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SET UP Email FOR ANDRIOD

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Outlook for Office 365, Outlook for Office 365 for Mac, Outlook 2019, Outlook 2016,

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](#).

Was this information helpful?

Yes

No

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.

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**.

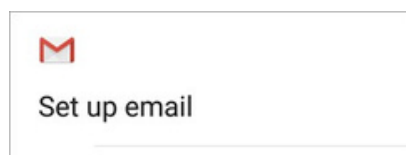
Note: If the update option is not available, you're already on the latest version.

1

Open the Gmail app.

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

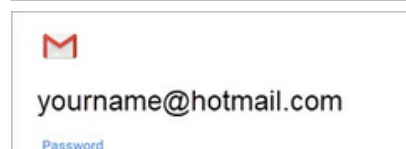
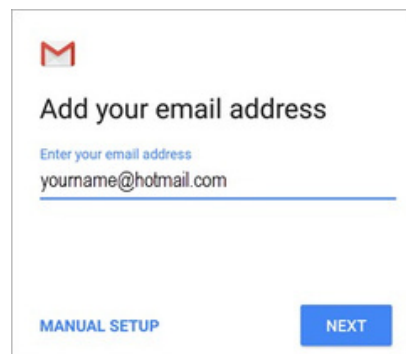
Important: Do **NOT** choose "Outlook, Hotmail, and Live" unless you want to sync email only and not calendar/contacts.



2

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

Enter your password and tap **Next**.



3

Follow steps for your account type:

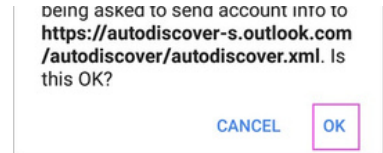
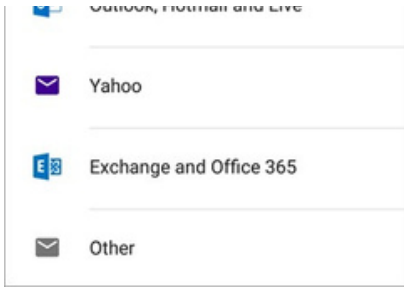
- Outlook.com users: skip this step
- Exchange or other accounts: you may have to ask your IT admin or email provider for server settings and [set up your account manually](#)
- Office 365 work or school: you may see a **Redirect request** screen. Tap **OK**.

Was this information helpful?

Yes

No

×

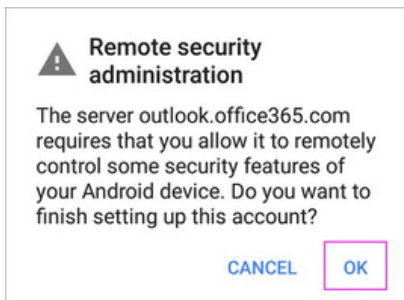


On the Incoming server settings screen, change your server to **outlook.office365.com**.

4

Follow any prompts you may get for security or device

permissions, sync settings, and more.



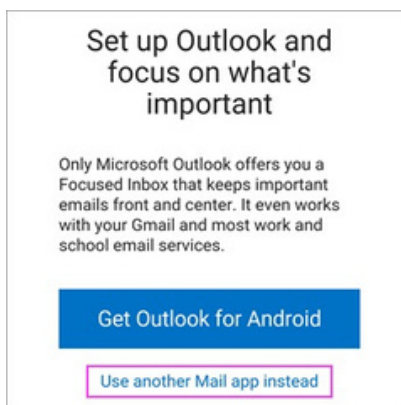
If you have an Office 365 work or school account, you may also be asked to confirm **Remote security administration** and approve additional security measures. In this case, choose **OK** or **Activate**.

5

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**.

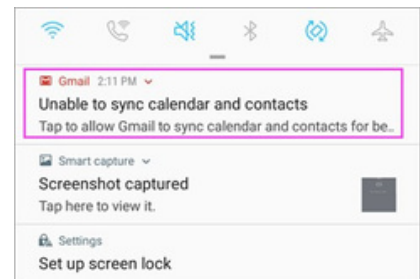
If you don't see this message and emails are syncing, skip this step.



6

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:

Manual setup in the Gmail app

Set up email as IMAP or POP

Was this information helpful?

Yes

No

✕

Having trouble? We've got your back.

This article was **last updated on August 13, 2018** because of your feedback. If you still need help setting up email on your Android device, tell us about your question in detail using the comment box below so we can address it in the future.

- Contact [Microsoft support](#) regarding your Office 365 or Outlook.com email setup.
- If you have a work or school account that uses Office 365 for business or Exchange-based accounts, talk to your Office 365 admin or technical support.

See Also

[Sync calendar and contacts with my phone or tablet](#)

[Troubleshoot email setup on mobile](#)

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