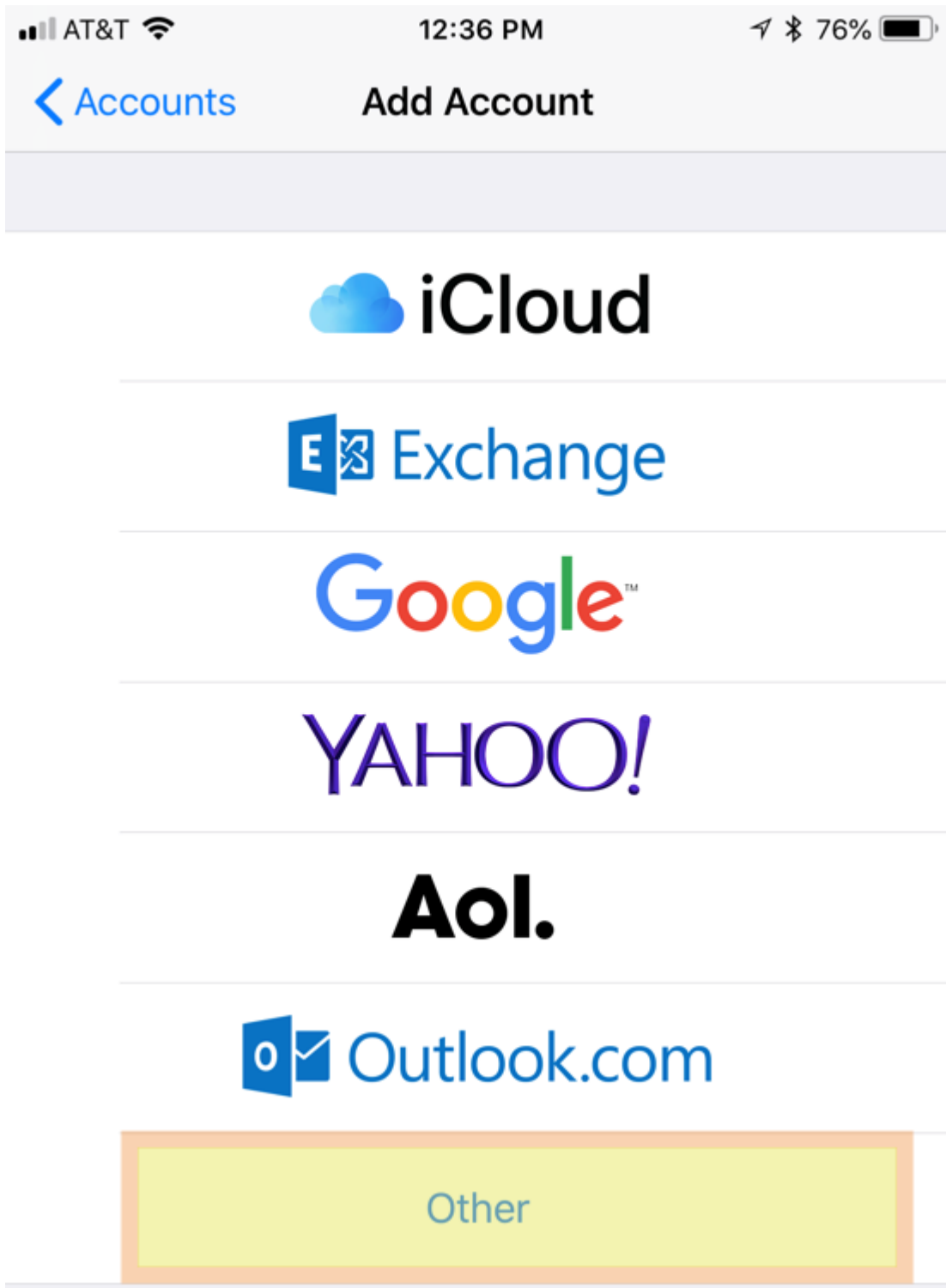
 Maps >

 Compass >

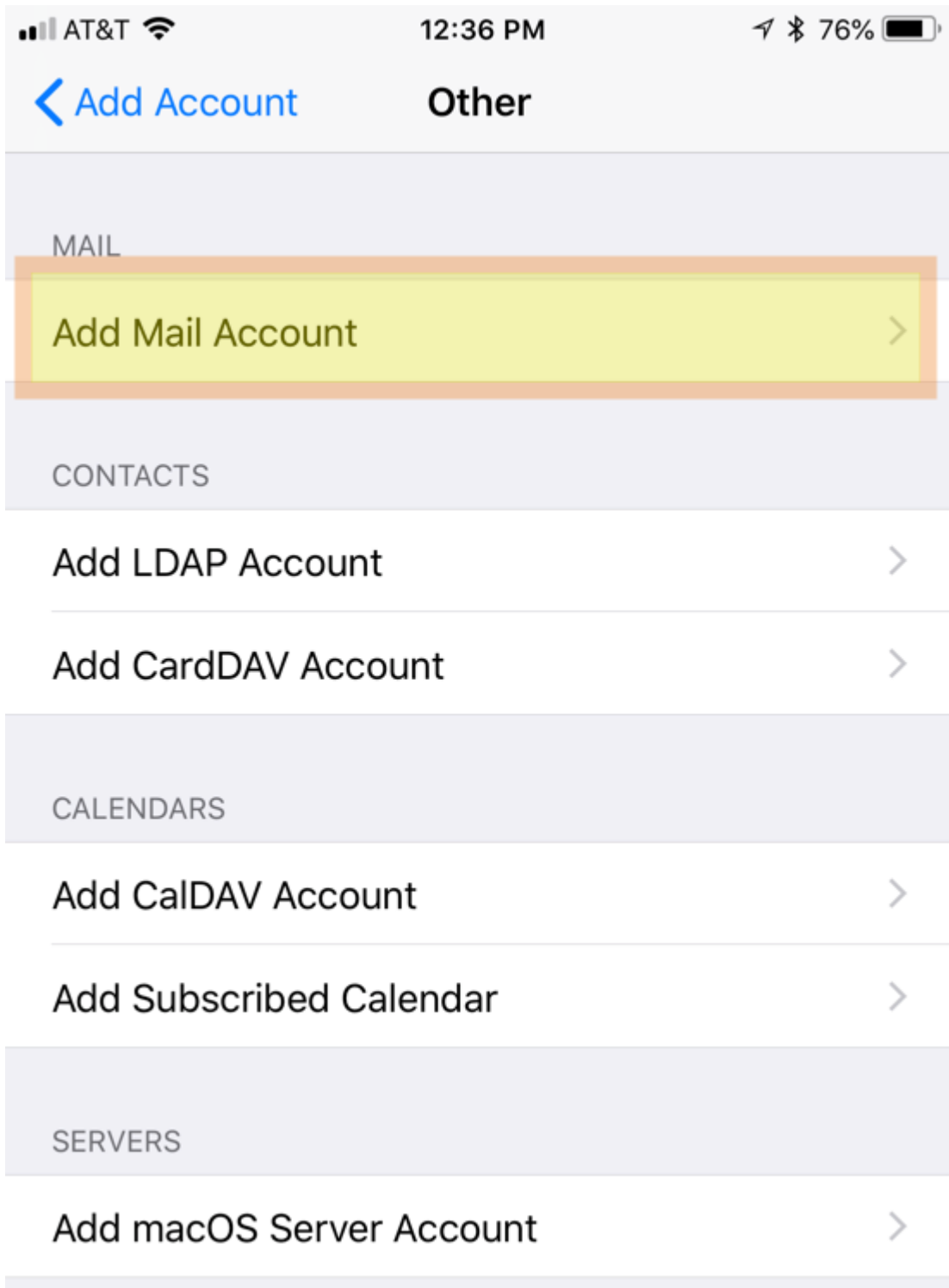
3. Touch "Add Account".



4. Touch "Other" as the type of account



5. Touch "Add Mail Account"



6. Enter your name, your login email address ((your name)@clearhopewellness.com), the password to your email account, and a description that will let you know what this account is for (e.g. "Work email"). Then, press "Next".

AT&T 12:36 PM 76%

Cancel New Account Next

Name John Appleseed

Email user@example.com

Password Required

Description My Email Account

7. On this screen, you will want to be sure "IMAP" is highlighted and then fill out all of the empty fields. The "User Name" will be the same in both the incoming and outgoing sections. So will the "Password". The "Host Name" that you should use in both areas is: "email10.luxsci.com" (do not use the one in the screen shot). Click "Next" when you have filled out everything.

Note: you will likely get an error stating that your username or password is incorrect. This is OK because we have not finished enabling security for the connection -- security that will enable you to login properly. Accept that warning and then click on "Next" in the upper right corner. Press "Save" when prompted.

Verifying

IMAP

POP

Name

Email

Description

INCOMING MAIL SERVER

Host Name email5.luxsci.com

User Name

Password

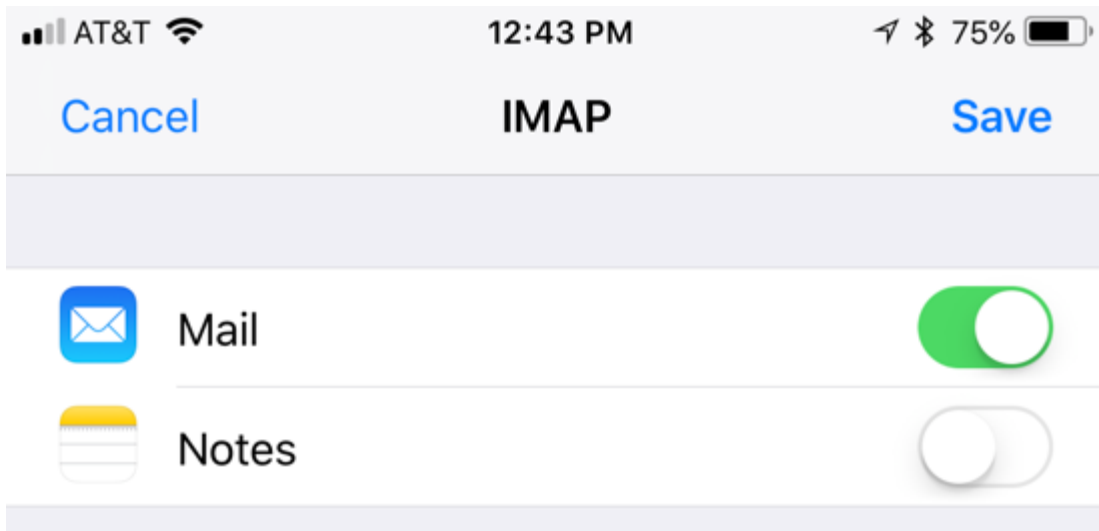
OUTGOING MAIL SERVER

Host Name email5.luxsci.com

User Name

Password

8. Press "Save" again.



9. Now, touch on the account you just added in your list of accounts. We will updated a few more settings.

< Settings

Accounts & Passwords



App & Website Passwords



ACCOUNTS

iCloud

Contacts, Calendars, Notes

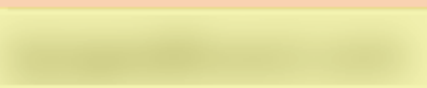


Mail, Contacts, Calendars, Reminders, Notes



Mail, Contacts, Calendars, Reminders, Notes





Mail



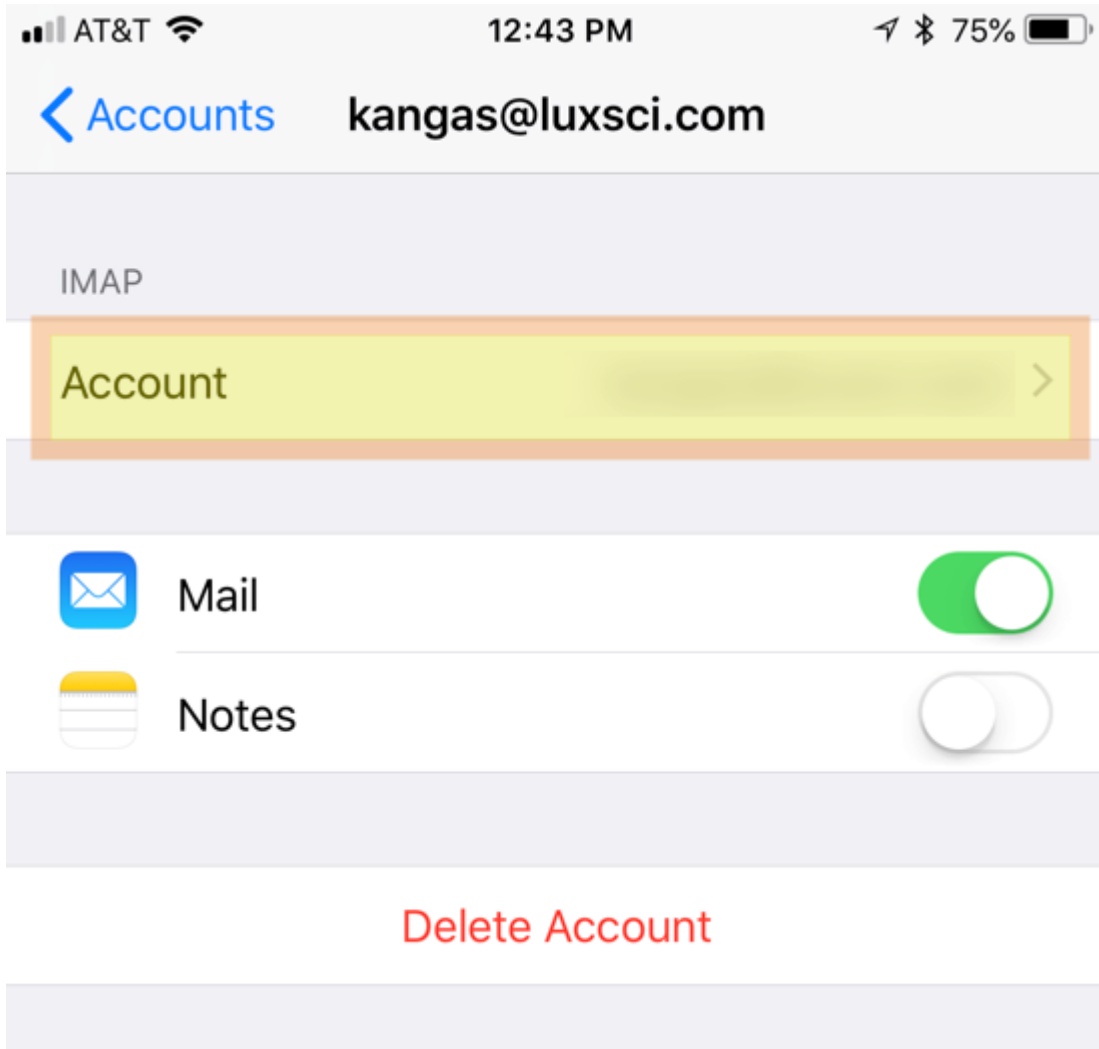
Add Account



Fetch New Data

Automatically >

10. Touch the "Account" line under "IMAP" to adjust the IMAP settings.



11. Here we will edit the SMTP settings AND your Advanced IMAP settings.

1. Touch "SMTP"
2. On the next screen, touch your SMTP server.
3. Touch the toggle next to "Use SSL" and make it "green" to indicate that a secure connection must be used. Press "Done". This should connect successfully. If it doesn't then your username, password or hostname is wrong. Alternately, your internet firewall could be blocking outbound SMTP connections on port 587.

AT&T 7:12 PM 94%

Cancel email5.luxsci.com Done

Server

OUTGOING MAIL SERVER

Host Name email5.luxsci.com

User Name

Password

Use SSL

Authentication Password >

Server Port 587

Delete Server

12. Touch "< Account" and go back to the email account settings screen.
13. Now, touch "Advanced" at the bottom.
14. Here, you must:

- **Touch the toggle to enable "Use SSL".**
- **Enter "mail" as the "IMAP Path Prefix"**
- **Optionally, touch the "Drafts Mailbox", "Sent Mailbox", and "Deleted Mailbox" options at the top. By default, iOS will save these messages on your phone and not on your server. However, especially for "Sent" email, if you want to see messages saved to these folders when using another email program or WebMail, you would want to select "On the Server" here and choose the folder where these messages should go.**

Hint: If you do not see your server folders listed here ... finish setting up your IMAP and save all the settings. iOS will verify them and then, if they are successful, it will get your folder list. You can then come back and choose from the folder you have on the IMAP server.

Press "Done" and/or "< Account" when you are done.

< Account

Advanced

MAILBOX BEHAVIORS

Drafts Mailbox >

Sent Mailbox >

Deleted Mailbox >

Archive Mailbox >

MOVE DISCARDED MESSAGES INTO:

Deleted Mailbox ✓

Archive Mailbox

DELETED MESSAGES

Remove After one week >

INCOMING SETTINGS

Use SSL

Authentication Password >

IMAP Path Prefix mail

- Press "Done" when you are done.
Your secure IMAP email should now be working.

SAMSUNG GALAXY 8

1. From Home screen, Swipe up to access Apps.
2. Tap Email app icon. If this is your first time adding an email account, it should bring you directly to the account setup screen. If so, skip ahead to step 8 in these instructions.
3. Tap the email menu icon (3 horizontal icons, top right corner).
4. Tap settings icon (the "Gear" icon).
5. Click on '+ Add Account'
6. Select 'Add other Account'
7. Enter `(your name)@clearhopewellness.com` as the username, and enter your password.
8. Select 'Set as default account for sending email' if this will be the default SMTP (outbound email) account.
9. Tap the "Manual setup" button.
10. Select "IMAP account".
11. On this screen:
 - Enter email address as: `(your name)@clearhopewellness.com`
 - Make sure `(your name)@clearhopewellness.com` is set as your Username.
 - If the portion starting with "@" is missing, you will need to add this to the end with the rest of your email address.
 - Enter `email10.luxsci.com` as the IMAP server.
 - Set the "Security type" to "SSL".
 - Set the port to 993.
 - Under 'Outgoing Server', enter SMTP server: `email10.luxsci.com`
 - Set the "Security type" to "SSL".
 - Set port to 465
 - Make sure 'Authentication required before sending emails' is clicked on.

- **Make sure (yourname)@clearhopewellness.com is set as your Username. If the portion starting with "@" is missing, you will need to add this to the end with the rest of your email address.**
- **Enter your password.**

12. Hit 'Next'.

13. You can either change the settings on the next screen to match your preferences or leave next screen at the default settings.

14. Hit 'Next'.

15. Here, you can change the account name/name if you would like.

16. Hit 'Done'.

Congratulations, your phone is setup with your email account!