The University of Aberdeen uses Microsoft Outlook for University email. This guide will show you how to set up the Outlook app on your Android device. For more information about University email you can check out the Toolkit Email resource.

You must have an unlock password set up on your Android device to access your University email. If not, you may see additional security messages as you set up the app.

### Download Outlook for Android

1. Download the official Microsoft Outlook app from the Play store.
2. Open the Outlook app.

If you have never used this app before tap Get Started and follow instructions below. If you already have accounts listed in the Outlook app: Click on the Cog (Settings) Tap Add Email Account and again choose Add Email Account.

If you have previously configured a mail app on your device to see Exchange and your University Office 365 email account, Outlook will locate the account. Follow steps 1-5 below to set up the app. If you have never configured an account on your device, proceed to page 2 and follow steps 1-9.

### Already configured a mail app on your device to see your University email account?

1. A list of the accounts on the device will appear. Ensure that the checkbox for the account you want to add to the app is ticked. If there are additional accounts listed that you do not want to add, eg a personal email account, tap the checkbox to deselect the tick.
2. Tap Add Account. The Adding Account message appears at the bottom of the screen.
3. Tap Skip if you do not intend to add another account
4. Swipe to read through any intro screens, or Skip
5. You’ll see your Inbox

See pages 2-3 for instructions on how to use the app.

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The appearance of different versions of Android can vary so use these steps as a guide or consult the manufacturer’s help for your particular device. The screenshots in this guide were captured on a OnePlus 3 running Android 9 and relate to app version 3.0.98. In addition, Microsoft periodically updates the app, so screens and prompts may vary over time.
Never configured a mail app on your device to see your University email account?

If you have never configured your Android Mail app to see Exchange before:

1. Enter your University userid followed by @abdn.ac.uk, e.g.
   s99jb7@abdn.ac.uk (where s99jb7 is your userid)
2. Tap Continue
3. Type your University password
4. Tap Sign In

5. If your account has been enabled for Multi Factor Authentication (MFA) you will be asked to authenticate using whatever means you have set up, e.g. prompted to Approve the sign in request or respond to a text or call.

6. Click Activate to set Outlook as a device administrator
7. Read through the Outlook Device Policy screen and click Activate this device administrator to accept the policy. Your account is added to Outlook
8. Tap Skip to continue to the Outlook welcome screen
9. Swipe to read through any intro screens, or Skip
10. You’ll see your inbox

Using Outlook for Android

– Switch between Mail or Calendar by tapping the icons at the bottom the app as appropriate
– Use the Search icon to look for contacts or files stored in OneDrive for Business
– To view other mail Folders, in Mail view, tap the menu – top left
– To access Settings and Help, tap the menu, then the appropriate icon – bottom left

Focused Inbox

The Outlook app sorts your incoming messages into a Focused inbox (for more important messages) and an Other inbox (for messages considered less important). It does this by taking a variety of factors into account, e.g. whether you regularly interact with the sender of a message, or whether the message is part of a bulk emailing.

To switch between inboxes:

– In Mail view, tap the heading at the top of the message list

To move a message between inboxes

– Open the message
– Tap the overflow menu icon (top right corner)
- Tap Move to Focused inbox/ Move to Other inbox
- Choose whether to move the individual message, or all future messages from that sender
- Tap Move to Folder

To disable Focused inbox
- In Mail view, tap the menu (top left)
- Tap the Settings icon (cog- bottom left)
- Scroll down to the Mail section and tap the slider for Focused Inbox
- Return to the Mail view. All messages now appear in the same list

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