

Email & online accounts | Easy | 2 min read

How to set up your email on an Android phone

Android phones usually come with the Gmail app, and this can also hold addresses from other providers such as Outlook.com or Yahoo. This guide shows the general steps.

Different phone makers and Android versions label things slightly differently, so use the closest wording if yours is not identical.

Before you start

- Have your email address and password to hand.
- If you use two-step sign-in, keep your other device or app nearby.
- Connect to Wi-Fi or mobile data.

Adding an account in the Gmail app

1. Open the **Gmail** app.
2. Tap your profile picture or initial in the top corner.
3. Tap **Add another account**.
4. Choose **Google**, **Outlook**, **Hotmail and Live**, **Yahoo** or **Other**.
5. Follow the sign-in screens. These are the provider's own pages, so it is safe to enter your password.
6. When asked, accept the sync options and tap **Next**.

Using the Outlook app instead

If your work uses Microsoft 365, the **Outlook** app from the Google Play Store is often the best choice. Open it, tap **Add Account**, enter your email address and follow the prompts. Your workplace may ask you to approve extra security settings on the phone. That is normal.

If it will not connect

- Check the address and password, including capital letters.
- Make sure the phone's date and time are set automatically.
- Open **Settings**, then **Accounts**, to see whether the account shows a sync error.
- Some providers need an "app password" if two-step sign-in is on. Look on the provider's help pages for how to create one.
- Restart the phone and try again.

Staying safe

Only install email apps from the Google Play Store, and never enter your password on a page you reached by clicking a link in a message.

When to get more help

Contact us if the account keeps asking you to sign in again, if your workplace has special rules you cannot get past, or if you are unsure which settings your provider wants.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.