

# Hosted Exchange Email setup on Android Devices

## Choose your built-in Android email app:

\*Note: If you are prompted to choose the type of account you are setting up (personal or work), you will want to select "Work or School Account created by your IT dept."

[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.

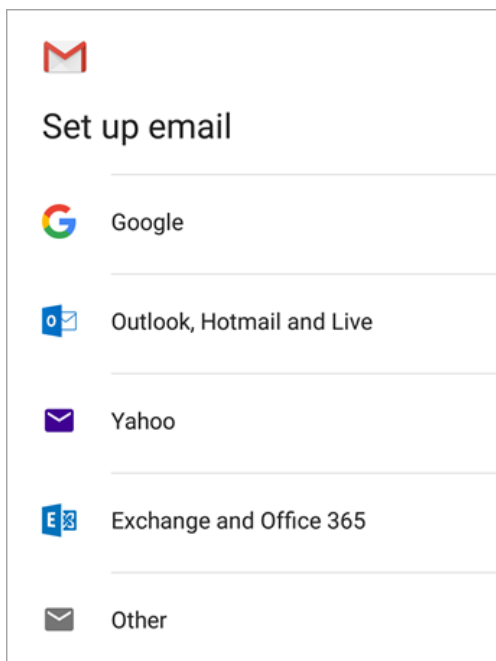
1

\*Note: If you are switching from an old host, you must first delete the email account that you are reconfiguring.

Open the Gmail app.

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

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

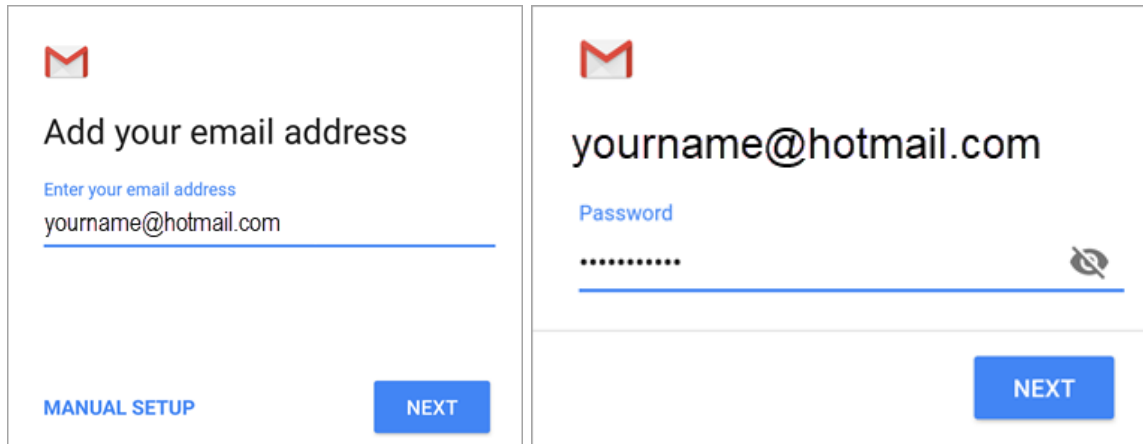


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Enter your full email address and tap **Next**.

Enter your password and tap **Next**.

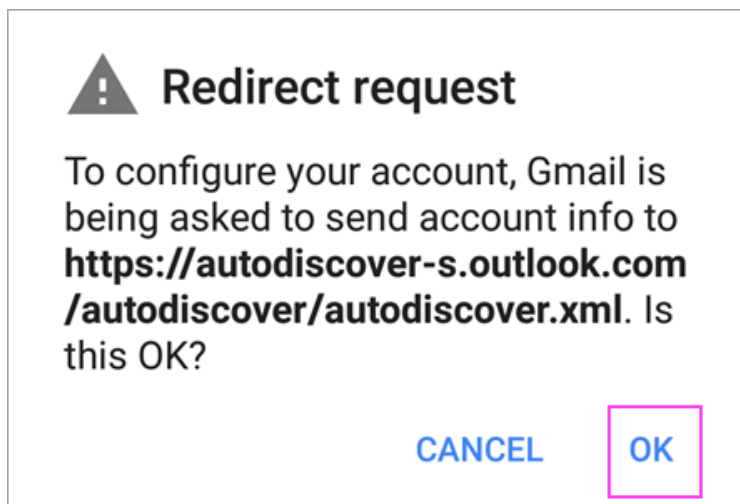


The image shows two side-by-side screenshots of the Gmail setup process. The left screenshot is titled 'Add your email address' and features a text input field with the placeholder 'Enter your email address' and the text 'yourname@hotmail.com' entered. Below the input field are two buttons: 'MANUAL SETUP' and 'NEXT'. The right screenshot shows the 'Password' screen with a password input field containing '\*\*\*\*\*' and a 'NEXT' button. Both screens have the Gmail logo at the top left.

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](#)
- Microsoft 365 work or school: you may see a **Redirect request** screen. Tap **OK**.

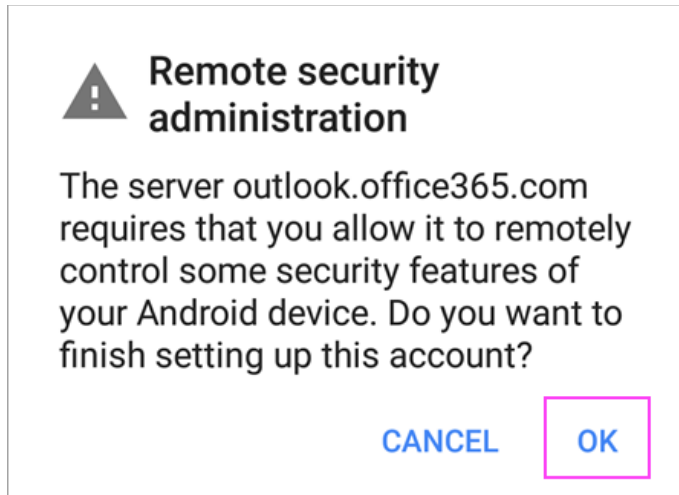


On the Incoming server settings screen, change your server to **outlook.office365.com**.

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

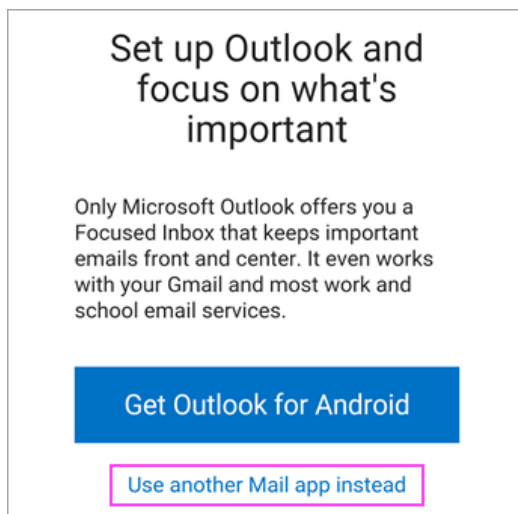


If you have a Microsoft 365 work or school account, you may also be asked to confirm **Remote security administration** and approve additional security measures. In this case, choose **OK** or **Activate**.

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**.

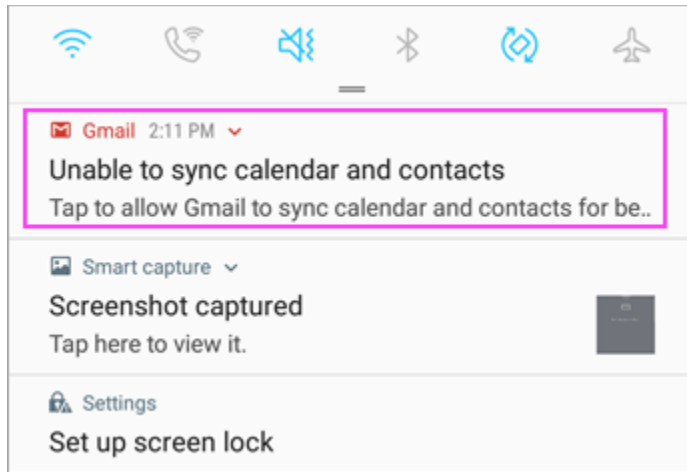
If you don't see this message and emails are syncing, skip this step.



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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.