University email – Connecting your Android device

We recommend using the official Outlook app for Android to connect to your University email and calendar. See our guide in the Toolkit Email resource for instructions on installing and using this app.

However, if you want to add your University email account to a built-in Android Mail app you can follow this guide. These instructions have been written for Android Version 10. Versions 6 and above are required for Office 365 accounts that have been enabled for Multi-factor Authentication (MFA).

Note: You must have an unlock passcode/pattern set up on your Android device to access your University email.

1. Remove the old Account Settings

   Note: If you have not previously connected your Android device to University email, you can skip this step and go straight to step 2.

   1. Tap Settings, then scroll down and tap Accounts and Back up.
   2. Tap Accounts.
   3. Tap Exchange.
   4. Select your University Account from the list of accounts displayed – this can be a drop-down menu.
   5. Tap the three dots at the top right of the screen.
   6. Tap Remove Account and confirm when prompted.

2. Add your University email Account

   1. Tap Settings, then scroll down and tap Accounts and Back up.
   2. Tap Accounts.
   3. Scroll down and tap Add Account.
   4. Tap Email
   5. Tap Exchange
      - Type youruserid@abdn.ac.uk, e.g. s99jb7@abdn.ac.uk, then Tap Next.
      - Type your University password then Tap Next.
   6. You will be directed to University page where you need to enter your password again.
   7. If your account has been set up for MFA, you will be prompted for your second method of authentication.
   8. You may be asked to name the account – this is simply how the account will appear and be referred to on your device. Choose something appropriate, for example your email address, or ‘work’.
   9. Your University email account has now been added to Android mail.

Further information and help

Use MyIT to report an issue with the IT Service Desk: https://myit.abdn.ac.uk

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1 If you choose Exchange at this point and work through process your University email will be added to the Gmail app.