

# Set up email in Android email app

*Outlook for Office 365 Outlook for Office 365 for Mac Outlook 2019 Outlook 2016 More...*

Android mail apps may look different across different devices, and these directions may not exactly match the options you see. Use these steps as a guide or consult the manufacturer's help for your particular device.



For easy email and calendar management, we recommend you [set up email in the Outlook for Android mobile app](#).

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**Are you using AOL mail?** If so, this page can't help you! Please contact [AOL support](#) for help. This page and the settings available on this page are for Outlook.com and Office 365 for business users only.

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## Choose your built-in Android email app:

**Gmail app** **Samsung Email app**

Before you begin, update the Gmail app to the latest version:

1. Open the Google Play Store app on your phone or tablet.
2. Type "Gmail" into the search bar and then select **Update**.

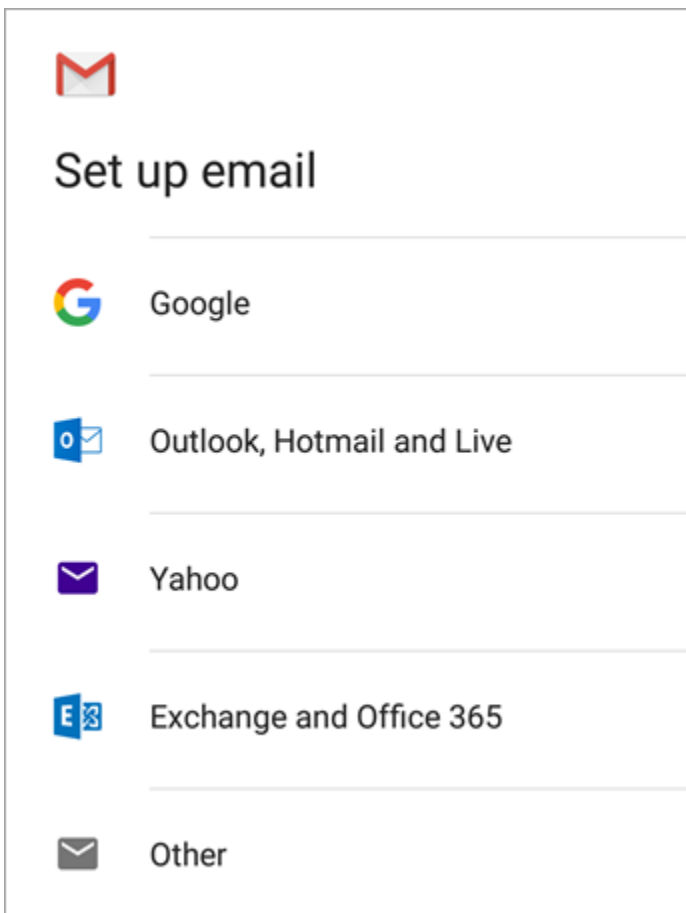
**Note:** If the update option is not available, you're already on the latest version.

1

Open the Gmail app.

Tap the menu icon in the upper left corner > **Settings** > **Add account** > **Exchange and Office 365**.

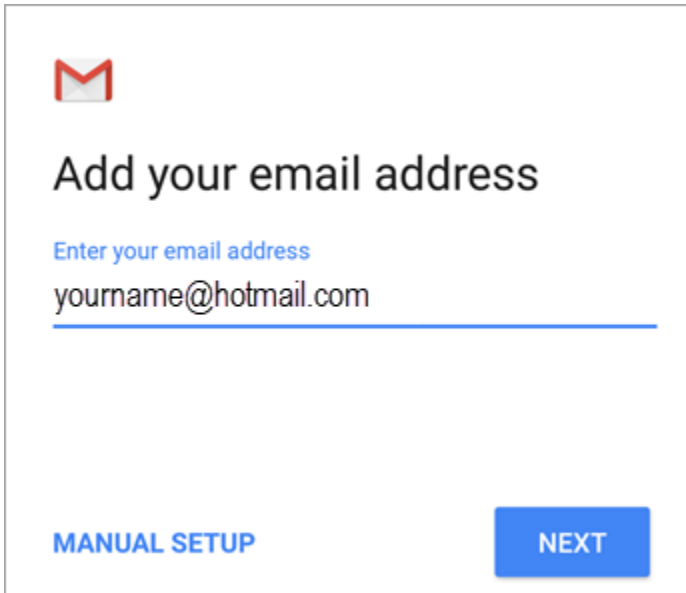
**Important:** Do **NOT** choose "Outlook, Hotmail, and Live" unless you want to sync email only and not calendar/contacts.




2

Enter your full email address and tap **Next**.

Enter your password and tap **Next**.





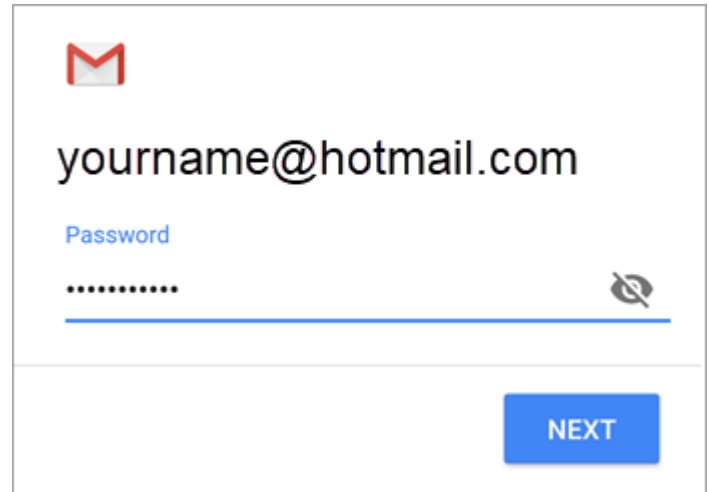
Add your email address


Enter your email address

yourname@hotmail.com

MANUAL SETUP


NEXT





yourname@hotmail.com

Password

..... 

NEXT

3

Follow steps for your account type:

- Outlook.com users: skip this step
- Exchange or other accounts: you may have to ask your IT admin or email provider for server settings and [set up your account manually](#)
- Office 365 work or school: you may see a **Redirect request** screen. Tap **OK**.



## Redirect request

To configure your account, Gmail is being asked to send account info to **<https://autodiscover-s.outlook.com/autodiscover/autodiscover.xml>**. Is this OK?

CANCEL

OK

On the Incoming server settings screen, change your server to **outlook.office365.com**.

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Follow any prompts you may get for security or device permissions, sync settings, and more.



## Remote security administration

The server outlook.office365.com requires that you allow it to remotely control some security features of your Android device. Do you want to finish setting up this account?

CANCEL

OK

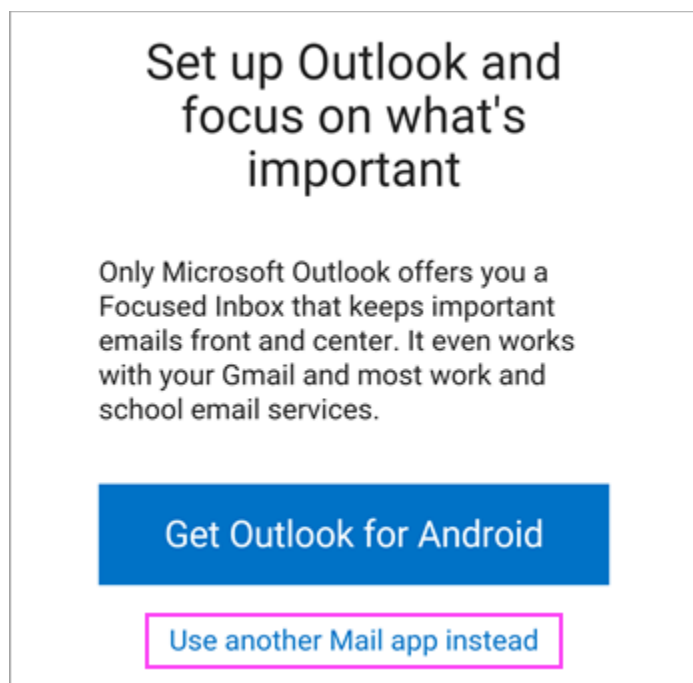
If you have an Office 365 work or school account, you may also be asked to confirm **Remote security administration** and approve additional security measures. In this case, choose **OK** or **Activate**.

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Go to the inbox you just set up. If you see an email that says "**Action Required to Sync Email**," open it and tap **Use another Mail app instead**.

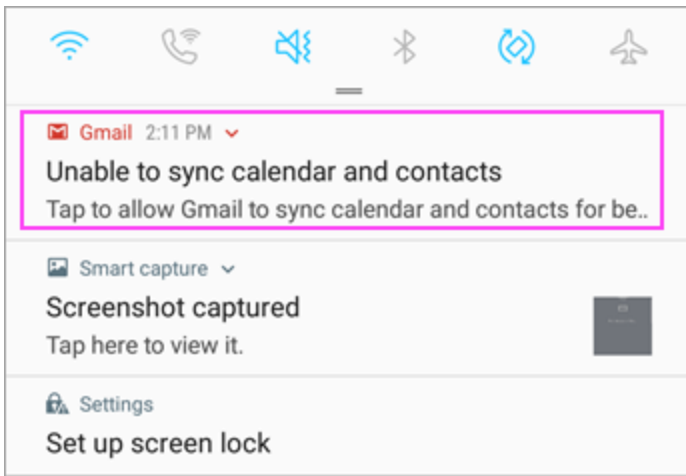
If you don't see this message and emails are syncing, skip this step.



6

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Pull down the Android notification bar by swiping down from the top of your screen.



If you see a notification that reads "**Unable to sync calendar and contacts**," tap it. Then tap **Allow** to give access and you're done!

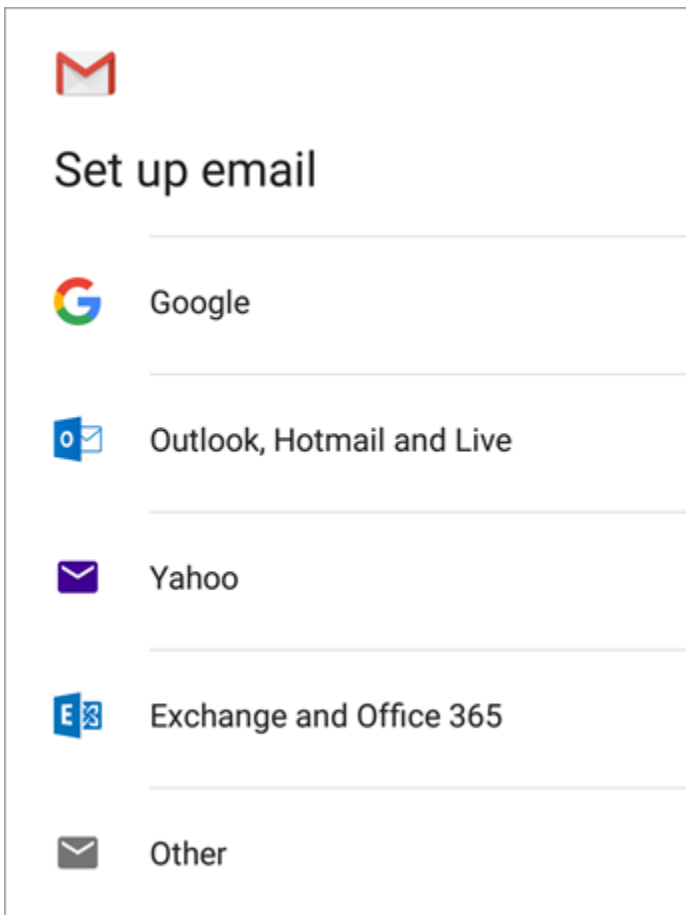
**Note:** If you don't see a sync error, verify your calendar and contacts are syncing.

If you're unable to add your email account to the Gmail app, try the **Manual Setup steps** below:

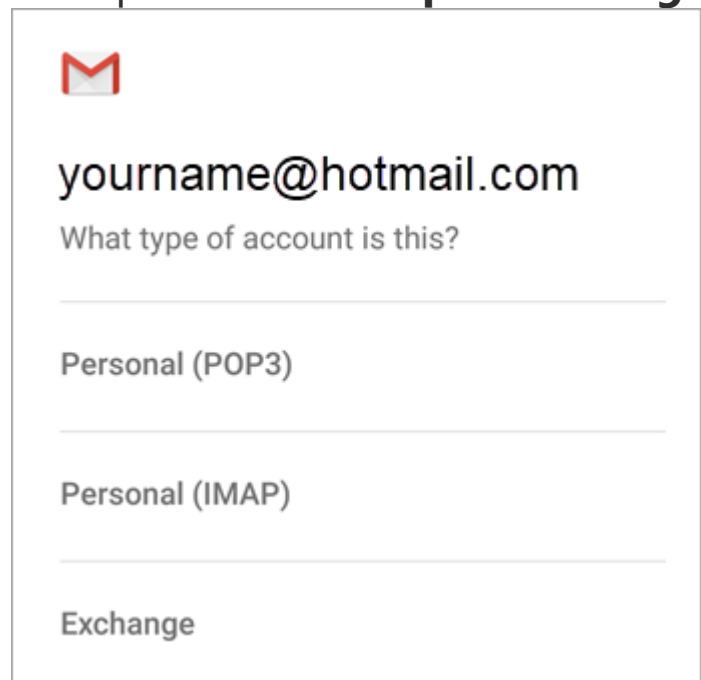
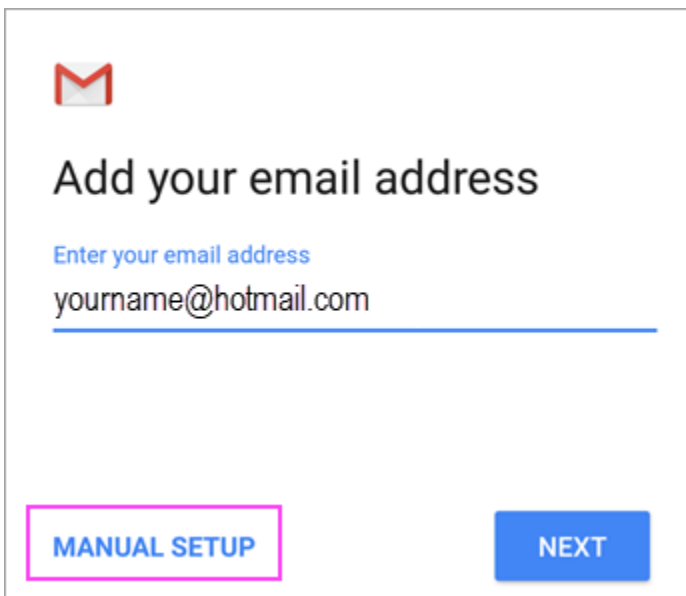
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Manual setup in the Gmail app

Open the Gmail app. Go to **Settings** > **Add account** > **Other**.



Enter your full email address and then tap **Manual Setup** > **Exchange**.



Enter your password and tap **Next**.

For server settings, set the following if available:

## Incoming Server Settings

- **Domain\Username**

Make sure your full email address appears. For example, *yourname@outlook.com*.

- **Password**

Use the password that you use to access your email.

- **Server**

- Enter **eas.outlook.com** for any email account ending with *@outlook.com*, *@hotmail.com*, *@msn.com*, or *@live.com*, including any other accounts hosted on Outlook.com.
- Use **outlook.office365.com** for any work or school accounts hosted on Office 365 for business.

**Note:** If you're setting up an Exchange-based account and you don't know the name of your Exchange Server, contact your administrator.

- **Port**

Use **443** or **993**.

- **Security type**

Select **SSL/TLS** or make sure the **Use secure connection (SSL)** checkbox is checked, then tap **Next**.

## Outgoing SMTP Server Settings

- **SMTP Server**

- Use **smtp-mail.outlook.com** if you're using an Outlook.com account.
- Use **smtp.office365.com** if you have an Office 365 for business account.
- For Exchange email accounts, contact your email provider or system administrator.

- **Security Type**

Choose **TLS**.

- **Port Number**

Enter **587**. Tap **Next**.



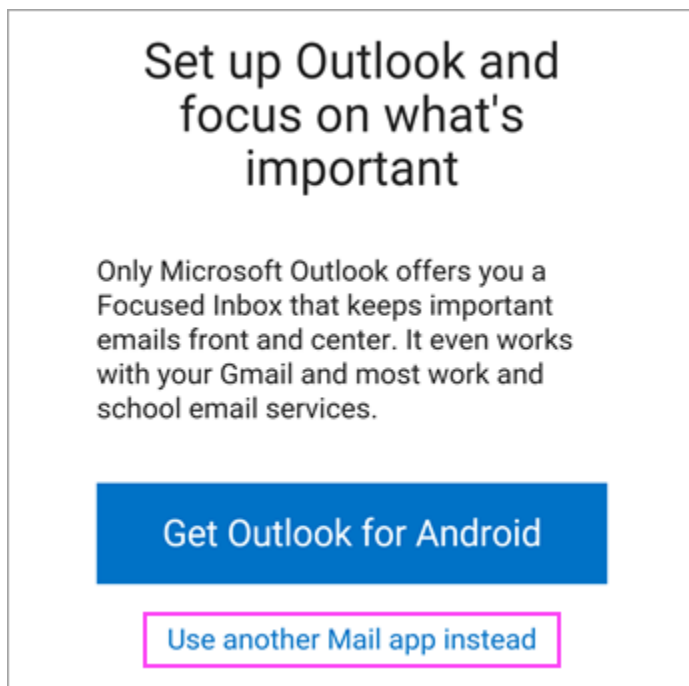
Follow any prompts you may get, including security permissions. You may also be asked to set your sync settings and a display name.

**Note:** If you use Office 365 for business you may also be asked to give additional security control. In this case, choose **Activate**.

Now go to your inbox. If you see a message that says "Action Required," follow these steps:

**Note:** If you don't see a message like this and all your emails are syncing, there is no need to complete this step.

- Tap the email message to open it.
- Tap the **Use another Mail app instead** link to enable sync with the Gmail app.

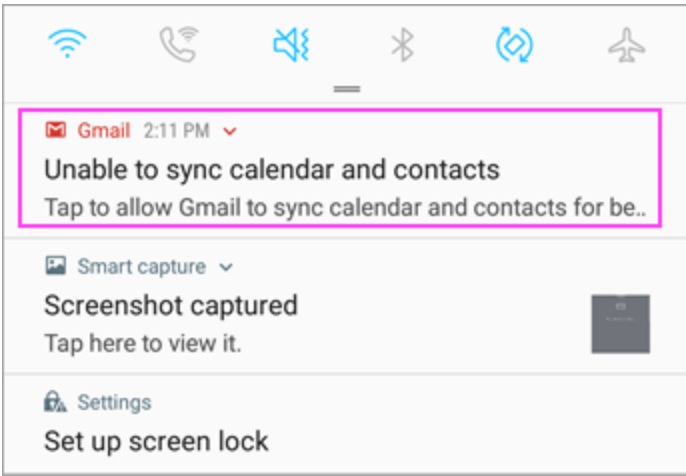


*Are you trying to sync calendar and contacts?*

Depending on your version of Android, additional steps may be needed to properly sync your calendar and contacts:

- Pull down the Android notification bar by swiping down from the top of your device's screen.
- If you see a notification that reads "**Unable to sync calendar and contacts**," tap it.

**Note:** If you don't see a sync error notification, your calendar and contacts should be syncing.



Gmail will ask for access. Tap **Allow** and follow the prompts and you're done!

**Note:** Syncing email, calendar, contacts, and tasks may take a few minutes. If your device can't connect to your email account, make sure your email address and password are typed correctly.

