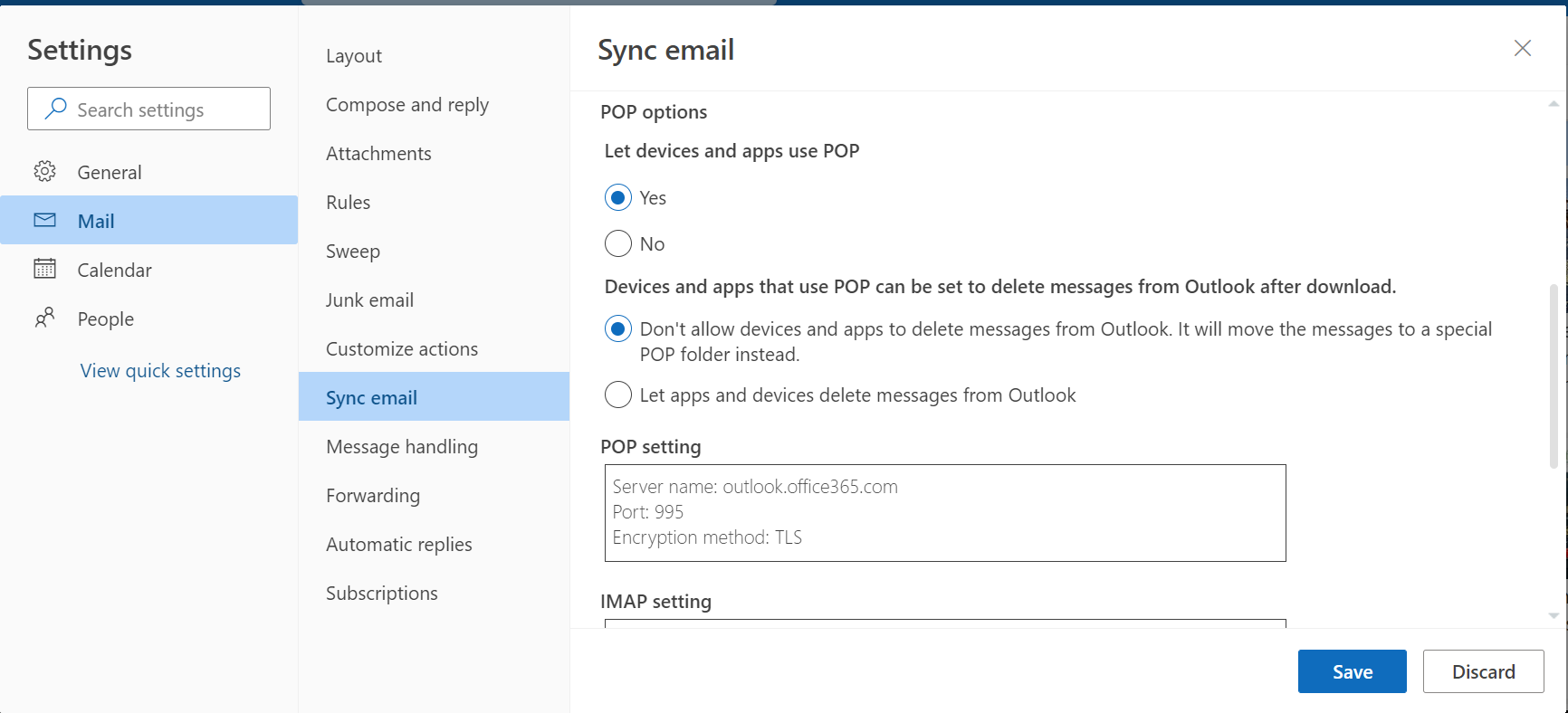
**Setup Outlook account**

1. Create a new outlook account
2. Navigate to Setting > view all outlook settings > Mail > Sync email
3. Enable POP settings



**Create Email account in ServiceNow**

1. Navigate to email accounts in ServiceNow and create new.

Graphical user interface, application

Description automatically generated

**Email Client Configuration**

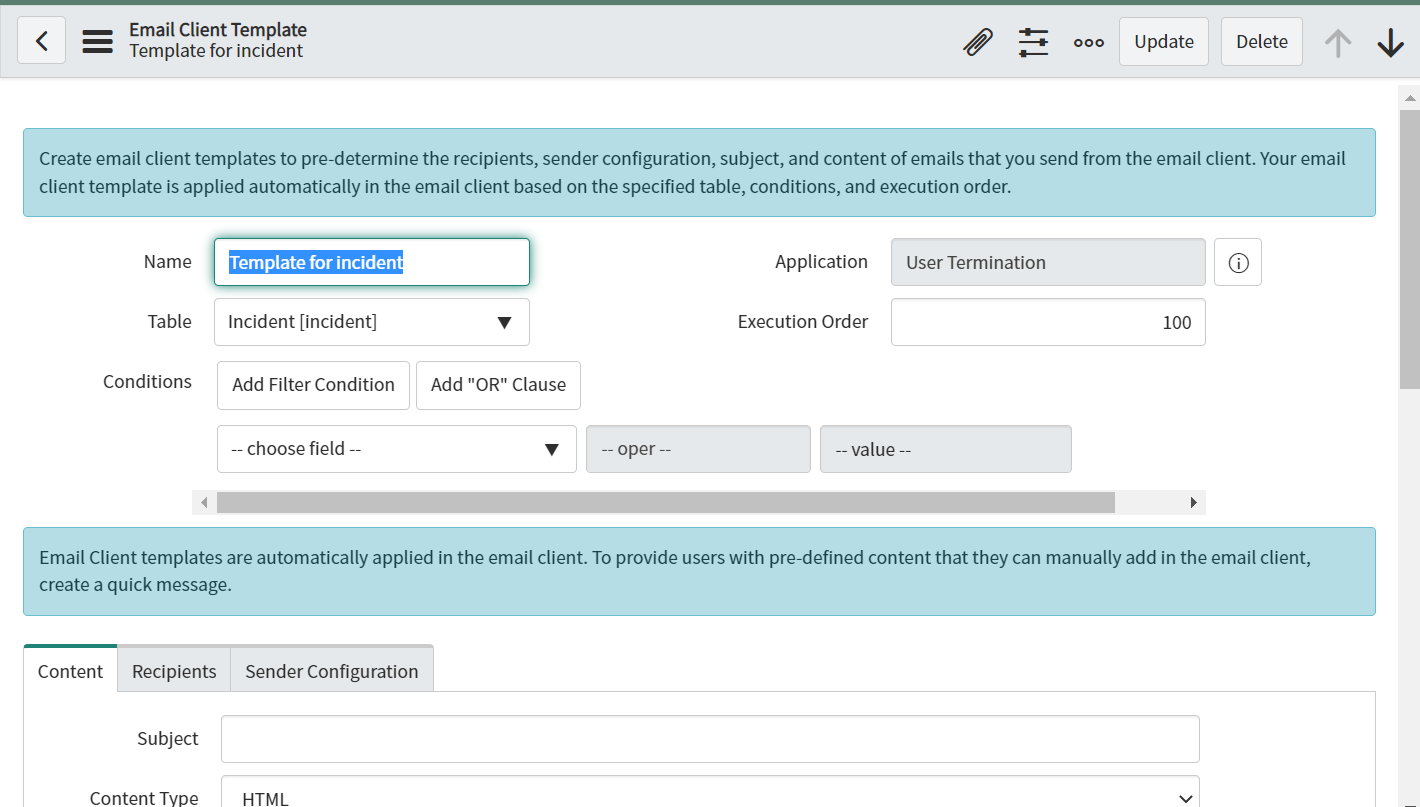
1. Navigate to Email Client Configuration and create a new record for Incident

Graphical user interface, text, application, email

Description automatically generated

Email Client Template

1. Create a new Client Template



Graphical user interface, text, application, email

Description automatically generated